

Email Commands

Email commands provide operators with a way to modify ticket information when replying to tickets via email.

For the best use:

- Please ensure each email command is on a separate line
- Try to minimise white-space between email commands and the email body, for example start your email on a new line immediately after the last command - do not add unnecessary white-space.
- Do not use the %} character sequence within a command, for example {% status 1 %} 2 %}

Limited Availability

It is not possible to use this email command when creating a new ticket, for example in combination with the {% from email@addr %} command.

Add the current message as a ticket note. The user will not be notified and will not be able to see the message.

```
{% note %}This is my note. The user will not see this.  
-#-#- Please reply above this line -#-#-...
```

Add a ticket note while also replying to the user.

Recommended Use

The separate note command has a few quirks that you should be aware of:

- Only single line messages are supported.
- Use of %} character sequence is not recommended within a note. e.g. {% note test %} test %}. If you must use the character sequence, please escape it using %} which will be converted to %} at run time.

```
{% note This is my note. The user will not be able to see this. %}This is my reply to the user.-#-#- Please reply above this line -#-#-...
```

Set or change the ticket department by specifying the department name (or translated name). The name must be specified exactly as it is written within SupportPro in order to match correctly.

When replying to an existing ticket, the Ticket Department Changed email will also be sent to operators.

```
{% department Sales %}This is my message.-#-#- Please reply above this line -#-#-...
```

Set or change the ticket status by specifying the status name (or

translated name). The name must be specified exactly as it is written within SupportPro in order to match correctly.

```
{% status In-Progress %}This is my message.-#-#- Please reply above this line -#-#-...
```

Set or change the ticket priority by specifying the priority name (or translated name). The name must be specified exactly as it is written within SupportPro in order to match correctly.

Example Usage:

```
{% priority High %}This is my message.-#-#- Please reply above this line -#-#-...
```

Set or change the ticket subject.

```
{% subject New subject needed %}This is my message.-#-#- Please reply above this line -#-#-...
```

Assign one or more operator(s) to the ticket using a comma delimited list. It is possible to partially search for operators on the following fields: first name, last name and email address and the first matching operator will be used. For example, "Joe" would match an operator

called "Joe Bloggs" or "joe@blogs.com" would also match "Joe Bloggs".

Shorthand notation is also available if you would only like to assign yourself to the ticket: `{% me %}`

Using Both Commands Together

If both commands are used together, they will function differently depending on whether you're creating a new ticket or replying to an existing ticket:

- **New Ticket.** `{% me %}` will not replace existing assignees, so if you use both commands all assignees will be combined.
- **Ticket Reply.** The order the commands are specified matters. For example, `{% me %}` before `{% assign .. %}` will combine assignees, but `{% assign .. %}` before `{% me %}` will only assign *me*...

```
{% me %}{% assign John, sally@company.com %}This is my message.-#-#- Please reply above this line -#-#-.
```

Add one or more ticket tags to the ticket using a comma delimited list of tag names (or translated names). The name must be specified exactly as it is written within SupportPro in order to match correctly.

If the tag cannot be found, one will be created for you.

```
{% tag Feedback, New Development %}This is my message.-#-#- Please reply above this line -#-#-...
```

Occasionally customers email staff directly, in this instance it's possible to forward the email onto the help desk and a ticket will be created on behalf of the customer. If the user doesn't exist in SupportPro, an account will be created for them.

1. Select the email in your inbox and click **Forward**.
2. Enter the following instruction at the top of the email body:

```
{% from joe@blogs.com %}
```

3. Clean up the email. For example, remove the Forwarded Message header in the body. We will attempt to remove the FWD: prefix from the email subject, but you can also remove this manually.
4. To create a new ticket on behalf of the customer, enter your support address in the To field and click **Send**.

To forward the reply to an existing ticket, either:

- Add the ticket number to the email Subject. For example: [#12345] FWD: Sales enquiry - note the ticket number **must** be wrapped in square or curly brackets!
- If you're using , enter the ticket's support address in the To field and click **Send**.

Online URL: <https://docs.supportpro.vn/article/email-commands-155.html>