Context

Yes , . It is possible to change from an annual to a monthly billing schedule . If needed , I can assist you .
May I know the reason for this change
Thanks , please do switch my account over to monthly .
1) seems the price tag went up a lot .
2) I am playing around with email within my database system , which could potentially be powerful . But brings a lot of value and I am not making any quick decisions .
You will be moved to the plan with an addon for the custom reports that you are using . This will be billed at $ 54 / user / month .
The change should be completed in a few minutes .
I also notice that your credit card has been charged for the annual subscription along with the monthly subscription .
Let me reverse the annual charge to your card .
Great . Thank you !

As requested , I have re - initiated the data export for the hudson-trading.com account and you will be receiving an email with the link once the export is complete .
Once you click on the link available in the email . It will open a new window where you need to select the correct account which is kahmad@hudson-trading.com in your case from the right drop - down menu as shown below for reference . Once you are logged in to the correct account , you can click on download . Then the .CSV file can be opened in .
I apologize for the late response . I was out of office on a personal emergency .
I have re - initiated the data export for the hudson-trading.com account and you will be receiving an email with the link once the export is complete . Please note that the link to the export file needs to be accessed from the account : kahmad@hudson-trading.com and will be valid for 48 hours only .
If you face any issues , please initiate a chat with us using this link and we will assist you further .
This is a follow - up email as I did not receive any response from you for my last email .
Let me know if you were able to access the export data from the auto - generated link on time .
If you face any issues , please initiate a chat with us using this link and we will assist you further

I am , I work with the support team here at .
I was informed by my colleague regarding the email deletion issue you reported via chat . I would like to inform you that I was on chat with on the 22nd of about the same case . had a filter in his account to delete emails from the @google.com domain which was automatically deleting the emails . I requested her to inform to delete the filter . I can confirm it has been deleted now . He has one more trash filter in his account for ' youtube ' , please inform him to either delete the filter or change the action to inbox(Archive) . That will resolve these issues for you .
If you find any new deleted emails after the deletion of both the filters , please let me know . I will look into the matter right away .
Stay safe !

I hope you are doing well .
I was informed by my colleague regarding the query you had earlier on chat . I apologize for the confusion . I would like to inform you that the status of the shared mailbox email changes only if there is a reply on the thread from an external email address .
If there is a reply on the thread from any internal email address(internal member) then the status remains unchanged . This is expected behavior in . As a suggestion team members can use the notes feature for internal communication .
Let me know if you have more questions , I will be more than happy to assist you .
Stay safe !

I can see you signed up for a trial . My name is and I 'm your point of contact
The purpose of our call will be to make sure you make the most of your trial .
Please remove me .
Sure , will do that .
I have removed your plugin and I do n't have the extension installed
The reason labels are recreated in your account is that the account is still active . Please follow the steps in this link to delete the account completely .
Once the account is deleted , you can go ahead and delete the labels , and they wo n't recreate by themselves .
Let me know if you have more questions . I will be happy to help .

I am interested in
getting half a dozen or more users access to features .   Thanks .
Hi ,
Thank you for your email .
I have informed the concerned team regarding your query . Someone from the team will get back to you soon .
Stay safe !
Hi ,
I 'm from . We can offer a straight 20 % NPO discount provided you share a valid 501c3 with us . I suggest we connect on a quick call to discuss your needs .
Looking forward to your response .
Thanks , that 's fine , I just wanted to get a sense .   I 'll give you a holler if I need more info .
thanks !
Sounds good . Thanks !

You can pay via credit card or wire transfer . If you would like to wire the money , I will send you an invoice with account information .
Your bank declined the payment with the code " do_not_honor " . Please let me know if you need additional information .
Disregard was able to find that information , I am checking with our credit cards team on the error .
thank you for sending , it sounds like it was a credit card limit issue on our end so we will move to getting this paid by invoice right away

Thank you for reaching out to us . We are working diligently to get back to every customer as quickly as we can . A customer service representative will contact you to help you with any questions or concerns you may have . We thank you for your patience and understanding .

