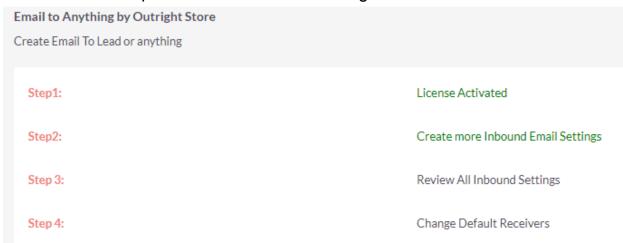


SuiteCRM Email To Case

User Guide

Email to Anything Receiver Setting

1. Click on Step-4 i.e. View Receiver Setting.



2. Here, you'll see an "AutoMatically Generated Receiver For {example@email.com}". Click on the pencil icon to go to Edit View.



3. This is the Basic Configuration of the receiver.



- **a. Primary Target:** Select the primary module in which you want to save data and create records. In this case, it will be either contacts or accounts.
- **b. Secondary Target:** Select the secondary module in which you want to save data and create records. In this case, it will be cases.
- c. Receiver Name: Give a befitting name to the receiver setting.
- **d. Target Email Address:** This receiver setting is applied to the email address mentioned here.
- **e. Field value separator:** This is a key value separator e.g. Name: John. By default, it's colon (::), you can change it as per need.
- f. Status: You can activate or deactivate the receiver using the status dropdown.
- 4. Click on the **Save** button after completing the basic configuration.

Send First Email

- 1. Compose a new email.
- 2. In TO, enter the inbound email address that you configured in SuiteCRM Email to Anything.
- 3. Sample email body-

From: sharma.mohit@outrightcrm.com (Mohit Sharma) To: support@abcelectronics.com Subject: Smartphone Issue - Urgent Help Needed! Hello ABC Electronics Support Team, I hope this email finds you well. I am facing an urgent issue with my smartphone, model XYZ-123. The touch screen is not responding properly, and the battery seems to drain very quickly. I have tried restarting the phone, but the problem persists. I depend on my phone for work, so I need this issue resolved as soon as possible. Please help!

Best regards, Mohit Sharma

- 4. Send this email.
- 5. Wait for a few seconds and check the selected module.
- 6. A record will be automatically created in the Contacts and one related case. Check the screenshot below.

