**Email-to-Case**

Email-to-Case in Salesforce allows us to generate a case automatically when customers send messages to your support email addresses.

**Email-to-Case Setup**

* Before you enable Email-to-Case, take care of some configuration tasks.
  + Confirm that your case page layout includes the Email quick action. This action lets agents respond to customer emails from the Service Console.
  + (Optional but recommended) Create email templates for agents to use when replying to an email. These templates can include merge fields that show information from the original email or case in the reply.
    - For example, in a template in Lightning Experience, include the Case Thread Token merge field so that Email-to-Case can match replies to cases using token-based threading.
  + From the Support Settings page in Setup, select a Default Case Owner and an Automated Case User. When you add routing addresses, you also have the option to add custom case ownership preferences that override the default ones.
* From Setup, enter Email-to-Case in the Quick Find box, then select Email-to-Case.
* Click Continue and then edit.
* Select “Enable Email-to-Case” and “Enable on-demand service” and if you want to change the default value of “Over email rate limit action” and “Unauthorized sender action” you can change according to your requirement or leave them default and save.
* After that again go to Setup, enter Email-to-Case in the Quick Find Box and then select Email-to-Case.
* Now in the “Routing Addresses” list click on New.
* Then provide a Routing Name and an Email Address at which your customers can reach your support team.
* Then click on Save. A verification email is sent to the routing email address that you entered. So verify it and then again return to the Email-to-Case page in setup.
* In the Routing Addresses section, notice that Salesforce generated an “Email Services Address” for your routing address.
* Now go to gmail settings and then click on “Forwarding”.
* Click on “Add a forwarding address” and then copy the “Email Services Address” from the Email-to-Case page setup and then paste it here.
* After that select “Forward a copy of incoming mail to” in gmail settings and select “keep Gmail’s copy in the inbox” (to make a copy in gmail also) then hit on “save changes”.
* Now whenever a new email receives the address that you provided above then salesforce automatically creates a Case record for this.