Thank you for reaching out to us via chat .
In order to assist you with the migration , we need to check and confirm the type of data and how the data is organized in the helpdesk platform on a screen share session .
Kindly book a meeting slot using this link . I will schedule the meeting and share the details .
Stay safe !
Scheduled ! Thank you !
Please use this link to join the meeting on .
Talk to you soon :)
Thank you for your time on the call .
As discussed , please contact the support team to get the emails / tickets exported from the tool to your account . Once the emails are present in your inbox , create a new label called " 30december"(case sensitive) . Select all the emails you would like to import to the shared mailbox , and add the " " label to them . Once this is done , please let me know the below details .
 1 . Total number of emails added to the label .
 2 . The status of the email . If you would like the emails to be imported in the unassigned , pending , or closed section of the shared mailbox .
Once I have the details , I will start the import process and update you with the status .
Hi ,
This is a follow - up email as I did not receive any response from you for my last email .
As discussed , please contact the support team to get the emails / tickets exported from the tool to your account . Once the emails are present in your inbox , create a new label called " 30december"(case sensitive) . Select all the emails you would like to import to the shared mailbox , and add the " " label to them . Once this is done , please let me know the below details .
 1 . Total number of emails added to the label .
 2 . The status of the email . If you would like the emails to be imported in the unassigned , pending , or closed section of the shared mailbox .
Once I have the details , I will start the import process and update you with the status .

I 've received reports of emails randomly not closing after being replied to .   So far the reports have primarily been with the mailbox , but with various users .   I suspect there may be similar issues with other mailboxes as well .   The following is an example of the issue : assigned the email to herself at 2:39PM . She forwarded the email to bt_collections@capitalone.com at 6:13PM , and then also responded to the customer at 6:14PM to let them know that she had forwarded their query to the relevant department . The only action reflected in the activity is that it was unassigned . It does not show as having been closed .

Other reports follow a similar story line .   This issue has been occurring since 9/1 , has there been any updates or changes that would be causing these issues ?

Thanks !

Thank you for your email .

I would like to gain more information on the issue you face .

Kindly note that only replying to an email will not mark it as " closed " . Is using the " send & close & unsassign " button while sending an email but the email status does n't change

 Steps to download the :

 a. Click on the three dotted lines besides the " Reply " button of the first email in the conversation .

 b. Click on " " .

 c. Click on " " .

 Hi ,

 I did further analysis on the reported issue , and our initial internal testing suggests that it 's an error . To verify the details and escalate to the Engineering team please share the show original as informed earlier .

 I am happy to get on a quick call too . Let me know your preference .

 Hey ,

 I 'll work to gather the original and send it over .

Hello , one of our users uninstalled the chrome extension but still has all the labels in his gmail

Hi ! Welcome to support !

Thank you .

I checked with the account and it has been removed from the account mhls.co-1 .

He told me that he still sees the labels . Is there a way to remove that completely ?

Yes , the labels can now be safely removed from his settings > under the Labels tab .

Ok got it . Thank you

I request you to ask to access his settings (icon) > See all settings > Labels

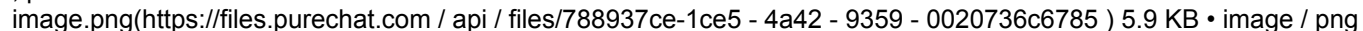On the labels tab , he will be able to find the labels .

You 're Welcome

No that is all

Thank you

hi how do i delete a new view i created

 Hi ! Welcome to support !

 , please click on the 3 dots next to the view and select delete view .

 image.png(https://files.purechat.com / api / files/788937ce-1ce5 - 4a42 - 9359 - 0020736c6785) 5.9 KB • image / png

 yes

 yes thank you

 You 're welcome !

Hi ,
Before I proceed with your request , can you please tell me the reason for deleting .
We have n't used it in months
Alright .
Please follow the steps in this article to delete your account - https://help.hiverhq.com/account-management/delete-hiver-account
Once you have raised the request to delete the account , I will process it from my end .
i am trying to find the hover icon but it has been so long since we used it it is not showing up at the top of my gmail anymore
Can you please confirm if the extension is installed on your browser ?
Here is a quick link to download the extension - https://chrome.google.com/webstore/detail/gmail-based-customer-serv/fcinnggknmdfkilogcndkgpojpfojeem?hl=en
Once it is installed , please go ahead with the deletion .
ok just sent the request
Thank you .
I have just finalized your request .
thank you
that is all thank you

I hid the sidebar in my gmail account and ca nt figure out how to get it to return
image.png(https://files.purechat.com / api / files/8a74f9fe-2cd9 - 4751 - a88b - ad6efb02ab3f) 23.5 KB • image / png
yes , I actually just found it again . I had to go to an individual email
Great !
Sure , let me help you with the guide . Give me one moment .
Please access the admin panel from the support@ account and then follow the below guide :
https://help.hiverhq.com/manage/sm-users-groups#add_remove_users_from_a_shared_mailbox
Note that , since you are member of the account , you wo nt be able to access the admin panel .
got it . thanks !

