How can I improve email previews for certain mobile email apps?

James Godwin - 2023-08-29 - Comments (0) - Using Deskpro

On most smartphone or tablet email apps, Deskpro email notifications have been tweaked to show a better preview, showing the text of the message rather than the REPLY ABOVE notice.

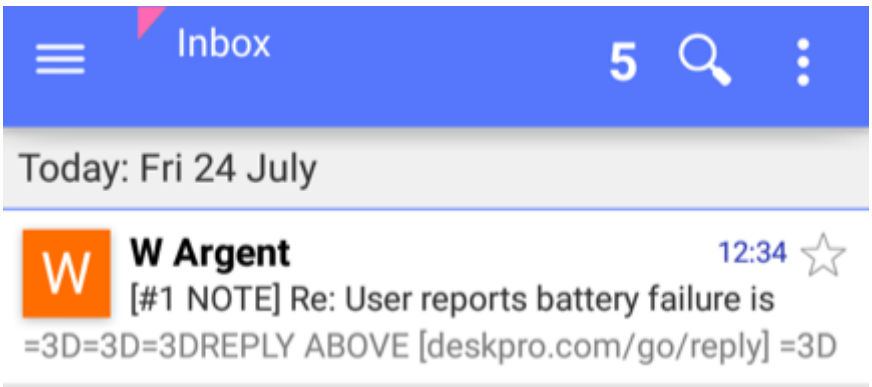
A few mobile email apps require you to change a setting before this works.

Known apps where this change is required:

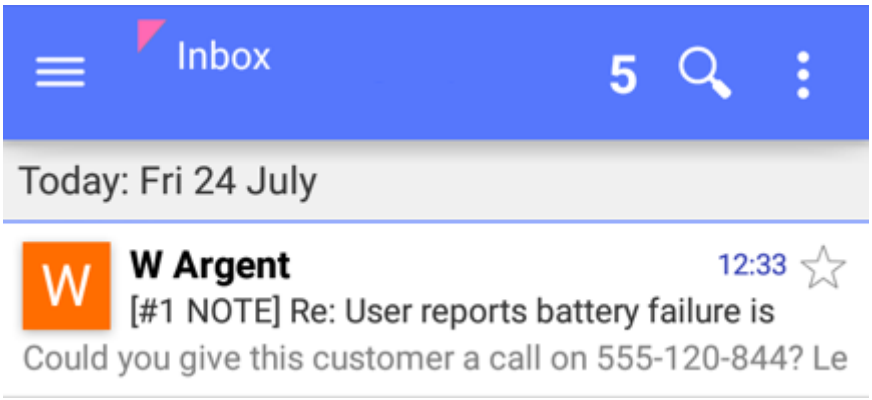
- Aquamail on Android

Go to your Agent Settings at the bottom of the Navigation Panel then select Agent Preferences. In this menu, *disable* **Send email notifications with plaintext parts** under your email address. This changes how notification emails are sent from that point on.

This is an example of what an email notification looks like in Aquamail before you make this change:



and afterward:


Inbox
5
Today: Fri 24 July
W
W Argent
12:33
[#1 NOTE] Re: User reports battery failure is
Could you give this customer a call on 555-120-844? Le