

Email Channel

The email channel is used to handle all incoming emails in to new tickets and replies.

Setting Name	Description
Default Priority	The priority that is set on all new tickets opened 'Low' by default on a new installation.
Prioritise Reply-To	If you accept emails from automated systems that use the 'Reply-To' header, you can use that email header to decide the priority of the ticket instead of the 'From' email header that is normally used. This also applies to CC email addresses on ticket replies.
Enable Sub-addresses	This will create a unique sub-address for each ticket. This will be used as the Reply-To address on all outgoing email. Enabling this will also add the ticket number from the subject of email templates to the subject line. email server subaddress support, see

Email Server Support

The '*Enable Sub-addresses*' setting is dependent on your email server having sub-address support. Please verify this before enabling otherwise emails in reply to tickets may not be correctly imported and instead create a new ticket.

By default, SupportPro uses '+' as the sub-address delimiter, for example: support+284@company.com. It is possible to change the delimiter by setting the 'sub_address_delimiter' configuration option in a /config/production/email.php file, for more details please read: [\[redacted\]](#).

Online URL: <https://docs.supportpro.vn/article/email-channel-303.html>