I am trying to add participants to a shared mailbox , but it appears they are not a part of
Hi ! Welcome to support !
Please follow the below guide to add users to the account .
https://help.hiverhq.com/account-management/create-and-manage-user-accounts#adding_new_users_from_the_admin_panel
they are not on the list of participants to select from
Yes , type in their email address in the search bar after clicking on add users .
They will then receive an email with the link to download the extension .
and , I see that you are a admin .
Kindly inform any of the admin of the account to add the new users .
Yes , mailbox admins can only add those users to the mailbox who have been added to the account .
got it , that s what I was confused on . I will request this from them . Thank you
You 're Welcome !
Thank you for your valuable time on this chat . We at are available for anything you might seek - round the clock throughout the year .
We value your feedback . Please share your feedback on support experience once you end the chat . Have a good day.

Hi ! Welcome to support !
thanks
can all users add labels in gmail or just the administrator
If you are referring to the labels , then yes . All users can add labels to their account .
Other members of the Shared mailbox will not be able to see the labels created by you if they are labels .
You can however create tags and add it to the emails and the members of the shared mailbox can see it .
I also see that your account " alitaconstructions.com.au " uses Shared labels .
Its different from Tags .
Tags are used in Shared mailboxes .
Shared labels can be created by the admins of the account from the panel by following this guide : https://help.hiverhq.
com/gmail-shared-labels/setting-up-a-shared-label
And I see that you are a Member of the account .
I request you to contact the admin or regarding the request and they 'll assist you .
ok , they are both away so i was trying to get this one sorted as i have unlabelled emails clogging the inbox
is also an admin of the account .
thanks , she is off sick also ..

I 'm doing great .
Is there a way to assign tags in automatically ? eg ... I want all emails received from me@genius.com to be tagged as " "
I m fine thanks for asking .
Yes , you can use to automate the process of tagging as per the conditions you setup .
Here is how you can set it up - https://help.hiverhq.com/productivity/using-automations
great I will read through that . Sorry I could not find it before . Not sure what I was doing wrong ! ! !
thanks for your help for now . and have a lovely day !
You too have a great day !

Hi ! For two of my customer services reps the extension is not loading
One is megan@varsitybase.com the other one is stephen@varsitybase.com
Hi ! For two of my customer services reps the extension is not loading
One is megan@varsitybase.com the other one is stephen@varsitybase.com
ok

Hello , We have setup an auto responder for one of our shared inboxes . Our users have chosen to use the reverse order
setting , but the auto responder email gets in the way of viewing the latest email .
Unfortunately , there is no way to hide the - 's response in the email thread .
Yes , I 'll take this as a feature request and pass this info to my product team .
Brilliant . Thank you for your help .
You are welcome
Bye and have a great day !

Hi
Hello , I am from .
Please allow me a couple of minutes to check your account settings and get back to you .
I see that the email address is also a user in the account .
Yes , it is va.kotlerlaw@gmail.com but I 'd like to change it to service.kotlerlaw@gmail.com
Understood . " service.kotlerlaw.@gmail.com " is also a user in your account . The only way is to create a with this email address .
It was only created for the purpose of being the primary email ID for
Yes , you can remove it as a user and then set it up as a .
However , you can not replace the existing with the service.kotlerlaw@gmail.com .

Hi there ,
I will help you with this right away . Allow me to have an initial check on your account .
You can access the automations from the panel .
Here is a quick guide on Automations - https://help.hiverhq.com/productivity/using-automations
You can change the status of the email to closed manually , which is 's equivalent of archiving . However , there is no way of removing it automatically .
ok , thank you . But I changed something to " closed " and its remaining in the inbox
Yes , the email will remain in the inbox . Emails with closed status will appear in the closed section of the .
image.png(https://files.purechat.com / api / files/6f3e2e3f-6c52 - 4c1a - ac77 - 25a653d781da) 9.1 KB • image / png
ok , thanks . appreciate the help
Closed status should be considered as a resolved state .
Anytime .
thanks . yes , last question .
You can create an automation for such emails with " subject line " or the " from address " as the criteria . The automation will close the email , and it will not be visible in the Unassigned section .
It will create an entry in the Analytics , but the any metrics wo n't be affected as such . If you do n't want the emails to show up in the closed section , you can create a filter in support@company119.com to trash the emails on arrival . That depends on whether you need the emails or now .
ok , sounds good . thanks
that 's all
Awesome .
You can also visit our knowledge base to get started with various functionalities of - https://help.hiverhq.com/
I will really appreciate your feedback on this chat . Please share your experience once you end the chat . Have a wonderful day ahead and stay safe .

