

Send as Email and reply address



[bschons](#) 19 posts since

Nov 3, 2008

When using the "send as email" action on a content item (blog post, discussion, or document) the email is sent with the property settings for `system.adminuser.email` and `system.adminuser.fromName`

Thus when the recipient of the email hits reply, the reply is sent to `system.adminuser.email`

it makes more sense for that reply to go to the user who sent the content in the first place, if only to say "thanks for sending me this".

Is there anyway to have the user's name and email address in the From fields for "send as email" messages?



[Vinh](#) 12,343 posts since

Apr 1, 2008 1. **Re: Send as Email and reply address** Nov 18, 2008 4:27 PM

Unfortunately, there's no way to do this out of the box (it would require moderate Java code customization to achieve this). AS a workaround, you can edit the message template (it's the last 'Invite a Friend' message template) to explicitly advise users to contact a user instead of replying to them.

Thanks,

Vinh



[Dan Phillips](#) 7 posts since

Feb 12, 2008 2. **Re: Send as Email and reply address** Nov 25, 2008 12:07 PM

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The CEO of our company is requesting this feature as well. Any chance this is on the roadmap?



[Nathan Krake](#) 57 posts since

Feb 24, 2008 3. **Re: Send as Email and reply address** Nov 25, 2008 3:34 PM

Hi Dan,

I might be sticking my nose where it doesn't belong, but wouldn't the idea be that once the recipient/s receive the notification about the item in question, they would then log in and post a comment or add to the discussion, even if its to say "Thanks for making me aware of this..."

This way, the person (who sent the notification in the first place) would see it the comment (along with all others who are authorised to view the document) or if they were 'watching' the item, would also receive an email notification?

Cheers

Nathan



[Dan Phillips](#) 7 posts since

Feb 12, 2008 4. **Re: Send as Email and reply address** Nov 26, 2008 11:23 AM

Actually Nathan, you are correct. That would make the most sense.

Thanks!



[Nathan Krake](#) 57 posts since

Feb 24, 2008 5. **Re: Send as Email and reply address** Nov 26, 2008 2:21 PM

Hi Dan,

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But I can also appreciate the challenge of convincing Ceo's, Cfo's and the like of adopting new work/communication practices.. Especially when it calls for them to

A: move away from from a process they know and trust

B: adopt new tools and concepts

... The twin road blocks to change..

I don't envy your position 😊

Either way.. Good luck..

Cheers

Nathan



[bschons](#) 19 posts since

Nov 3, 2008 6. **Re: Send as Email and reply address** Dec 1, 2008 2:48 PM

I agree that what should be happening is that users should be moving their conversations to the Web and getting off of email.

The problem is that Clearspace goes half way and it makes for a confusing user experience.

Check out the screenshot of an email notification sent via Clearspace. The email was triggered when I thread I was watching had a new post in it. The post was made by Mike Peters. (This is one email notification use case in Clearspace. There are other examples where something similar is happening)

