

Customer Case - 10/12/2015

New in this release

Added a capability to create mailboxes for processing incoming emails from customers and transform them into tickets on support forums.

Now your customers can instantly submit tickets with issue reports to your support forums and send comments to tickets by email.

Edit Mailbox

i *From email* and *From name* fields are read-only as they are used in Postmark sender signature. To modify these fields, recreate the mailbox with new values.

Forum*

Select support forum.

From email*

Enter your company email (for example, support@yourcompany.com).

From name*

Enter your company name.


Forum type* ☒ Reply-To field override
☐ From address override

Choose send mode type.

Save

Cancel


You can quickly share the email of the support forum with your customers and let them communicate with your support team via emails.



Support Requests

Support forum for any issue

Issue with Customer Case

 **Vadim Rutkevich** • Yesterday


Hello, team

I am experiencing a strange issue with the Customer Case form. I cannot create the mailbox as the form does not have the button to save it.

BR, Vadim

BACKLOG


2 comments

 **Peter Jacobs** EMPLOYEE • Yesterday 8:28 AM

Hello, Vadim.

Please describe what sort of issue you are experiencing.

Thanks.


 **Vadim Rutkevich** • Yesterday 3:29 PM • Edit

Hello, Peter.

I cannot create the mailbox as the form does not have the button to save it.

Thanks.

Re: [CustomerCase] (DSB-5) Issue with Customer Case

From: **Vadim Rutkevich** <ruddick@mail.ru> 

To: Support Requests Forum

yesterday, 15:29

Hello, Peter.

I cannot create the mailbox as the form does not have the button to save it.

Thanks.

Thursday, 8 October, 2015, 8:28 -04:00 от "Support Requests Forum" <supportrequests@company.com>:

Peter Jacobs EMPLOYEE commented on Issue with Customer Case

Re: Issue with Customer Case

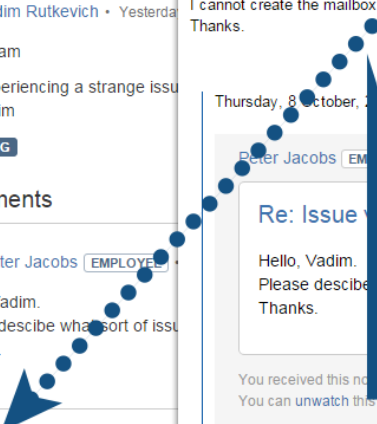
Hello, Vadim.

Please describe what sort of issue you are experiencing.

Thanks.

You received this notification because you are watching this issue.

You can [unwatch this issue](#) to stop receiving email updates.



Submit tickets and post comments to Customer Case via email