question about . Our team inbox and my inbox (all emails that are assigned to me) is getting very cluttered and full . Do you have any best practices how to clean them up .
Please allow me to explain the different scenarios when an email is pushed to .
ok
oh , one more thing
so we have one team email . I want to know if I can archive the emails that are specifically assigned to me
1 . When an email is assigned to a user , pushes the email to the user 's Inbox . If you do not want assigned emails to be pushed to , you can turn it off from your - Settings - Feature Access - Copy to on Task assignment . https://help.hiverhq.com/settings/enabling-or-disabling-specific-feature
2 . Let us assume that an email is assigned to you currently . Once your work is done , you assign it to your colleague . Now , this email will be visible in your as well as your colleague 's Inbox . This can be controlled from your - Shared - Settings - Remove email from on re - assignment . https://help.hiverhq.com/settings/advanced-settings-on-shared-mailbox
3 . If your personal email address is used anywhere in the email thread , will identify it and push it to the . There is no way of controlling this .
And regarding Archive , you do that to the emails assigned to you . Archiving is basically removing the Inbox label from the email .
Yes .
ok ,
It will still be visible in the sections of the mailbox .
I am sorry , but does not have the reminders feature .
Sometimes my team leaves emails unopened so that they know they will need to go back to that email when they start their next shift
makes it very hard for me as a supervisor to go through all unopened emails without changing their status
Yeah , sure . Well , we do have which is one of the best ways to monitor if the email has been answered within time .
If the for the first response time is set for 4 hours , as soon as the email comes to the , the timer will start . If the first response is not sent by an employee , the SLA - Violated tag will trigger and the Admins will be notified .
The feature is available from the plan onwards . https://hiverhq.com/pricing
so if we go with version we should get the reminders on unanswered emails
The version has more than just . I can ask your to reach out to you regarding this . They will be able to give you a brief explanation of all the features .
documentation - https://help.hiverhq.com/productivity/sla-for-shared-mailboxes
Also , we have one joint email address but that email address seems to be marked as a user . I 'm not sure that 's correct .
We have 3 users all using one email team@varsitybase.com
and team@varsitybase.com looks like an Admin user in my user panel
Yes , you and the central email address is listed as Admin . If you do not want the team@ email address to be a user , you can go ahead and remove that . It will not affect the .
The plan is based on the account and not based on each user . You can discuss this concern over the call with your as well .

hi i accidently started my trial and did n't want to start it yet
You can follow the steps in the link below to delete the trial account - https://help.hiverhq.com/account-management/delete-hiver-account
Seems like you have left the chat or moved away from the screen . If you have any further questions , please drop by support@hiverhq.com or initiate a chat with us .

Please use this link to install the extension : https://chrome.google.com/webstore/detail/gmail-based-customer-serv/fcinnggknmdfkilogcndkgpojpfojeem .
Thank you .

Hi , I need help joining randstadusa.com account .
Please contact your admin who will add you to the account .
May I have the full name
is the admin for your account .
Got you
Thank you

yes
Okay got it
Give me a moment to check the setup
as you can see I tried to assign it 3 times
Yes . thank you for the screenshot
it does not look like anything is being assigned
I regret that this is happening .
I have spoken to the development team
They have to started to work on the account
I am asking my teammates if there issue is the same
Yes please do
we can get on a call right now
It will be the fastest way !
I only heard from 1 other person and they said they were not having issues
It might just be me
Can you kindly follow the below steps to start a new session . Let me know if the issue persists after . 1 . Close the tab(s) in the browser . 2 . Manually copy and paste this URL (https://v2.hiverhq.com/logoutall)   in the address bar and press enter . 3 . Close the next page which asks to enter your registered email address with . 4 . Open a new tab in and log in to , then click on the icon with the exclamation mark and click on ' Login to " .