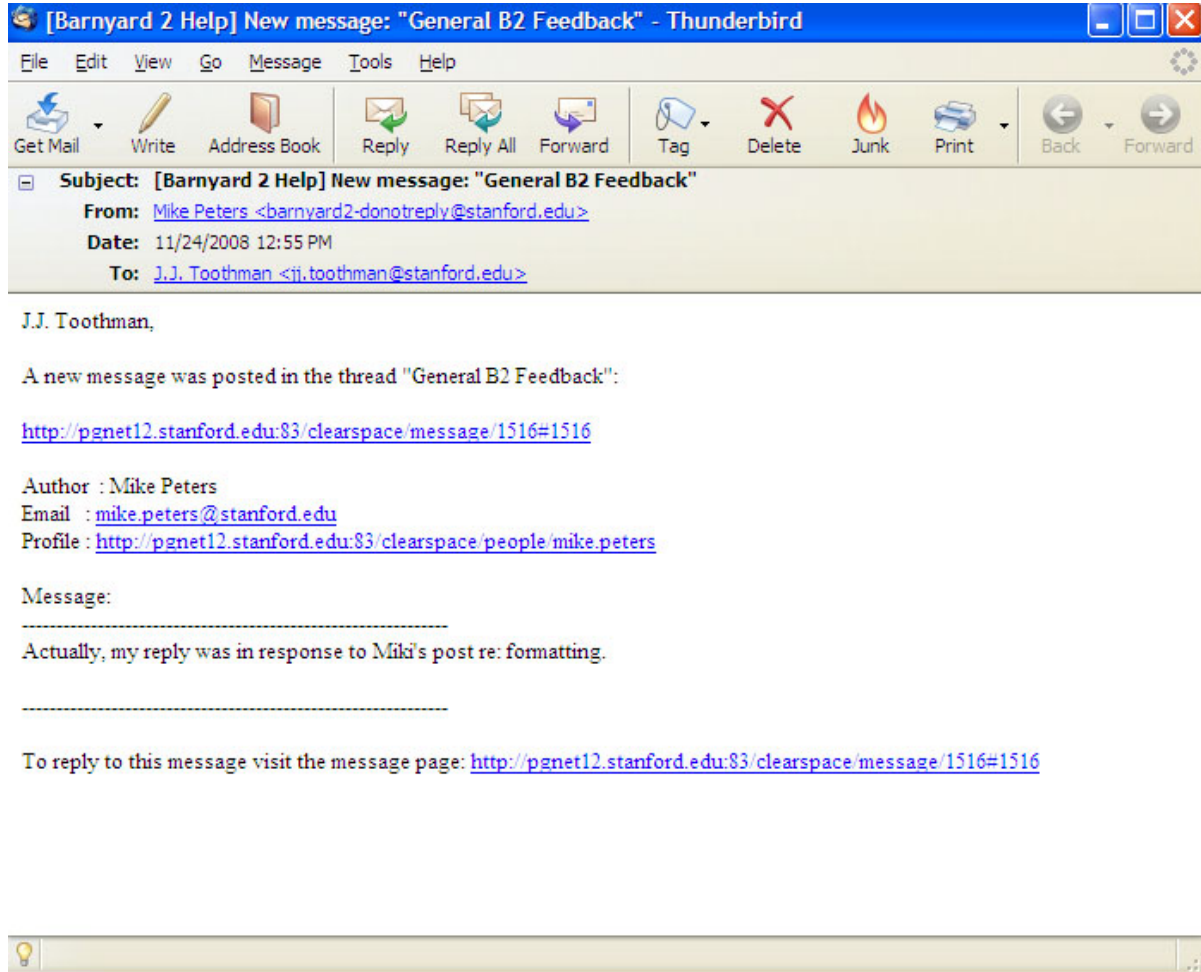
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So the email notification I got says that it is from Mike Peters. But upon closer examination, the from address is not Mike's. It is set to the system email address I configured (in this example that address is barnyard2-donotreply@stanford.edu)

So it "appears" that the email is from Mike, but really it is not. And if had the option in email client configured to only show the display name and not the email address, then I would be further misled. You can see how a user might easily reply to the email and think he was sending something to Mike.

It just doesnt make sense that clearspace would use the post author's real name in the notification, but not the persons real email address. Instead it mixes the two. At the very least remove the persons real name out of the From field so that peoples names arent being associated with a bogus email address. Is there a way to do that?

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Vinh 12,343 posts since

Apr 1, 2008 7. Re: Send as Email and reply address Dec 2, 2008 8:59 AM

It's possible to display the username instead of the user's full name (via the system property `skin.default.displayFullNames`), but it will display one or the other. It would require code-level customizations in order to change this functionality.



Dan Phillips 7 posts since

Feb 12, 2008 8. Re: Send as Email and reply address Dec 2, 2008 9:04 AM

YES, thank you for explaining our issue in a clear manner 😊

Really, the two major items we are running into with Clearspace is:

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1. This issue as described

2. Project Management enhancements



[Josh Hunholz](#) 36 posts since

Oct 22, 2008 9. **Re: Send as Email and reply address** Dec 19, 2008 9:16 AM

We are also seeing this issue and it is causing major problems for our organization. Whenever someone edits a document that you created, you receive an e-mail notification, but the From name is the editors name while the from address is the Admin e-mail address.

This poisons the address book for whoever receives the e-mail (it associates the editors name with the admin e-mail). For now we have been forced to disable e-mail notifications completely, but this is a very poor solution since the notifications are helpful to know when your document was edited. Please fix this so the notification message is sent either from the Clearspace Admin name, or the user's correct e-mail address.



[Vinh](#) 12,343 posts since

Apr 1, 2008 10. **Re: Send as Email and reply address** Dec 19, 2008 11:15 AM

I've created an enhancement request for this and logged it in our tracker (JIRA ID CS-10318). It will be looked at in the next round of enhancements for our next feature release (which will be dropping in the first half of next year).