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.

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	AHD-0	00							Edit Delete Clone V
							Locomercia	L	•
		CRIT-039			Name	vAction Type v	Sequence \lor	Prompt Name ~	Edit
		Field	Operator	Field Value	ACTN-120 ACTN-121	Get Record From Salesforce	3		/ tot
		EmailSubject	isNull	False			-		
	0	EmailBody	isNull	False		Gen_Al_Narration_Generation	4	Generate Auto Response 4.0	/ Edit
		Invoice_Number	isNull	False	ACTN-122	Free Dealt Researce			1 5.61
		RequesterEmail	contains	prince		Savejorarijinsporse	<u>ੱ</u>		
			09/7-041						
		Field	Operator	Field Value	Name	√Action Type ✓	Sequence ~	Prompt Name v	Edit
	7	EmailSubject	isNull	False	ACTN-125	Route_Original_Email	6		✓ Edit
-		EmailBody isNull	isNull	False					
		RequesterEmail	equals	test	-				
			CRIT-043						
		Field	Operator	Field Value	Name	✓Action Type	Sequence ~	Prompt Name 🗸	Edit
-	8	EmailSubject	isNull	False	ACTN-128	Route_Original_Email	6		(d 100
		Invoice_Number	isNull	True					- con
		RequesterEmail	contains	prince				1	

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

	Edit AHD Action
AHD Action Type	
Boute Original Email	
Action Sequence	
6.0	
Action Type Name	
Route_Original_Email	
* Route To Email Address ©genpact.com	I
From Address	
plm_ap_po@b-35iduu5hzl6	i9in19q6sosf2rolb03yzcr9z941qy2vh1qmp62.1n-1tniruaa.na78.apex.s
Please use the active orgwide en Include Attachments?	nail with valid format like email@address.com

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.