Hi , I need help joining fetchpet.com account .
 Hi Welcome to Support !
 Hello
 I removed hiver extension yesterday , and was trying to reinstall today but its not reconnection correctly
 reconnecting , wow too early
 you ccan reach out to one of the and they can help you add to the gopetplan.com account .
 You can reach to or .
 Ok , I will reach out to , Thank you
 You are always welcome . Have a great day ahead
 Thanks you as well

Hi support ! I am a sysadmin at a company that is demoing your product for gmail
Hi welcome to !
ty !
Yes you can make the email go to and as well as to your personal inbox .
that 's awesome to hear
In default condition , if an email gets assigned to it will also show up on your personal inbox .
right , we noticed that was the default behavior . We will need to get unassigned emails to also hit our inboxes
like an email to alias@company.com hits our inbox as well as the shared inbox
If you would like to get all the emails that are sent to , then you have to remove a Skip inbox filter that has created
You can go to settings > see all settings > under Filters and blocked address tab
You will see a inbox filter created for the
ok this works , I 'll try it and report back if it does n't , thank you so much for the help
well now I did that (removed filter) and now it hist my inbox but is n't going to the shared folder
Any emails addressed to the support@verific.com , will show up in the .
huh , I just sent one from my external email I use for testing and it hit my inbox but not the shared , I guess I messed something up will take a deeper dive .
Let me send you a test email now .
ok thank you
ok it 's working now ! Imy test email finally made it to the shared box as well . I guesss there is some latency between inbox and shared inbox . And your test email is in both now too so we are good to go ! thank you ! !
Great !

Welcome to the Support .
Please use this below link to add the extension in your chrome .
https://chrome.google.com/webstore/detail/gmail-based-customer-serv/fcinnggknmdfkilogcndkgpojpfojeem
image.png(https://files.purechat.com / api / files/851f74b0 - 73a8 - 4e99 - 9f68 - 9d582213d802) 50.3 KB • image / png
When I click the link this is what I see
Please give me 2 minutes while I check with my resources for same .
please try searching with " download extension hiver " in and select first option to try adding the extension .
It seems like you have moved away from the screen or left the session , so I am ending this chat . If you have any more questions , please feel free to drop by at support@hiverhq.com , I 'll be more than happy to help you out

Hello , I 'm trying to get our from email address to automatically match the inbox . I chose the setting in but it 's not working .
Welcome to the Support .
Please give me 2 minutes while I check with your account .
Thank you for your patience .
You can set the default email of the shared mailbox in the send mail as option .
You will be able to find this under settings > see all settings > Account tab .
image.png(https://files.purechat.com / api / files/6fd50195 - 2f0d-4b77 - 957b-3d6376ab44c1) 104.1 KB • image / png
Thank you .
You are welcome .
It seems like you have moved away from the screen or left the session , so I am ending this chat . If you have any more questions , please feel free to drop by at support@hiverhq.com , I 'll be more than happy to help you out

Hi
Hi Welcome to !
So for example if coursework@dogtrainingcollege.co.uk gets an email to our info@ email , can I setup an Auto Responder
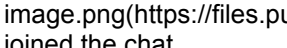Allow me to check that for you .
Thank you for your patience .
As of now the autoreponder in will be toggled on for all the incoming emails to a Shared address .
Unfortunately it can not triggered for selected email address .
Here is a knowledge article on auto responder- https://help.hiverhq.com/productivity/set-up-an-auto-responder It seems like you have moved away from the screen or left the session , so I am ending this chat . If you have any more questions , please feel free to drop by at support@hiverhq.com , I 'll be more than happy to help you out

Hi there , is there any way to make my default response from the shared inbox , not my personal gmail ?
image.png(https://files.purechat.com / api / files / ac7065de - a743 - 438c - a3e8 - 3e1c92ecebbf) 48.4 KB • image / png
joined the chat
Hi ! Welcome to support !
Yes , that can be done from settings .
Let me help you with the steps . Give me 2 minutes .
Open icon) > See all settings > Accounts tab :
Here , you will get the option to set email as default .
, are we still connected ?
yes thank you
You 're Welcome !
Is there anything else I could assist you with today ?
i do n't think the automations i set are working - for example the domain @loungelizard is not tagging to
Let me check with the account setup . Give me 2 minutes , .
actually i think its because i set AND conditions that should be OR
That is correct .
So , this automation will only trigger if it fulfills the condition mentioned in all 3 Windows .
, are you there ?
It seems like you have moved away from the screen or left the session , so I am ending this chat . If you have any more questions , please feel free to drop by at support@hiverhq.com , I 'll be more than happy to help you out

