✉️ Email Tracking

Email Tracking helps to boost your email performance. The apps send you the note with the exact time of opening so you can check what emails were opened and when. With an instant notification system, you will always know when is the best time for a reply or follow-up. And with advanced statistics, you will easily estimate the performance of virtually any message sent through Zendesk.

With Email Tracking you can

- Track the delivery of sent emails;
- Check the exact time the email was opened;
- See the best time for a reply;
- Receive real-time notifications if the customer opens your email;
- Automatically add "unseen" and "seen" tags to tickets;
- Send reminders for those who haven't opened the email;
- Check in-depth statistics;
- Display Seen/Unseen columns in ticket views;
- Track the messages sent via API and Automations;
- Track if the CC and Followers open the email;
- Disable tracking for European and Californian recipients according to GDPR and CCPA protocols;
- Easy-to-navigate interface;
- Displays the device from which the letter was opened.

Customer experience:

Abhijit Nadagouda
★★★★★ 5 months ago

This tool is a good addition to Zendesk. Helps me understand the customers better and tweak my strategy accordingly.

Shuba Shakthivelu
★★★★★ 5 months ago

The tracking help us to understand the patterns of the receiver, to see if the emails are read, what time they are being read. So we can accordingly strategize our next communications.

Dynaread Support
★★★★★ 7 months ago

Wished we discovered this feature when it came out. Been hoping for this for YEARS. Excellent! And the support is stunningly good. Thanks so much, Team!

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