

Using Email Auto-Response Commands to Reply to Tickets

You can respond to support tickets via email without logging in to Ubersmith by using auto-response commands in the body of your email. These auto-response commands are instructions that tell Ubersmith how to reply to an activity notification such as sending the client a follow up or posting a comment.

Ubersmith receives the email, recognizes it as a valid response, and processes it accordingly. It is posted to the end of the ticket as if you had done it directly through the interface. You can use the following commands:

Auto-Response Command	Input
comment:private	Post a private comment
comment:public	Post a public comment
reply:client	Send a reply to the client
assign:<username>	Assign ticket to user <username>
priority:<priority>	Set ticket priority to <priority> (Low,Normal,High,911)
impact:<impact>	Set ticket impact to <impact> (None, Minor, Moderate, Significant, Extensive)
type:<type>	Set ticket type to <type> (open, on hold, closed, deleted)

If you use a response not recognized, you will receive a message from Ubersmith as follows:

Support Manager Command auto-response: We're sorry but Ubersmith could not process the command you entered:

It appears you have entered a response but did not specify how to handle the message.

Please specify a command, or if this is a public comment, private comment, or reply to the client.

1. Enter one or more commands, one per line, with no spaces.
2. Add a blank line and then the body of your message. Anything below the last command is considered a comment.

For example, if you want to assign the ticket and change the priority to 911, in the body of your email you would type:

Assign:cmarshall

priority:911

comment:private

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