PANDORAFMS

Email support and management

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Pandora ITSM allows ticket creation or editing by sending emails. Email ticket management is based on the same principles of ACL as the Pandora ITSM interface itself.

This feature is based on the mail queues configured in each of the groups. Therefore, the mail queues of the relevant groups must be previously configured (see Groups: Mail queue management) and, in addition, the mail parameters in section Email configuration for reception.

Email Settings

To be able to manage tickets through email, the parameters must be configured in the Setup, in the mail tab.

When sending images by e-mail, the e-mail manager may become overloaded and interrupt forwarding, especially with images or animated GIF that exceed six megabytes. It is advisable to use this resource sparingly.

Group Email Configuration

Mail queue management flow:
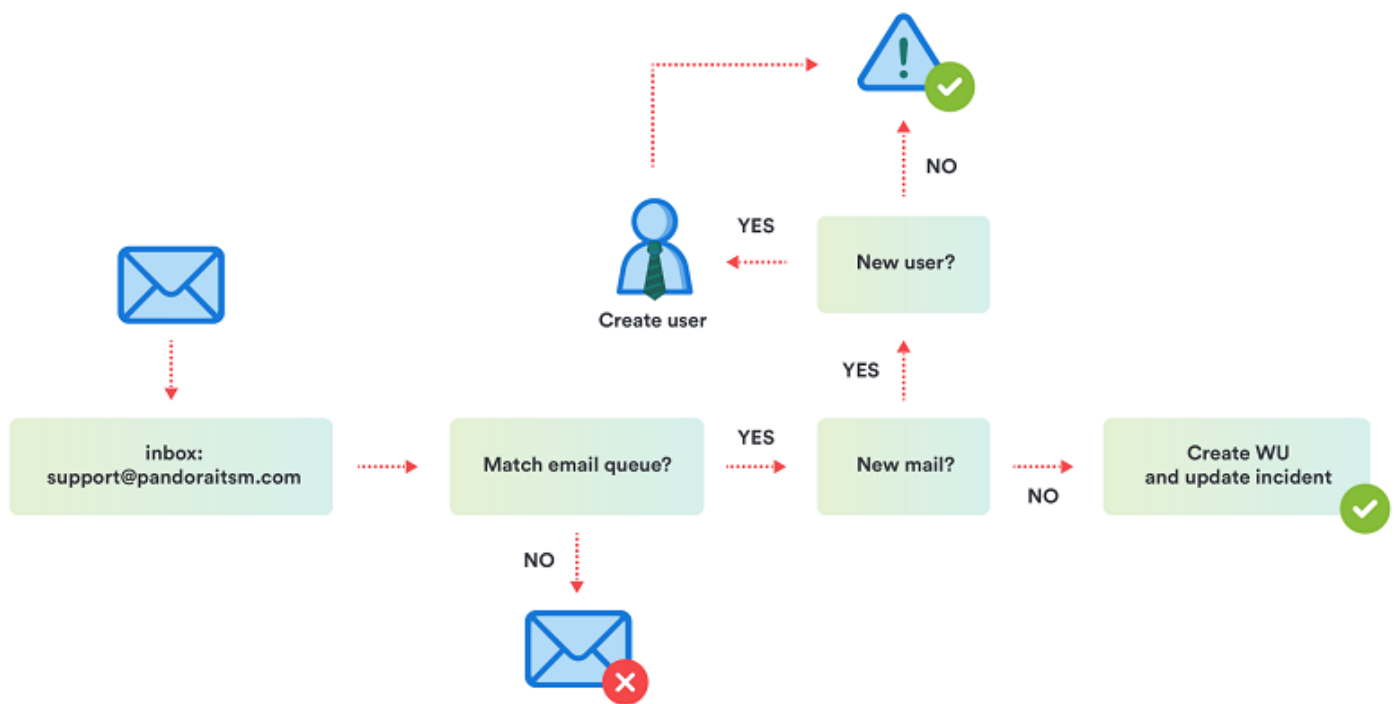
1. When an email arrives in the inbox of the `support@pandoraitsm.com` address (*simple example mailbox*) it is checked if it matches any address configured in the Source email parameter of the Queue management (Email) of the groups. If no match is found, the email will not be processed.
2. If a match is found, the ticket will be managed taking into account the configured parameters (default ticket status, ticket type, associated company, etc.).
3. At this point, it may happen that:
    - The email does not correspond to any ticket already created. In this case, a new ticket will be created.
    - The email corresponds to a ticket previously created in the system. In this case, a new Workunit will be created and the ticket data will be updated. The content of the email body will be added as a comment and the corresponding modifications will be made.

When creating a new ticket, it will be saved with the following values:

- Creator: This will be the user associated with the `from` address. If the user does not exist, it will only be created if this option is enabled in the Queue Management (Email) of the corresponding group.
- Editor: The same user associated to the `from` address of the email will be used.
- Group: Group corresponding to the Queue Management (Email).
- Owner: The default user of the group associated to this Queue Management (Email).
- Subject: Email subject.
- Description: Email body.
- Email notifications: All email addresses in the T0 and CC fields that do not correspond to the address found for Queue Management (Email) are added to this ticket field.
- *ticket* files: E-mail attachments will be added.

Updating tickets by email

Pandora ITSM allows you to modify some ticket parameters by email. For that, it is necessary to write the email with a specific syntax. Here is an example:

```
[INCIDENT]
GROUP: Support
ASSIGNED_TO: operator
PRIORITY: 3
STATUS: Assigned
RESOLUTION: Invalid
[INCIDENT]
```

The fields that can be modified and their possible values are:

- GROUP: Name of the group to which you want to change the ticket.
- ASSIGNED_TO: Identifier of the user the ticket belongs to. It is the name with which the user logs into Pandora ITSM.
- PRIORITY: Priority to which the ticket will be changed. The priority is a number between 0 (lowest) and 5 (highest).
- STATUS: Name of the status to which the ticket will be changed. The name of the states is defined in the Tickets tab of the General Settings.
- RESOLUTION: Name of the resolution to which the ticket will be changed. The name of the resolution is defined in the Tickets tab of the General Settings.

It is important to make sure that the syntax is correct
because if it is not, the changes will not be applied and the
text will be added as a comment associated with the
ticket.

Modification of comments by email

It is also possible to modify the time spent in hours in a comment. To do this, the syntax to include is:

```
[WORKUNIT]
TIME_USED: 0.05
[WORKUNIT]
```

The time taken, if not specified this way, is 0.25 hours. It is important to make sure that the syntax is correct, otherwise the text will be added as a comment associated with the ticket.

Mask email addresses that appear in comments

It is possible that when creating a comment through email, an email address appears in the body of the message. This could happen, for example, when using the reply all function.

If it is considered that this information may be sensitive and it is recommended

for it not to appear in the comments. Pandora ITSM allows you to mask the
email addresses.

That way, you may know there was an email address there, but you cannot guess which one. This option may be configured in the Tickets tab of the General Settings of the application by checking the Masking email addresses check box. When this check is enabled, Pandora ITSM will change all email addresses to the following wildcard address `xxxx@xxxx.xxxx`

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