Hi , I need help joining crowdcontrolwarehouse.com account .
Hi ! Welcome to support !
Hello
I checked with your account and I see that you are not part of the account yet .
I believe that is correct
I just got the link to set up my account a few minutes ago
I request you to contact any of the admins (, , or) to add you to the account and then to the mailboxes .
Great , thank you !
You 're Welcome !
That s it , much appreciated
Thank you for your valuable time on this chat . We at are available for anything you might seek - round the clock throughout the year .
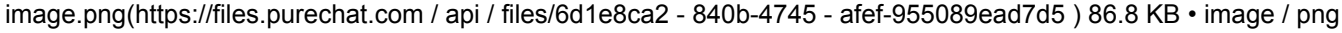Have a great day , .

Hello ... I ca n't assign hiver to employees right now or close queries out .
Hi ! Welcome to support ! Sorry just a moment
Something went wrong . Please try again later .
It just gives this message and stays open
convo.png(https://files.purechat.com / api / files/8a6cb42a-1bc9 - 4e39 - 8c2f-3e64642cc70a) 54.1 KB • image / png
I am not very tech savvy not sure what that means
Some are working if that helps .
Click on settings(gear icon) and scroll down .
In that case , please refresh your page and retry .
Yes Conversation view is enabled
I just did and seems to be working now !
Thank you
Great !
You 're Welcome !
Nope and thank you for your help ..
Thank you for your valuable time on this chat . We at are available for anything you might seek - round the clock throughout the year .
We value your feedback . Please share your feedback on support experience once you end the chat . Have a good day .
This chat was closed because the visitor left the page or lost internet connectivity .

Hi ! Welcome to support !
Yes , you can have unlimited Shared mailboxes in .
You will be charged based on the number of users / members you add to the account .
That is correct . Each mailbox has will have Unassigned section where the emails new emails addressed to the shared mailbox appear .
We charge based on the number of users .
Yes , tags created in one of the mailbox will be available in that specific mailbox only .
You can check the pricing here in this link : https://hiverhq.com/compare-pricing
Also we have been using for quite a while now and we have SO MANY tags and emails saved
does not save / storee any emails on our servers .
AH ok - so it is all tied to storage then . Have you heard of users having issues with it loading really slowly as we have started to have that problem sometimes .
There is an ongoing issue with at the moment : https://status.cloud.google.com/
But , that has not impacted in any way .
Could you please check with your internet speed as that could be causing the issue with loading .
OK will do . TY !
If the internet speed is fine , then clearing cookies & cache will fix it .
You 're Welcome !
Nope !
Thank you for your valuable time on this chat . We at are available for anything you might seek - round the clock throughout the year .
We value your feedback . Please share your feedback on support experience once you end the chat . Have a good day

You can use - https://help.hiverhq.com/email-tools/bulk-actions
These settings can only be accessed within the Shared sections . And you can select 50 emails at once for this operation .
Let me know if you have any questions .
Thank you this is a life saver !

Hi
Welcome to the .
You will find all the steps in our help article here . https://help.hiverhq.com/productivity/set-up-an-auto-responder
Let me know if you have any questions about the same .

Hi ! Welcome to support !
Give me one moment while I check with your query , .
Thank you for your patience , .
Yes , this can be achieved from the analytics report by selecting the " Schedule export " .
image.png(https://files.purechat.com / api / files/6d1e8ca2 - 840b-4745 - afef-955089ead7d5) 86.8 KB • image / png
It seems like you have moved away from the screen or left the session , so I am ending this chat . If you have any more
questions , please feel free to drop by at support@hiverhq.com , I 'll be more than happy to help you out

