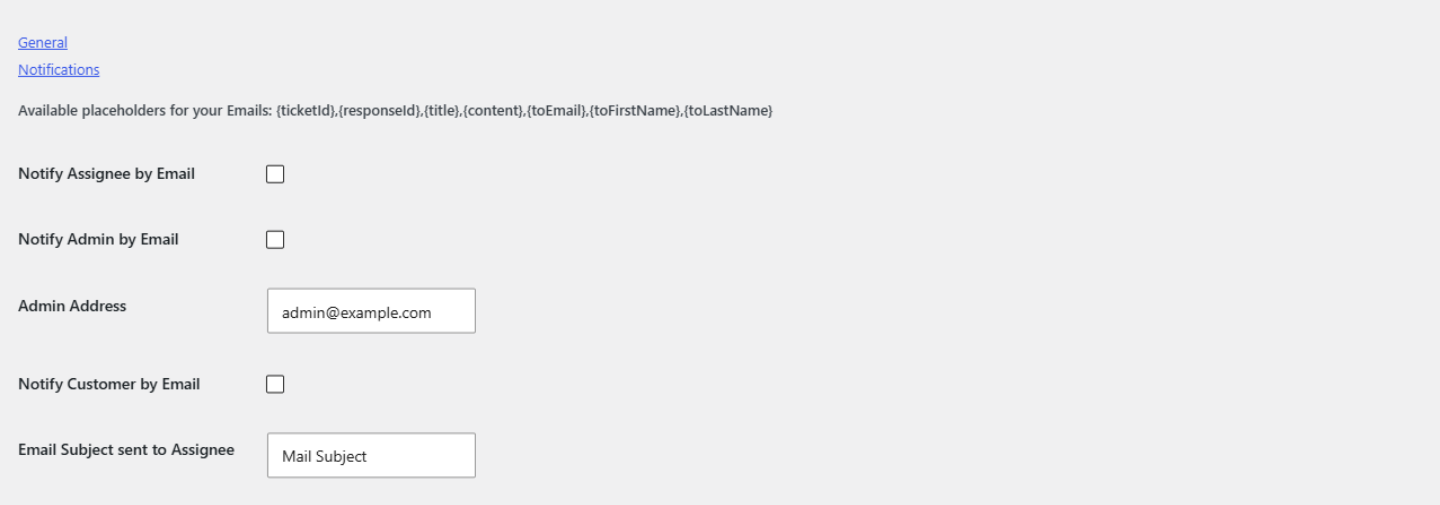
How to Configure WooCommerce Support Ticket Email Notifications

How to · https://wpfactory.com/docs/helpdesk-ticket-email-notifications/

To send email notifications for WooCommerce support tickets, go to **WPFactory > Support Tickets > Settings** (also under **Support Tickets > Settings**) in Helpdesk Support Ticketing System for WooCommerce and open the **Notifications** sub-tab. Tick who should be emailed, optionally write custom subjects and messages, and save.



Before you start

- All notifications are off by default.
- Helpdesk sends HTML emails through the standard WordPress mail function. If your site does not send email reliably, set up an SMTP plugin first.

How to turn on ticket emails

1. Go to **WPFactory > Support Tickets**, click the **Settings** tab, then the **Notifications** sub-tab.
2. Tick **Notify Assignee by Email** to email the agent who owns the ticket.

3. Tick **Notify Admin by Email** to email a fixed address, and enter it in **Admin Address**. The field is prefilled with the site admin email.
4. Tick **Notify Customer by Email** to email the customer who opened the ticket.
5. Optionally fill in **Email Subject sent to Assignee**, **Email Content sent to Assignee**, **Email Subject sent to Customer** and **Email Content sent to Customer**. Leave them empty to use the built-in messages.
6. Click **Save Changes**, then submit a test ticket from a customer account.

When each email is sent

Event	Admin	Assignee	Customer
Customer opens a new ticket	Yes	Yes	Yes
Customer replies from My Account	Yes	Yes	Yes
You reply from the wp-admin ticket screen	No	Yes	Yes
You add a private note	No	No	No

Each column only applies when its checkbox is ticked. The assignee is the ticket's assigned user, or the Default Assignee when none is set. All emails are sent from your site name and the Admin Address (or the site admin email when Admin Address is empty).

Placeholders

You can use these placeholders in the custom subjects and messages. They are listed at the top of the Notifications sub-tab.

Placeholder	Replaced with
`{ticketId}`	The ticket ID
`{responseId}`	The response ID (empty for a new ticket)
`{title}`	The ticket title (empty when a customer replies)

Placeholder	Replaced with
`{content}`	The ticket message, or the reply text when a customer replies
`{toEmail}`	The customer's email address
`{toFirstName}`	The customer's first name
`{toLastName}`	The customer's last name
`{responseContent}`	Your reply text, in emails sent when you reply from wp-admin

Example assignee subject: `New ticket #{ticketId}: {title}`. Example customer message: `Hi {toFirstName}, we received your ticket #{ticketId} and will reply soon.`

Built-in messages

When you leave a subject or content field empty, Helpdesk uses its own text. For a new ticket the subject is "New Ticket to [site name] - #[ticket ID] [title]" and the message contains the title, the message and a link to the customer's Tickets page. Replies use subjects such as "New Response to ticket #[ticket ID]".

FAQ

Why does the admin email use the assignee template?

There is no separate admin template. **Email Subject sent to Assignee** and **Email Content sent to Assignee** are used for both the admin and the assignee emails, so write them for your team.

Do {toFirstName} and {toEmail} refer to the person receiving the email?

No. They always hold the customer's details, including in the emails sent to the admin and the assignee. This lets your team see who opened the ticket.

Why does the customer email for my admin reply only contain a single line?

In version 3.0.4, when **Email Subject sent to Customer** is filled in, emails for replies you send from wp-admin use that subject text as the message body. Leave the customer subject empty to send the built-in reply email, which includes the title, message, your last response and a link.

Can I send ticket emails to more than one admin address?

The **Admin Address** field is meant for one address. For a team inbox, use a shared mailbox or a forwarding address.



HELPDESK SUPPORT TICKETING SYSTEM FOR WOOCOMMERCE

Ticket notifications are part of Helpdesk Support Ticketing System for WooCommerce Pro. If emails do not arrive, see the Helpdesk troubleshooting guide.

View plugin →

Need a hand? Our team answers every ticket on the Helpdesk support forum.

Related articles

- How to Allow File Attachments on WooCommerce Support Tickets
- How to Set Up Support Ticket Subjects and Priorities
- How to Assign WooCommerce Support Tickets to Agents Automatically
- How to Reply to and Manage WooCommerce Support Tickets
- How to Let WooCommerce Customers Open Support Tickets