

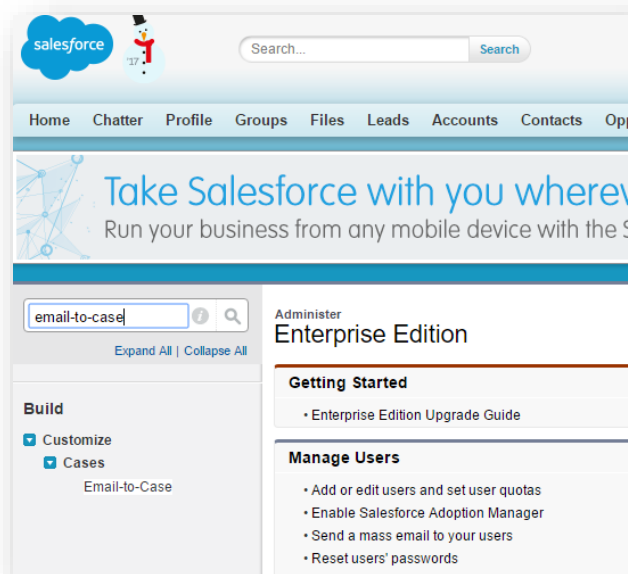
Moving the deal forward just got easier...  
Gain insights. Build trust. Close deals.

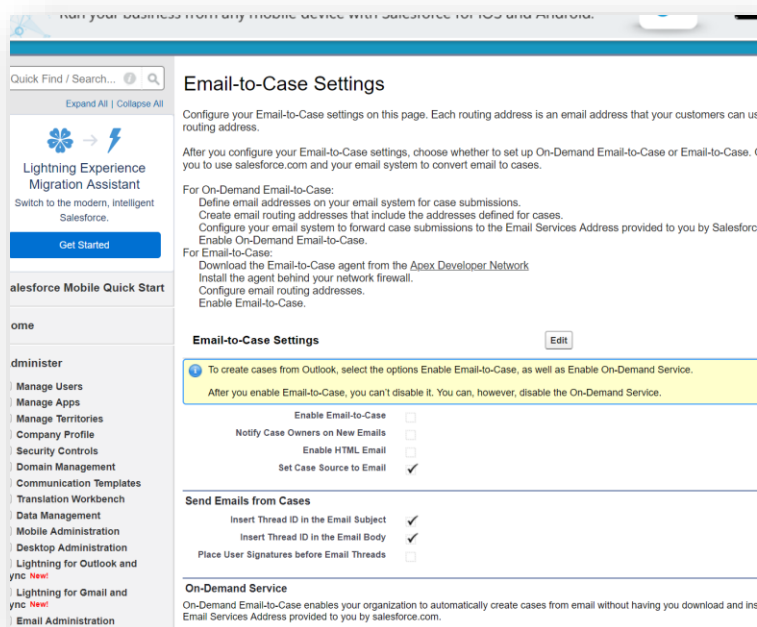
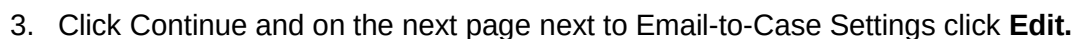
## Pre-Installation

The following step needs to be performed prior to installing Salespulse in your org. The reason why you need to do this is that Salespulse feeds all responses from customers back into your Salesforce org as email. This enables you to reply to feedback directly and all the feedback can be consumed by Einstein for better predictions.

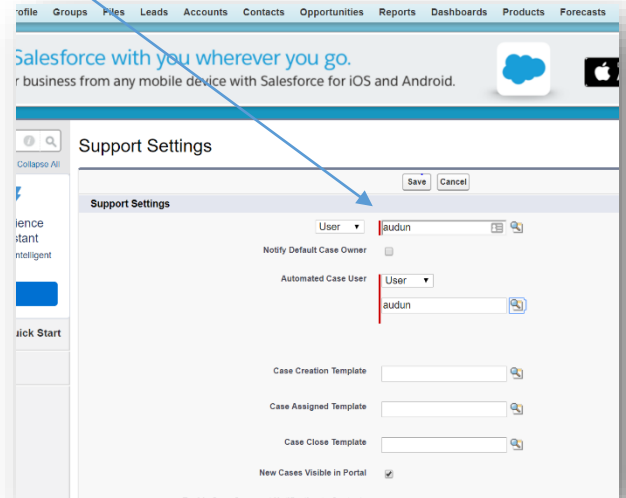
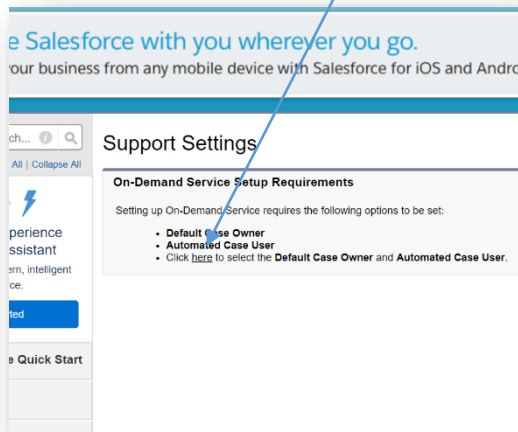
### Enabling Email-to-Case

1. From Salesforce Setup, search **Email-to-Case**
2. Next to Email-to-Case Settings click **Edit** and then **Continue** on the next overview screen.

