

Email-to-everything > Use Case

Email to Custom Case, Support Request or Ticket

Replicate Email-to-Case functionality in custom Case or request objects.



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CUSTOM CASE	SUPPORT REQUEST	TROUBLE TICKET	SERVICE REQUEST	HELPDESK ENQUIRY	
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THE SOLUTION

Email-to-everything

- ✓ Email to custom Case
- ✓ Auto-create supplier requests
- ✓ Auto-create support tickets
- ✓ Inbuilt logic flags duplicates
- ✓ Emails auto-update any field
- ✓ Reply to emails from SFDC
- ✓ Full email history in SFDC
- ✓ Ad-hoc Mass/Bulk email

THE CHALLENGES

  Internal & external support requests	 Only one Case object is available
 Email2Case function needed for 2nd object	 Need to auto-create all support requests

SCENARIOS

- » Secondary Case object
- » Supplier support requests
- » Job applications
- » IT support tickets
- » Press enquiries
- » Internal trouble tickets

WHAT'S YOUR USE CASE?

Tell us about your use case and we'll be happy to jump on a call to go through your business requirements. Alternatively, download e2a from the AppExchange and we'll help you configure it to meet your needs.

CONTACT US

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