



# Use the SDK to route Salesforce emails

**Note:** This article applies to Genesys Cloud for Salesforce.

After you configure the routing of Salesforce emails in Salesforce, use our SDK in the managed package to route Salesforce emails through Genesys Cloud for Salesforce. The SDK uses the Salesforce Apex programming language.

**Note:** This article is an advanced customization topic meant for developers familiar with Salesforce.

**Prerequisites**

- [Authentication](#) configured.

Access our SDK through the Email class under the `purecloud.SDK.Email` and `purecloud.Email` namespaces. Use the `purecloud.Email` namespace to set information for subject, `fromName`, and `fromAddress`.

`purecloud.SDK.Email` `purecloud.Email`

## Email class

Represents a Genesys Cloud email interaction. Contains methods to route Salesforce emails through Genesys Cloud for Salesforce.

## Namespace

`purecloud.Email`

## Usage

Use these methods to create Genesys Cloud email objects. These objects can contain data to set screen pops, modify interaction details, or add data to the activity records in Salesforce. These objects can also set information for subject, `fromName`, and `fromAddress`.

## Email methods

The following methods are available for the Email class.

▼ `create()`

Creates Genesys Cloud interaction with defined instance attributes.

### Properties

Name	Data type	Description	Notes
queue	String	Queue in your Genesys Cloud organization that you want the integration to route Salesforce emails to.	Maps to <code>Call.QueueName</code> in the interaction details.
skills	List<String>	List of skills in your Genesys Cloud organization.	Associated with agents who you want to receive Salesforce emails.
language	String	Language skill in your Genesys Cloud organization.	Associated with agents who you want to receive Salesforce emails.
attributes	Map<String, Object>	See <a href="#">Attributes Map</a> .	
subject	String	Email subject line for the active interaction.	Added to the interaction details when an interaction alerts. Maps to <code>Email.Subject</code> in the interaction details.
fromName	String	Remote name for the active interaction.	Added to the interaction details when an interaction alerts. Maps to <code>Call.RemoteName</code> in the interaction details.
fromAddress	String	The remote email address for the active interaction.	Added to the interaction details when an interaction alerts. Maps to <code>Salesforce.DisplayAddress</code> in the interaction details.

### Attributes Map

A map of attributes that can include a Salesforce page or search result, or data to add to the interaction details or activity records in Salesforce.

### Parameters

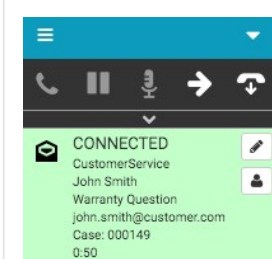
Key	Type	Required or optional	Description	Notes
SF_URLPop	String	Optional	ID of the Salesforce page that you want to screen pop when an interaction alerts.	Use either <code>SF_URLPop</code> or <code>SF_SearchValue</code> , not both. For faster processing of screen pops, use <code>SF_URLPop</code> .
SF_SearchValue	String	Optional	ID of the Salesforce search result that you want to screen pop when an interaction alerts.	Use either <code>SF_URLPop</code> or <code>SF_SearchValue</code> , not both. For faster processing of screen pops, use <code>SF_URLPop</code> .
{custom attribute}	String, integer, Boolean	Optional	Data to add to interaction details or to activity records when interaction alerts	

## Examples

The following examples show how to create an email object and use properties to perform these actions:

- Route Salesforce emails to agents in a specified queue who are assigned skills and languages, or route Salesforce emails to agents using an Architect inbound email flow with assigned skills and languages.
- Screen pop a specified Salesforce page.
- Add a case number to the interaction details.
- Add a remote email address to the activity records in Salesforce.
- Add the subject, `fromName`, and `fromAddress` properties to the interaction details.

**Note:** Because `CaseNumber` and `contactEmailAddress` are custom attributes, you must first add Participant `{CustomFieldName}` to the Customize Interaction Details and Activity Field Mapping sections under Client Settings. For more information about Client Settings, see [Managed package settings](#).



### Example using queue to route Salesforce emails

```
String[] skills = new List<String>();
skills.add('Warranties');
skills.add('Cellphone repair');

Map<String, Object> attributes = new Map<String, Object>();
attributes.put('SF_URLPop', '5003600000150CJ');
attributes.put('CaseNumber', 'Case: 000149');
attributes.put('contactEmailAddress', 'john.smith@customer.com');

purecloud.Email email = purecloud.SDK.Email.create();
email.queue = 'CustomerService';
email.skills = skills;
email.language = 'English - Spoken';
email.attributes = attributes;
email.subject = 'Warranty Question';
email.fromName = 'John Smith';
email.fromAddress = 'john.smith@customer.com';
email.create();
```

### Example using an inbound email flow to route Salesforce emails

```
Map<String, Object> attributes = new Map<String, Object>();
attributes.put('SF_URLPop', '5003600000150CJ');
attributes.put('CaseNumber', 'Case: 000149');
attributes.put('contactEmailAddress', 'john.smith@customer.com');

purecloud.Email email = purecloud.SDK.Email.create();
email.flow = 'RouteEmails';
email.attributes = attributes;
email.subject = 'Warranty Question';
email.fromName = 'John Smith';
email.fromAddress = 'john.smith@customer.com';
email.create();
```

For more information, see [Configure the routing of Salesforce emails](#), [Use Process Builder to route Salesforce emails](#), and [About Routing of Salesforce Emails](#).

For more information about the integration, see [About Genesys Cloud for Salesforce](#).

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☐ Yes☐ No

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