Basically , we want to only have one or two people on the team to have access
Hi ,
You can remove the users from the that you do n't want them to be a part of .
It can be done from the .
ok , but I thought it would be a bit more complicated than that . The box is , and I want everyone to see their own tasks assigned to them , but not the Unassigned box
Ahh , I see .
I am afraid that is not possible at the moment .
Once the user is a part of the , he has access to all incoming emails in the .
Sometimes team members are going in there and pulling tasks from unassigned .
Please advise them not to do so as it will cause mismatches .
Also , suggest the user to enable the " Delete Confirmations " in " My settings " so that they are prompted everythime when they accidentally try to delete an email from the Unassigned section .
image.png(https://files.purechat.com / api / files/7b3439d5 - 153e-44c0 - 945f-4727ed2d4b25) 29.4 KB • image / png
image.png(https://files.purechat.com / api / files/6925f17e-778a-4646 - 973f - c39e83c4ab87) 61.2 KB • image / png
I know this is not exactly the solution that you were looking for but unfortunately users access can not be controlled to not view the emails in the unassigned view at the moment .
Well it 's not that the team is deleting them . They are assigning them to themselves so they can take assignments they want , rather than taking the ones we assign them !
I do n't mind if they view them , I just did n't want them to have the ability to assign them to themselves
Alright , give me a moment .
You can use Custom roles to achieve the scenario . The users with member access can not assign emails to them , only the Admins can assign the emails .
The feature is only available in the plan and currently you are subscribed to the plan .
got it . I need to get them to upgrade . Thank you !
I will have a word with your regarding this and he will suggest you over an email on how to get it started .
No , thank you sir !
You are welcome , sir .
Have a nice day ahead .

Hi Welcome to support !
Unfortunately the automations can not be applied retroactively . The automations will only appy to the emails which arrives after the automation is created and saved .
ok thank you
You are welcome .
wo nt have any access over your personal email .
Once you add the personal email to the you will be apply the settings and features .
ok
You do not have to recreate any filters , you can just setup automation and it will applied on the .
ok , because i 'm seeing an number of " Unassigned Emails " that we have filtered in our shared inbox to " Skip Inbox " and " Apply Label "
for example
image.png(https://files.purechat.com / api / files/2bbef360 - 871d-42d6 - 90a0 - 9189a42a6e88) 9.7 KB • image / png
As the email is being marked as important it will show up in your inbox .
You can edit this type of filters and uncheck " Mark it as important "
so the emails will show up in your Shared mailbox alone .
This is a feature .
yes , thank you , i 'm asking teammates if i can change our inbox login
* logic
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I am
hi
we just signed up with today
from previous messages that are not in the shared inbox environment
We can import the historical emails in the shared mailbox once you purchase one of our plans . The email import is a paid service and is free only for the paid customers .
ok great , we have a ton of emails
we would like to move forward with a paid plan
Awesome .
Yes , all the emails which you will need to be imported .
i do n't think you would be able to do all of them , its 200 GB worth of data
we would like as many recent emails as possible
we get over 1000 emails a day
I see .
what we need assigned to a specific user would be around 200
emails
we understand bringing all of them in may not be feasible
or current labels
You can certainly label all the emails which need to be imported and based on the label name we can import the emails in the shared mailbox .
As soon as you upgrade your account . Let us know the label name and we will start the import process .
ok i will upgrade it shortly
To start the import process we need all the emails to be labeled under 1 or more labels . Then using that label name we can start the import process from the backend console .
In , you can sort out the emails using the sender or To or subject . Then select all the emails which need to be imported and then add a label to them . Once you provide us with the label name then we can start the import . The import tool only imports the emails which are in that particular label .
Let me know if you have more questions , I will be more than happy to assist you .
It seems like you have moved away from the screen or left the session , so I am ending this chat . If you have any more questions , please feel free to drop by at support@hiverhq.com , I 'll be more than happy to help you out

Greetings ,
I was wondering if there is a way to mass close all the current emails in our inbox : Info .
Hi ,
I hope you are doing well .
You can use 's feature to close 50 emails in one go . Here is how you can access this feature - Click here !
Also , I can ask my engineering team to perform bulk closure of emails from the backend , if the volume of emails that needs to be closed is high .
Let me know if you have any questions or concerns .
Best Regards ,
Kind regards ,

I will help you with this right away . Allow me to have an initial check on your account .
sure
The reason for the message being displayed is that the source user for the is logged out of .
Please suggest the user to log in to his account and authenticate . Once that is done , the authentication error message is not show up .
got it

Hi
Hi ! Welcome to support !
In Automation in share mailbox condition body will be read also text from pdf
The body search automation works only on the body of the email and does not include the text in the attachment file .
attached *
Thanks
You 're Welcome !