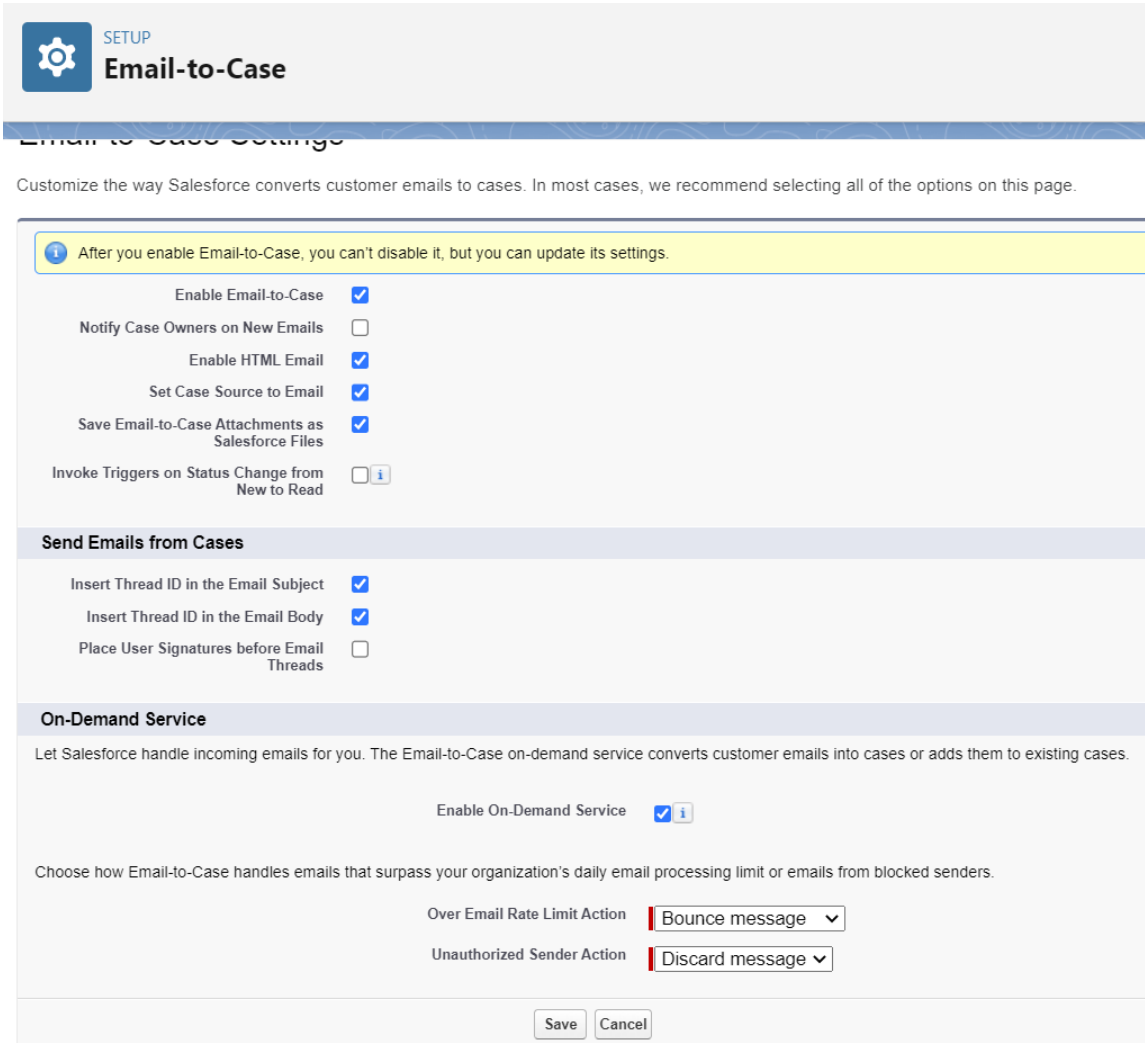


Manual steps needed to correct implementation of LJC-219 task

- 1) Deploy git data
- 2) Setup -> Home -> fill as below



The screenshot shows the Salesforce Setup page for Email-to-Case settings. The page has a header with a gear icon and the text "SETUP Email-to-Case". Below the header is a section titled "Email-to-Case Settings" with a subtitle "Customize the way Salesforce converts customer emails to cases. In most cases, we recommend selecting all of the options on this page." A yellow information box states: "After you enable Email-to-Case, you can't disable it, but you can update its settings." The settings are organized into sections: "Enable Email-to-Case" (checked), "Notify Case Owners on New Emails" (unchecked), "Enable HTML Email" (checked), "Set Case Source to Email" (checked), "Save Email-to-Case Attachments as Salesforce Files" (checked), and "Invoke Triggers on Status Change from New to Read" (unchecked with an info icon). The "Send Emails from Cases" section includes "Insert Thread ID in the Email Subject" (checked), "Insert Thread ID in the Email Body" (checked), and "Place User Signatures before Email Threads" (unchecked). The "On-Demand Service" section includes "Enable On-Demand Service" (checked with an info icon), a description of the service, and two dropdown menus for "Over Email Rate Limit Action" (set to "Bounce message") and "Unauthorized Sender Action" (set to "Discard message"). At the bottom are "Save" and "Cancel" buttons.

SETUP
Email-to-Case

Email-to-Case Settings

Customize the way Salesforce converts customer emails to cases. In most cases, we recommend selecting all of the options on this page.

After you enable Email-to-Case, you can't disable it, but you can update its settings.

- Enable Email-to-Case ☒
- Notify Case Owners on New Emails ☐
- Enable HTML Email ☒
- Set Case Source to Email ☒
- Save Email-to-Case Attachments as Salesforce Files ☒
- Invoke Triggers on Status Change from New to Read ☐ [i](#)

Send Emails from Cases

- Insert Thread ID in the Email Subject ☒
- Insert Thread ID in the Email Body ☒
- Place User Signatures before Email Threads ☐

On-Demand Service

Let Salesforce handle incoming emails for you. The Email-to-Case on-demand service converts customer emails into cases or adds them to existing cases.

Enable On-Demand Service ☒ [i](#)

Choose how Email-to-Case handles emails that surpass your organization's daily email processing limit or emails from blocked senders.

Over Email Rate Limit Action

Unauthorized Sender Action

Save

- 3) The very same window (email-to-case) -> New email2case -> fill like below -> (routing Name: SignificantEmailToCaseForOnlineShop)

Email Address Edit


Routing Information


Source Email2Case

Routing Name SignificantEmailToCaseForOnlineShop


Email Address your_email+sth_to_filter_your_inbox@company.pl


Email Settings

Save Email Headers ☒ 




Accept Email From 


Task Settings


Create Task from Email ☒ 

Task Status Not Started 

Case Settings

Case Owner Queue  Email To Case Reviewers  

Case Priority High 

Case Origin Email 

Save Save & New Cancel

Save

- 4) Check your mailbox and verify email for your SF org
- 5) Copy your email service address. Adjust your email box to forward cases to this email.
- 6) You are done. Good for you!