

Event: Service Desk Inbound Email Auto Response

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Event type ID: 1039

Overview

The **Service Desk Inbound Email Auto Response** is an optional extension to the [Inbound Mail](#) feature. It is an event that is designed to provide an automated reply to a customer who has raised a service desk ticket via email or the [End User Portal](#).

The process starts with an end customer either emailing a [Service Desk mailbox](#) or submitting a new ticket via the End User Portal.

Once the email has been retrieved by the system and a service desk ticket has been created, the event is triggered.

Depending on the configuration of the event's [message template](#), the ticket creator can receive a message that can contain some basic information about the ticket they have raised as a confirmation.

Prerequisites

This event works in conjunction with the following modules. All modules must be enabled for this event to fire.

- [Service Desk](#)
- [Service Desk Inbound Email](#)
- [Events](#)

Trigger

The process starts with an end customer either emailing a [Service Desk mailbox](#) or submitting a new ticket via the End User Portal.

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Depending on the configuration of the event's [message template](#), the ticket creator can receive a message that can contain some basic information about the ticket they have raised as a confirmation.



This event will not trigger when an existing ticket is updated.

Licensing

This event is:

- ☐ a standard event
- ☒ included for subscribers to the Service Desk Module Inbound Email extension.
- ☐ a standalone event available upon request (please contact your Account Manager)

Action Types

The event supports the following actions.

- ☒ Message
- ☒ SMS
- ☐ Log
- ☐ On Screen

Template Variables

The following event [message template](#) variables are available in the event.

- Time Created
- Date Created
- Ticket Number
- Sub Category
- Category
- Queue Name
- Subject
- Original Email Content - This is the email message that was sent in (received) by the ticket creator.



If the message template is configured to send to either *Primary* or *Billing* contact email addresses, and the email has been received from a different email address on a different contact type (say from a secondary contact), then the outgoing email won't be sent to the same email address. Please be aware of this when configuring your message template.

Thresholds

No thresholds apply to this event.

Related Events

Event type ID	Name
1045	Customer Updates Service Desk Ticket
928	Service Provider Updates Service Desk Ticket

Related Pages

- [Inbound Mail](#)
- [Inbound Email and Gmail's Security Policies](#)
- [Event: Customer Updates Service Desk Ticket](#)
- [Configure Inbound Email Mailboxes](#)
- [Event: Service Provider Updates Service Desk Ticket](#)
- [Outbound Email Configuration](#)
- [Event: Service Desk Inbound Email Auto Response](#)
- [Email Domains \(DNS Record configuration\)](#)
- [Onboarding: Retail Service Desk Module](#)
- [Service Desk Queue Configuration](#)
- [Creating service desk tickets](#)
- [Updating service desk tickets](#)
- [Multi Tier Ticket Escalation Pathway](#)
- [How to Link Disputes and Service Desk Tickets](#)
- [Service Desk](#)