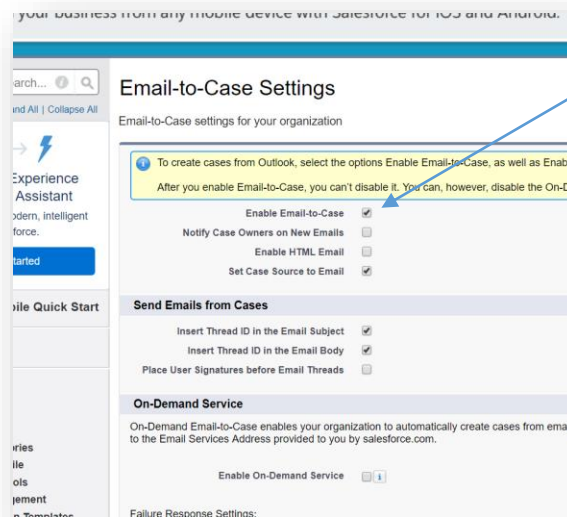




- You will then need to add a user to be the default case and Automated case owner. Usually this is set to a system administrator and can be changed at a later stage. This has no practical implications other than if you create a case or an automated case without owner this user will be set as the default owner.

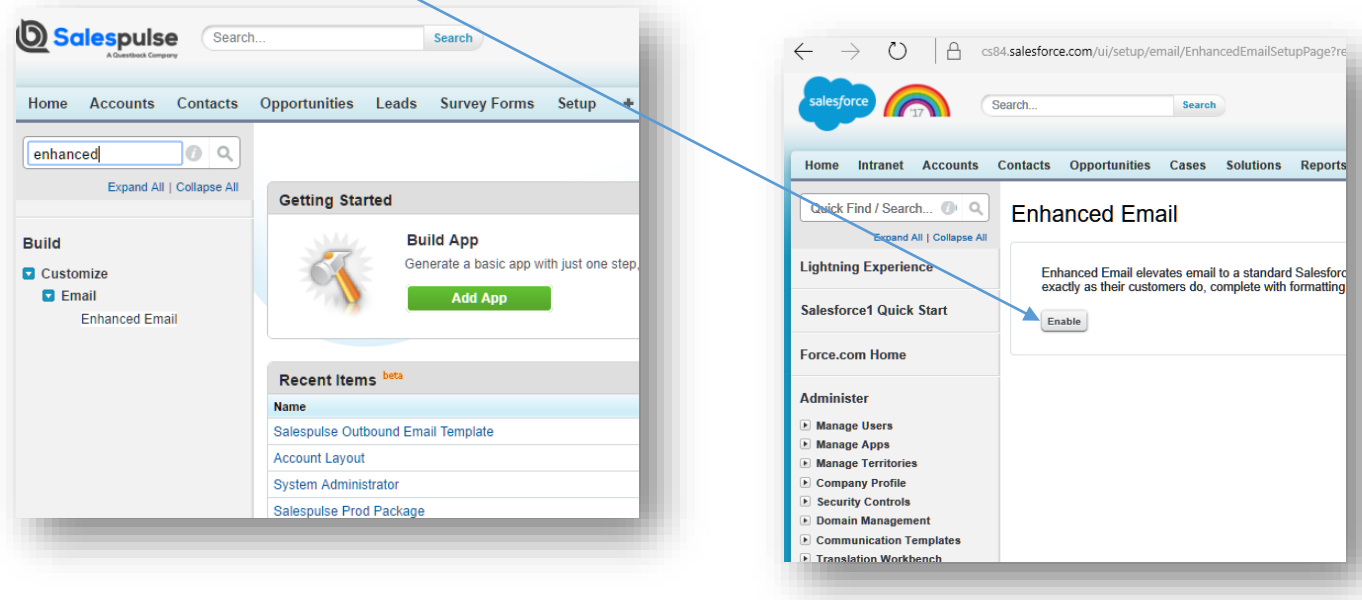


- After you click Save on the support settings, Check the box next to **Enable Email-to-Case** and click **Save**



You also need to enable Enhanced Email

1. From Salesforce Setup, search **Enhanced Email**
2. Click **Enable**



**Then you are ready to install the package**

Go to the AppExchange listing of Salespulse

<https://appexchange.salesforce.com/listingDetail?listingId=a0N3A00000EFnwOUAT>