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()

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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