

CUNY Academic Commons - Bug #4918

Re-directing Help Requests

2015-11-18 12:11 PM - Marilyn Weber

Status:	Resolved	Start date:	2015-11-18
Priority name:	High	Due date:	
Assignee:	Raymond Hoh	% Done:	0%
Category name:	ZenDesk	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
I think that when a user currently clicks on "Send Us a Message" via the help tab (see attached screenshot), the entered request goes to commons@gc.cuny.edu . We'd now prefer it to go to support@cunycommons.zendesk.com . Ray, Matt has asked me to assign this to you. Thanks! - Marilyn (mweber@gc.cuny.edu)			

History

#1 - 2015-11-21 10:15 PM - Boone Gorges

- Category name set to ZenDesk
- Target version set to Not tracked

Ray, I'm not sure if this requires a Zendesk config change, or if it needs a change in the codebase. If there will be related commits, please feel free to move into the next available milestone.

#2 - 2015-11-21 10:18 PM - Matt Gold

Thanks to you both. Given the importance of this, I'd like to request that this be handled as soon as possible, as support emails sent to the current address will **not** be forwarded to Zendesk. Marilyn is checking the Commons account manually on a regular basis but it would be much preferable to get messages out to Zendesk and into our email inboxes. thank you!

#3 - 2015-11-21 11:03 PM - Raymond Hoh

Sorry for missing this one!

I logged in to Zendesk and have removed commons@gc.cuny.edu from "Channels / Email / Support addresses".

This should fix the problem and emails should now fallback to support@cunycommons.zendesk.com.

Let me know if this works or not.

#4 - 2015-11-22 01:42 AM - Matt Gold

- Status changed from New to Reporter Feedback

Thank you, Ray!!

Marilyn, please test. Thank you!!

#5 - 2015-11-23 09:26 AM - Marilyn Weber

Tested - works great!

#6 - 2015-11-23 11:15 AM - Boone Gorges

- Status changed from Reporter Feedback to Resolved

Thanks, all!

Files

Help.JPG	31 KB	2015-11-18	Marilyn Weber
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