

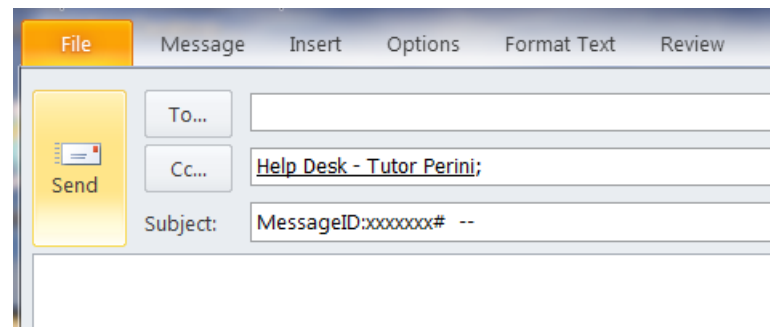
PUTTING YOUR EMAIL MESSAGE DIRECTLY INTO AN ALLOY TICKET

You can add your email correspondence directly into an Alloy ticket - provided the ticket already exists. This prevents having to save the email, then attach or copy & Pasting the email into the ticket.

You must follow this formatting **EXACTLY** or the email you send will result in a new ticket. Then, you will have to find that newly created ticket and relate the tickets.

Create a new email or forward the email you want to put into the ticket. Follow this format (between the “ ”) in the Subject line, where xxxxxxx is the Alloy ticket number:

“ **MessageID:xxxxxxx#** “ ... Capital “M”, capital “ID”, colon, ticket number, then hash tag to complete. NO spaces.



You can send directly TO: the helpdesk, or you may CC: the help desk (as above). Best practice is to put this format at the beginning of the subject line. I add a couple of spaces, a --, then subject title. You will see your email in the Activity Notes tab of the ticket. Remember, it may take 15 minutes for the email to show in that section of the ticket.