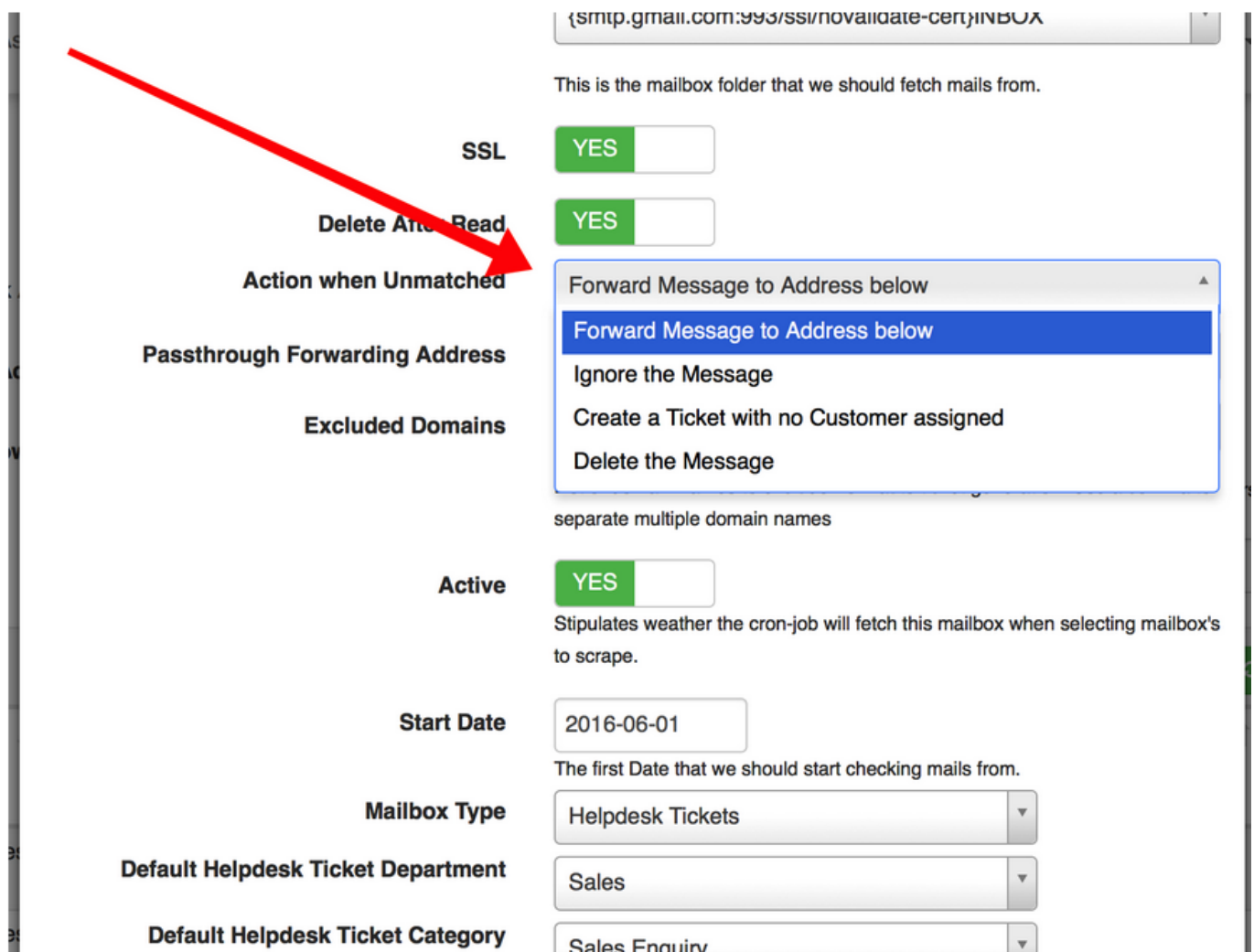Mailbox scraping is a setup that reads emails from a designated email address and then processes them the way you want to use the email address for. Emails can be forwarded, ignored, deleted, or made into a help desk ticket.

Mailbox scraping can be found at Setup, System Settings, Mailbox scraping.

HeroTill has the ability to automatically intercept support emails so as to allocate them to a support department.

If the person who is emailing's contact details already exist in HeroTill, the ticket will automatically be assigned to this customer.

If the customer does not exist, HeroTill can forward the email to a generic address so that

the ticket can be allocated.

Alternatively a ticket can be created with no customer assigned if the email does not belong to a customer. Then the "Create a Ticket with no Customer assigned" option should be selected.

The customer can then be assigned manually when a ticket has been created.
There is a log file for troubleshooting this feature to see what happened to mail received.
See the screenshot below: