

Create Email Ticket Channel

An email ticket channel is a mailbox.

To setup an email ticket channel, you need to go to Settings->Ticket Channels->E-mail. This shows all the ticket channels in the system.

Mailbox Address	From Name	Your Own Email Address	Actions
Box2@puzzel.logisaware.com	Box2@puzzel.logisaware.com	Cancel SPF DKIM DKIM	Edit Delete
Test@puzzel.logisaware.com	Puzzel Test Channel	Cancel SPF DKIM DKIM	Edit Delete
ticket@product.logisaware.com	Demo Ticketing Product	Cancel SPF DKIM DKIM	Edit Delete

To create a new mailbox click on the **New Mailbox** icon on the top right corner to open the New Mailbox screen.

New Mailbox

Mailbox Details

Mailbox address:

From name:

Communication Settings: ☐ Send to Unsubscribed Customers

Use User's Full Name: ☐

Use your own email address for this mailbox (optional)

Your email address:

Note that since we are sending emails appearing to be from your email address, setting up an SPF record on the domain specified will ensure that emails are delivered correctly and not flagged as spam.

Mailbox Details section

Mailbox details can be entered here. Look into the following table to for a description of all properties in this section. Details can also be edited for existing mailboxes.

Property	Description
Mailbox address	Defines the email address created using the account name. Emails are then forwarded to this email address to create ticket
From Name	Sets the name shown on ticket replies
Use Users Full Name	If this is ON ticket replies do not use From Name, instead the Users Name is shown on ticket replies
Sent Unsubscribed Customers	Related to email Campaign. Set to ON if the channel is to ignore unsubscribe customer requests, i.e. business need for contact
Use own email	Sets own email address for outgoing responses, using SPF/DKIM for correct delivery of the mask. Please refer to Puzzel Case Management External Links Guide for more details

Channel-Specific Ticket Options

Channel-Specific Ticket Options

Default CC address <input type="text" value="e.g. email_0@example.com, email_1@example.com, ..."/>	Default BCC address <input type="text" value="e.g. email_0@example.com, email_1@example.com, ..."/>	Reply Content Rule <input type="text" value="Include last incoming email in reply"/>
<small>If this field is filled out, when a reply is sent, the full reply will be CC as appropriate.</small>	<small>If this field is filled out, when a reply is sent, the full reply will be BCC as appropriate.</small>	<small>Allows users to pick and choose which part of a ticket they include when replying.</small>
Consolidate emails from the same source into single unassigned ticket <input checked="" type="checkbox"/>		

This setting only takes effect when the ticket created by the first email remains unassigned by the Team

Default CC address: if field completed all replies on this specific channel will be CC'd to the email completed.

Default BCC address : if field completed all replies on this specific channel will be BCC's to the email completed. This could be used if customer wants replies on their servers.

Reply Content Rule: there are three options – (i) include last incoming email in reply (ii) include all emails in reply or (iii) Do not include any previous emails in reply.

Ticket Management

This section sets how the default reply address on a ticket is determined. Only one option can be selected here.

Ticket Management

Default Reply Addresses

Customer address only	<input checked="" type="radio"/> ON
Most recent reply address	<input type="radio"/> OFF
All previous addresses	<input type="radio"/> OFF
All previous addresses (excluding forwards)	<input type="radio"/> OFF

Email Layout

Selecting ON uses an email layout in this channel. Email layout allows a template to be used and then a layout constructed with options on font style, size, colour and so on in the editor. Tables, links and pictures can be inserted. HTML Templates should not be edited in Puzzel Case Management.

Email Layout
☒ Use Email Layout

Mail Signature

Signature

Ticket replies will have this signature appended automatically to the bottom of the responses.

The Channel email signature is created using the editor. Where this is blank no signature is added. Where a signature is created this will automatically be added to the bottom of all emails sent through this channel. A user signature will sit above a channel signature.