

Route Original Email AHD Process

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V1.1

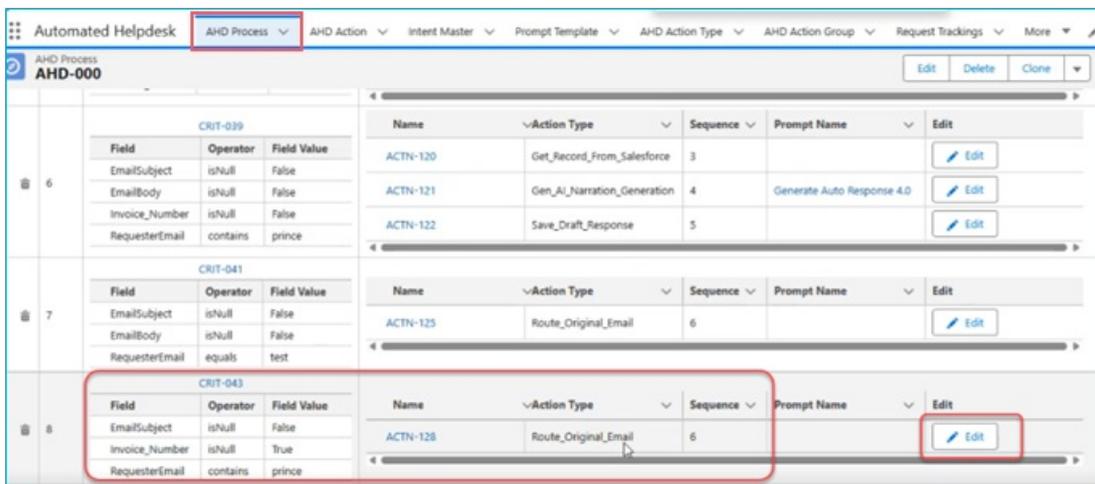
Overview

You can configure an AHD process to route the original email. In the email you can have the option to select the "From" address and choose whether to include attachments.

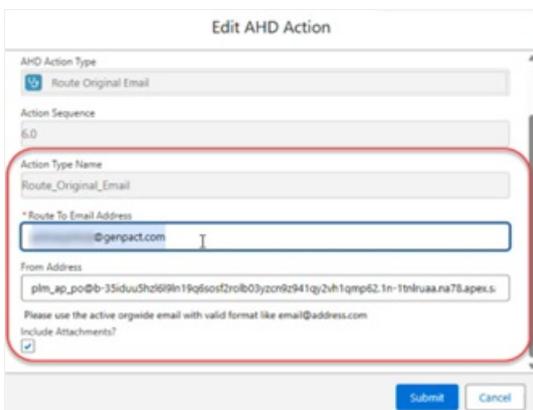
The case email is recorded as an interaction in the case.

Procedure

1. From the App Launcher go to AHD Process, and then click on the AHD process you want to configure.
2. In Criteria Builder, edit AHD Action.



3. In the Edit AHD Action, select the following:
 - o Action Type Name: Route_Original_Email.
 - o Route to Email Address: The email address to which the original email is routed.
 - o From Address: Add emails to appear in the From Address option.
 - o Include Attachments: Select to enable "Include Attachments" option.



4. Click **Submit**.

The option to configure *From Address* is available for *Send Auto Response* and *Save Draft Response* actions also.

For complete setup instructions, refer to the [AI-enabled Automated Helpdesk.docx](#).

