

How to Set up and Configure Your Help Desk Inbox

Video About: [How to Set up Your Help Desk in 5 Minutes](#)

Help Desk inboxes are designed to help you configure your existing customer-facing emails (like support, sales, etc.) to convert every incoming support request into a ticket. You can also configure a new email address to provide your customers with their feedback and queries. Help Desk helps in keeping all customer requests in one place, so you never miss out on a ticket.

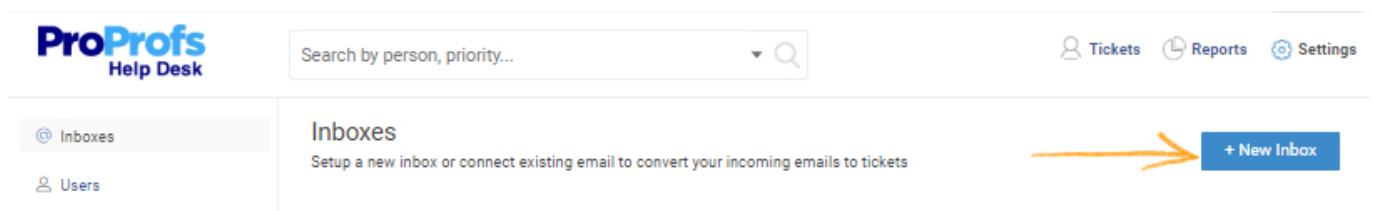
Benefits of a Help Desk Inbox:

- Keeps customer requests, feedback, and queries in one place.
- It makes customer support easier and more efficient.
- Allows you to track operator data to determine their proficiency at handling tickets

For example, Adobe providing customer support for its software would require a dedicated support inbox and numerous operators working on that inbox.

The following steps will show you how to set up and configure your inbox:

Step 1: Navigate to **Settings >> Inboxes**. Click **+ New Inbox**.



Step 2: You have two ways to import tickets while creating a new inbox. You can either '**Connect External Email**' or '**Create new ProProfs Email**'.


a) Connect External Email

This method of importing tickets is suited for using the help desk when there is already a dedicated email address for customer-facing emails. It streamlines your process and ensures that no ticket is lost and all of them are retrieved in the inbox.

New Inbox


Connect external email

Create new ProProfs email

I want to forward email from 


support@company.com

This is your company's email address such as support@yourcompany.com, sales@yourcompany.com, etc


Name in replies to customers 

Company support

Your customers will see this as your name in 'From' field.

Auto forward your email to 

supportcompanycom_proprofs149@propr

 copy

Forward emails to this address to view them in your ProProfs Help Desk.


Assign your inbox to teams (optional)

Select 

Set up who can respond and view tickets in your Help Desk.

Save


- In the first text box, enter the existing customer-facing email you want to forward from. This is the email ID that the customer sees when you respond to their ticket.

I want to forward email from 

support@company.com

This is your company's email address such as support@yourcompany.com, sales@yourcompany.com, etc

- In the second text box, enter the name that the customer will see. For e.g. For a Customer Support inbox, you can simply use the name 'Support.'


Name in replies to customers 


Company support

Your customers will see this as your name in 'From' field.

- Once you have entered the existing email ID, an auto-generated email ID will appear in the

third text box. Copy it and enable automatic forwarding to this ID in the customer-facing email. Once this is done, your emails would be directly forwarded to your new inbox and turned into tickets.

Auto forward your email to 

 copy

Forward emails to this address to view them in your ProProfs Help Desk.

Note: If your email ID asks for verification while activating forwarding, such a verification email will appear in the **Tickets** section of Help Desk.


- Next, Assign the teams that will deal with the new inbox. Once done, click on **'Save'**.

b) Create new ProProfs Email


When you select this option, you can create an email address of your choice depending upon the availability of the address. Creating an email address is suited if this is the first time an inbox is being created for customer-facing emails.

New Inbox

Connect external email Create new ProProfs email

Name in replies to customers 

Your customers will see this as your name in 'From' field.

Auto forward your email to 

_proprofs149@proprofs.com

Assign your inbox to teams (optional)

Set up who can respond and view tickets in your Help Desk.

Enter the name that the customers will see and create a custom email ID. The custom email ID will be used for further communication with your customer. Next, assign the inbox to its designated team and click **'Save'**.

Related Articles:

- [How to Add Agents To Your Support Inbox?](#)
- [How does Support Agent Interface Works?](#)
- [How to Organize Tickets?](#)