

ID: 30

P1 2025-11-18 Need to look at the support email forwarding. (ID:30)

Edwin needs to receive local generated emails so cant use Mimecast. Refer cohda-30.txt

Active: True Status: COMPLETED Ticket No.: Flags (1on1, Exch, ITP): Exch

cohda-30.txt - P1 2025-11-18 Need to look at the support email forwarding. (ID:30)

30/10/25

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12:11 Email from Edwin saying he can see forwarding in OWA but not Outlook365.

14:02 Mathews asks - So is this mail forwarding working by creating tickets in Zendesk from both internal & external email addresses?

16:13 Edwin responds...

Whenever a customer creates a new ticket in Zendesk, a notification is sent by email to all FAEs (Daniel, Ahmed and Huw – listed in this email).

Whenever an FAE or the customer updates the ticket then the owner of the ticket (one of the FAEs) and all those who are in the cc list of the ticket (including any FAEs who are in the cc list of the ticket) will get an email notification.

Right now I can see the notification emails sent by Zendesk, in my Mimecast inbox, but not in outlook inbox, neither are they in the Junk-Email box.

17:37 Email from Edwin:-

I have noticed another problem now.

I am not receiving email notification of tickets that are being updated in Zendesk or when new tickets are created by customers.

I can see them in Mimecast. But they are not getting into my inbox

Regards

Edwin

31/10/25

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14:34 Email from Edwin:- Btw. None of the FAEs are getting any notification in their outlook inbox

14:21 Email from Eddwin:-

Whenever a customer creates a new ticket in Zendesk, a notification is sent by email to all FAEs (Daniel, Ahmed and Huw –

Whenever an FAE or the customer updates the ticket then the owner of the ticket (one of the FAEs) and all those who are in the cc list of the ticket (including any FAEs who are in the cc list of the ticket) will get an email notification.

Right now I can see the notification emails sent by Zendesk, in my Mimecast inbox, but not in outlook inbox, neither are they in the Junk-Email box.

14:25 Email from Matthew asking Edwin to forward on of the emails.

14:41 Email from Matthew:-

Hi Edwin,

Ok so correct me if I am wrong:

Helpdesk tickets are sent to csupport@cohdawireless.com

They are then forwarded to support@cohdawireless.zendesk.com

When they return they are sent to support@cohdawireless.com from support@cohdawireless.com

Is that correct?

14:54 Email from Edwin:-

Hi Matt,

It was working till yesterday evening.

It is not working now.

Now, I don't see any ticket created with emails sent to support@cohdawireless.com. I can see the email in csupport inbox, but not in outlook inbox.

3/11/25

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Hi Matt,

A customer can create a ticket in Zendesk in two ways:

1. By logging into <https://support.cohdawireless.com>. In this portal he clicks on a box "Submit a request" and creates a ticket.

2. Alternatively he can create a ticket by sending email to support@cohdawireless.com and this is forwarded to support@cohdawireless.zendesk.com. If he does this, I can see his email in the inbox of support@cohdawireless.com

In both cases, when the ticket is created Zendesk will send notifications to all four FAEs email addresses : Edwin.Dmello@cohdawireless.com , Daniel.Kiel@cohdawireless.com , Ahmed...com and Huw....com
These notification will show sender as support@cohdawireless.com

Regards

Edwin

18/11/25

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11:33 Refer email from Edwin. They need to receive internally generated emails to support@cohdawireless.com as well.

1/12/25

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16:55 Huw advsied he didnt get an email to huw.jones@cohdawireless.com from support@cohdawireless.com
-Checked Mimecast & status was "Awaiting Indexing", indicating it had been delivered. Will try and rebuild his email profile.

9/12/25

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16:05 Email from Edwin, following up on his email from thr 18/11/25.

11/12/25

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Logged into Exchange Admin Center. support -> Email forwarding -> Set External forwarding to support@cohdawireless.zendesk.com with "Deliver message to both forwarding address and mailbox" option selected.

10:14 Advised Edwin of the change.

10:50 Email to Edwin - Mimecast is set to forward external email to support@cohdawireless.com on to support@cohdawireless.zendesk.com as well as deliver internally to support@cohdawireless.com.
I believe this is working OK?

Today, I configured Exchange365 to forward support@cohdawireless.com to support@cohdawireless.zendesk.com.
This *may* cause Zendesk to process external emails twice – Once when it is processed by Mimecast and again when it is pr