

Mail filters

DeskNow can automatically filter incoming emails, and perform many operations on them. For instance, DeskNow can:

- delete emails that come from known spammers (a spammer is someone who sends unsolicited emails, usually commercial advertising)
- move incoming mails to a particular folder according to the sender, to keep your inbox organized
- publish an email and its attachments directly to a message board - this is very useful for email addresses that can be handled by multiple people, like techsupport@yourcompany.com, or salesinfo@yourcompany.com . When such a filter is used, the message is published onto a message board and anyone that has access to the message board can read the message and act on it
- publish an email and its attachments directly to a file folder - this is very useful for automatically archiving attachments and making them available to colleagues. If the file folder is shared or published on the web, this is also an easy way to share snapshots taken with a mobile device: you just take the snapshots and send them as an email, and the pictures are automatically published....

Filter list and priority

To edit mail filters, click on the **Filters** link under the **Mail** section in the menu. What you will see is a list of filters, ordered according to their **priority**. Priority 1 is the highest. When a new message is received, the filter with priority 1 is checked, and if its conditions are matched, its actions are performed on the message. The process is then repeated for the filter with priority 2, and so on. A filter can be set to **stop** the processing of the following filters (see below).

To change the priority of a filter, use the and icons to move it up or down in the priority list.

The 'Spam' filter

The 'Spam' filter is a default system filter, and cannot be deleted. You can use this filter to act on all the spam emails. Usually you simply want to delete them automatically, so the default action for the filter is to delete the message, but you can change it.

Creating a new filter

To create a new filter, click on **New filter**.

First give a **Title** to the filter, explaining its function.

Then input a **Condition**: select which field (From, To/CC, Subject, Body) of the message must contain a particular text for the filter to be activated. In the following steps you will be able to input multiple conditions.

Then input an **Action**: what the filter should do with the message if the condition is met. In the following steps you will be able to input multiple actions. There are many different actions available for a filter:

- **delete the message** simply deletes the message, so that it will never reach your inbox. This is useful for spam mail
- **move the message to mail folder** moves the message to a different mail

folder (the default is 'in' for normal mails, or a specified folder for messages retrieved through external POP3 accounts). This is useful to keep your email organized. You will need to specify the destination folder from the apposite selection box that will appear

- **copy the message to mail folder** as the previous one, but the message is duplicated rather than moved

- **mark the message as read** marks it as read, so that it will not show up in notifications

- **forward copy to mail address** forwards a copy the message to another email address, either on DeskNow or outside. You can forward to multiple addresses simply by adding multiple forward actions. If you don't want to keep a copy in your account, add a "delete message" action.

- **send automatic reply** sends an automatic reply to the sender of the message that triggered this filter. This is useful for announcing vacation periods, etc. By using different filters with different conditions, you can set up multiple automated replies. To avoid loops of autoreplies, DeskNow will not send an autoreply to an address if it already sent an autoreply to that address in the previous hour.

- **move the message to message board** moves the message an all its attachments to a message board. You will need to specify the destination message board from the apposite selection box that will appear.

This action is very useful if you want to share incoming emails with colleagues or friends. For instance your administrator could set up a mail alias so that all the emails addressed to sales@yourcompany.com reach your mailbox, if you are the sales manager. Then with a filter you can publish all the emails directed to sales@yourcompany.com to a shared message board, so that everyone with access to the message board will see the email, and will be able to act upon it. Another useful purpose of this filter is for instance to share a newsletter that you receive every day with your colleagues, without having everyone to subscribe to the same newsletter.

- **copy the message to message board** as the previous one, but the message is duplicated rather than moved

- **move the attachments to file folder** moves the message an all its attachments to a file folder. You will need to specify the destination folder from the apposite selection box that will appear. This action is very useful to automatically store all the attachments that are received via email - as a reference repository that can be shared, for instance. Another possible use is to take snapshots with a mobile phone and email them so that the filter is activated. You can set the filter to save the pictures to a folder, and if the folder is shared with DirectFiles, you have them instantly available on the web!

When an email with attachment is received and this action is selected, DeskNow will create a subfolder in it, and will put all the attachments in that subfolder. In this way, attachments are easily separated. The name of the subfolder is determined in the following way:

1. if the body of the email contains some text, DeskNow will use the first line of the message text as the name for the subfolder. In this way you can easily give a title to your picture collection!
2. if the body of the email is empty, DeskNow will use the current date and time as the name for the subfolder

To prevent others to publish files on your shared folder, you can set the filter

condition to trigger only if the subject contains a special password. In this way, only who knows the password can publish attachments via email.

- **copy the attachments to file folder** as the previous one, but a copy of the message will remain in the original mail box as well

Adding multiple conditions and actions

Once you have created a filter, you are brought back to the filter edit page, where you can add more conditions, more actions, or edit / delete the existing ones.

Editing a filter

To edit a filter, simply click on the **Filters** link under the **Mail** section in the menu, and then click on the name of the filter.