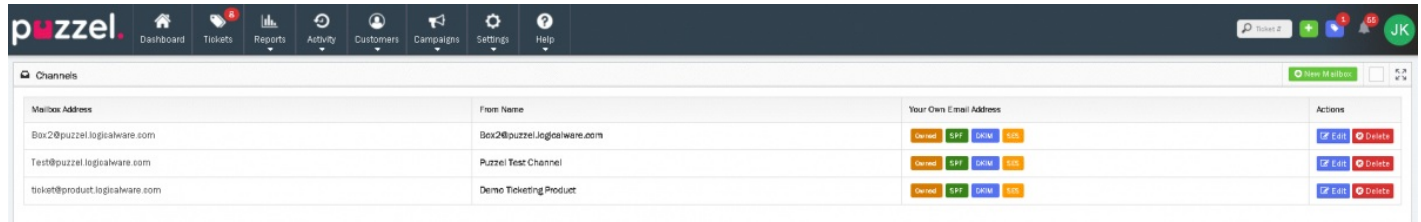


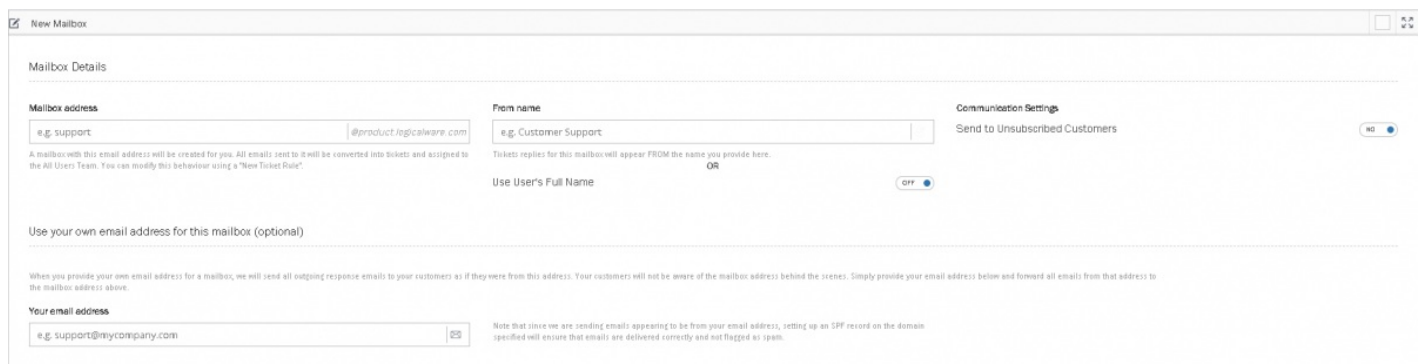
## Create Email Ticket Channel

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.



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



### 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

