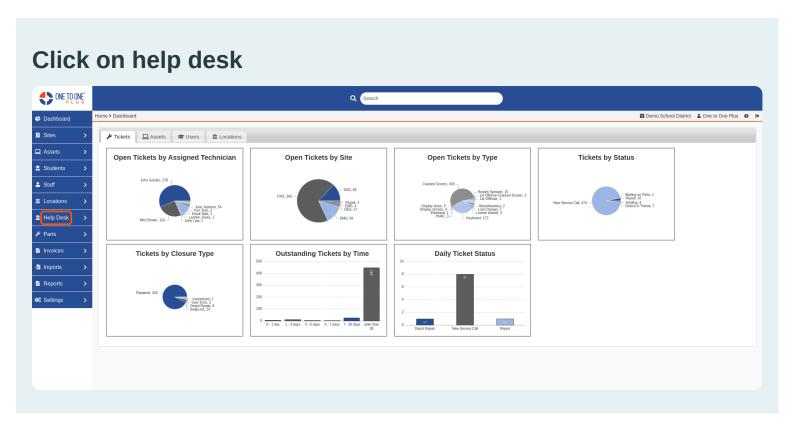
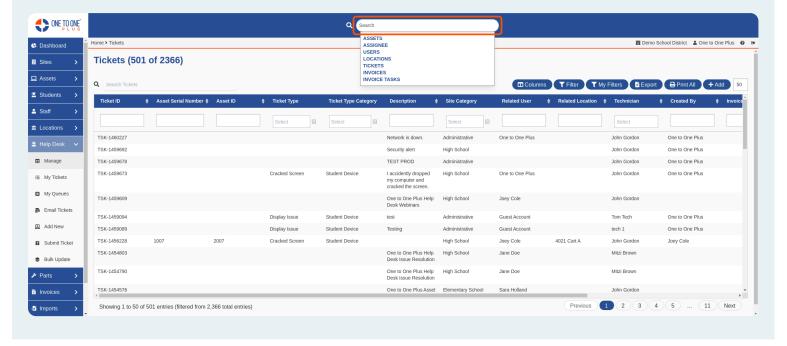
Utilize Email Correspondence

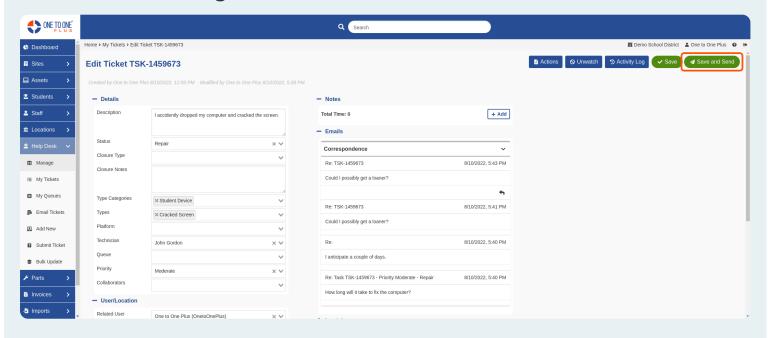
Author: Burt LancasterUpdated: 2 years ago



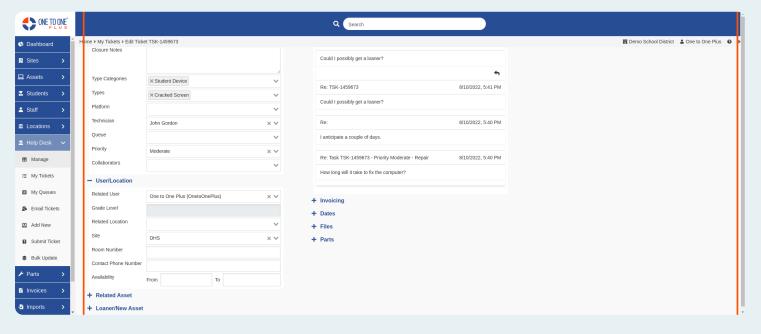
Search for the ticket that you wish to use to correspond with someone



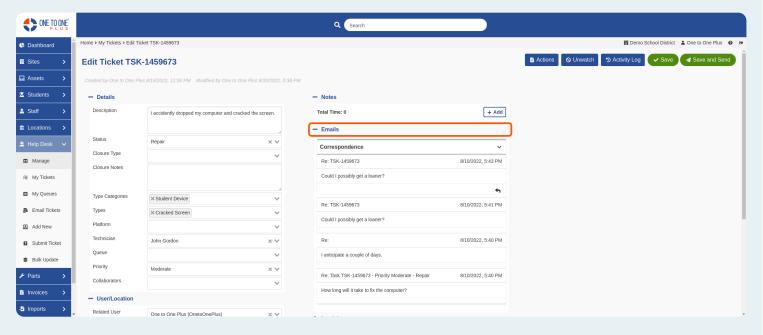
Initiate the correspondence by updating the information on the ticket and clicking the Save and Send button



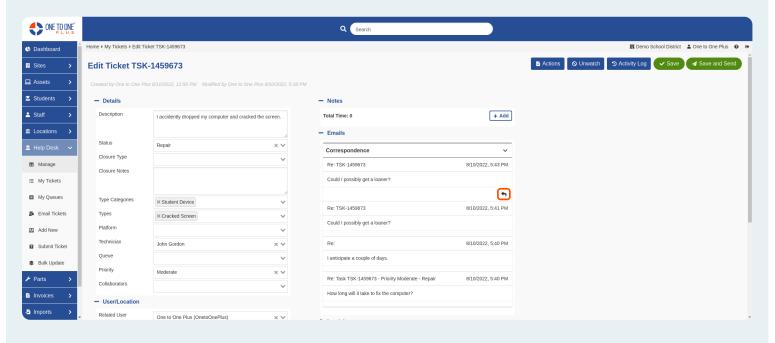
The correspondence will be sent to the appropriate email addresses and the users can simply reply to the email



The software then opens this new Email area and the reply to the email will be captured in this area



When the reply email arrives, users can either reply to that email or they can respond using the Reply button in the software



All back and forth email correspondence related to a particular ticket will be captured and included in the Email area of the ticket

