
Subject: Advice on best way of handling "department" email

Posted by [macjimbo](#) on Wed, 16 May 2018 09:44:34 GMT

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Hi

As our business has grown, we have lots of people working different shifts and when they send an email to a customer, they might not be around to receive and respond to replies straight away.

We use a generic info<_at_> email address to receive incoming mail for our reception department, and this goes to a public folder. All the reception team have access to this folder but, when they reply, it comes from their own email address instead of info@

I know that I could ask them to put a 'reply-to' field in but this is time consuming and will sometimes get forgotten. If I automate it, I run the risk of confidential emails going out with 'reply to info@'

Please can anyone share their strategies for dealing with this? One approach is to set up a dedicated user named 'info' and give all users access to it - but that would only work using a mail client. For a variety of reasons, we are often using the Kerio Connect Webmail client - and that doesn't let you sign in to more than one account at a time.

We run the latest Kerio Connect, and a network of Macs running 10.13.

Hope someone can offer guidance/experience.

Thanks!

Subject: Re: Advice on best way of handling "department" email

Posted by [Maerad](#) on Wed, 16 May 2018 15:06:01 GMT

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An idea for that, that is also in line with the data protection.

Configuration > Message Filter

- Change the header to the message that goes to the info@ address with those rules to something like "IM: (Old Subject)" or any other kind of code you can track
- Add another filter, so any mail with this code in the subject will be redirected to the info mail address.

You can also add another options with this, like a notification to the real "to:" address or something like that. So unless the user removes the code from the header, it will always go to the info account.

The other way would be, that you change the header like I mentioned before and the user adds a rule in his kerio settings, that any mail with that code gets moved to the public folder.

So if he leaves the office, he needs to enable the rule and be done. Sure, they could forget it,

but if they do it for some days with a daily remainder, they get used to it.

Subject: Re: Advice on best way of handling "department" email

Posted by [macjimbo](#) on Wed, 16 May 2018 15:42:33 GMT

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that's a really helpful reply, thank you. I will have a think about the first option, which I think would work well

thanks again

James

Subject: Re: Advice on best way of handling "department" email

Posted by [macjimbo](#) on Mon, 21 May 2018 11:55:31 GMT

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For posterity, to make it work I had to make a couple of changes to prevent outgoing replies being diverted straight to info<_at_> instead of the intended customer.

The rules are:

1. Tag info emails:

IF 'To' contains info@company

AND Subject does not contain [IN]:

THEN Change header (Subject) - [IN]: \${Subject}

2. Redirect replies to info:

IF Subject contains [IN]:

AND Sender does not contain @company

THEN Redirect to info@company

Hope this helps someone :)
