Way to Reproduce:

1. Here is the HTML email format in Outlook. I set different font for each line. The first one is Calibri, second is Times New Roman, last one is Arial. (See the emailHTML.txt file)

Text, letter

Description automatically generated

*Screenshot for the email body text*

1. Then convert html file to document format by Syncfusion provided conversion function, as follows. (See another attached file emailDoc.txt is the output)

public string ConvertHtmlToDocIo(string emailHTML)

        {

            var htmlDoc = new HtmlDocument();

            htmlDoc.OptionOutputAsXml = true;

            htmlDoc.LoadHtml(emailHTML);

            //remove the character generated by the xhtml conversion

            var xhtmlString = htmlDoc.DocumentNode.OuterHtml.Replace("&", "&");

            using (Stream stream = GenerateStreamFromString(xhtmlString))

            using (MemoryStream outputStream = new MemoryStream())

            {

                Syncfusion.DocIO.DLS.WordDocument document = new Syncfusion.DocIO.DLS.WordDocument();

                document.Open(stream, Syncfusion.DocIO.FormatType.Html);

                //Saves the Word document

                document.Save(outputStream, Syncfusion.DocIO.FormatType.Docx);

                Syncfusion.EJ2.DocumentEditor.WordDocument wdocument = Syncfusion.EJ2.DocumentEditor.WordDocument.Load(outputStream, GetFormatType(".docx"));

                string result = Newtonsoft.Json.JsonConvert.SerializeObject(wdocument);

                wdocument.Dispose();

                return result;

    }

    }

public static Stream GenerateStreamFromString(string s)

        {

            var stream = new MemoryStream();

            var writer = new StreamWriter(stream);

            writer.Write(s);

            writer.Flush();

            stream.Position = 0;

            return stream;

        }

1. Open the output with document editor, the first problem is the font has been overridden to Times New Roman after typing new words in. Notes that I set the default font to Calibri. Another issue is some text should be in Calibri font family but has been changed to Times New Roman.

Graphical user interface, text, application, Word

Description automatically generated