# Email Configuration – Working Session Agenda

Purpose: Ensure Freshservice email channel is properly integrated, authenticated, branded, and tested.

Agenda:

* Review all support email addresses by department/function
* Configure forwarding from corporate mail servers
* Set up SPF and DKIM for domain authentication
* Customize notification templates with branding and personalization
* Validate reply handling, threading, and ticket creation
* Establish a testing plan and ownership for future changes