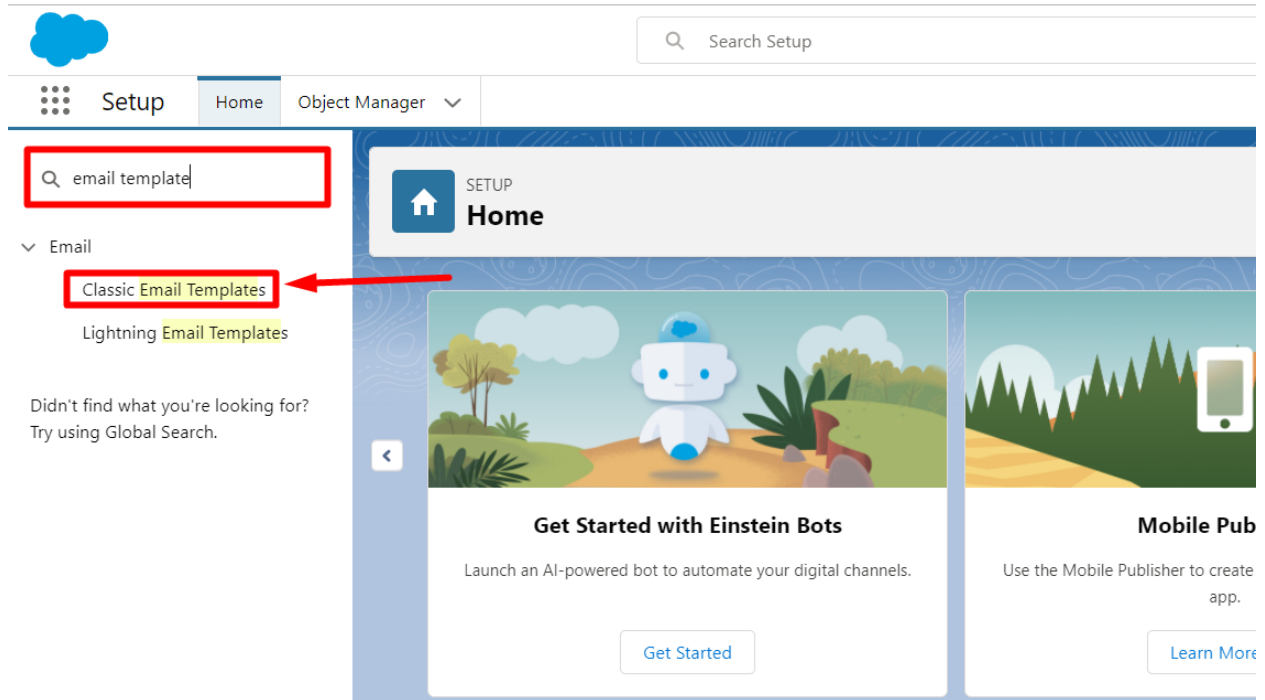


Step 1: The first step is to go to quick search and search for email templates and click on classic email templates.



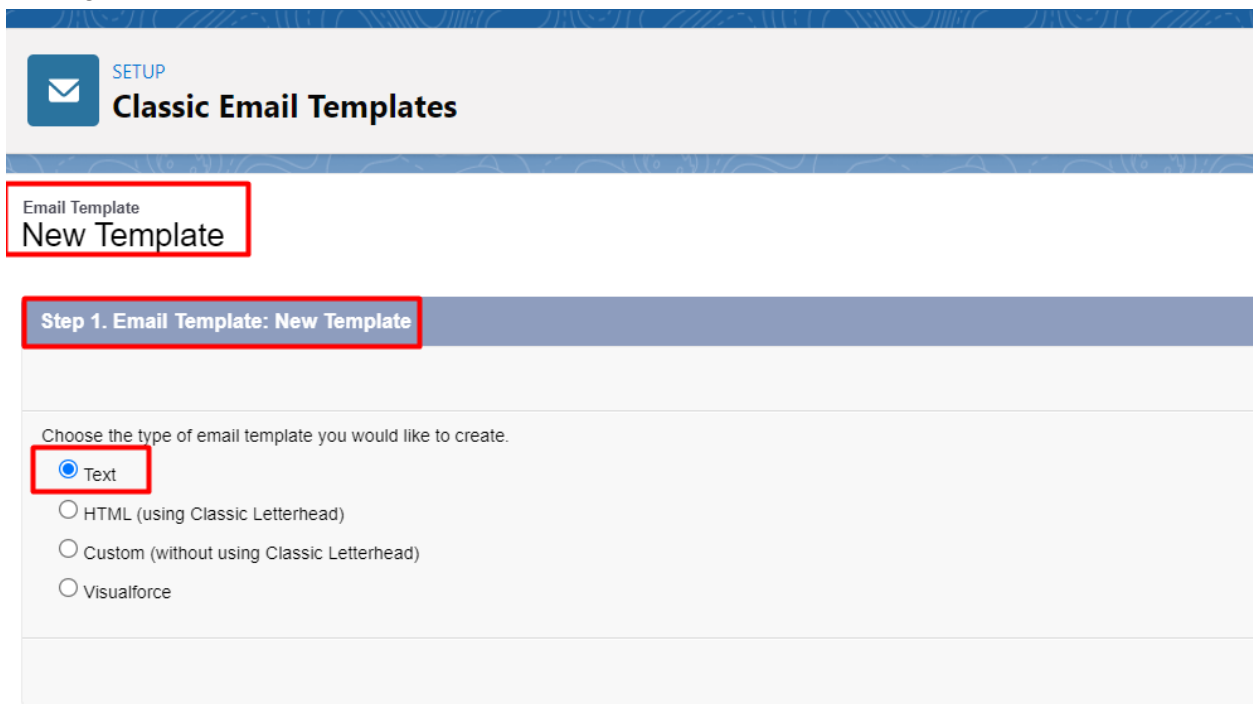
Step 2: When you click on a classic email template it will show you all different types of email templates that already are present.

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P |

New Template				
Action	Email Template Name ↑	Template Type	Available For Use	Description
Edit Del	Marketing: Product Inquiry Response	Text	✓	Standard email response to website product inquiries
Edit Del	Sales: New Customer Email	Text	✓	Email to new customers
Edit Del	SUPPORT: Self-Service New Comment Notification (SAMPLE)	Text	✓	Sample email template that can be sent to your Self-Service customers to notify them a
Edit Del	SUPPORT: Self-Service New User Login Information (SAMPLE)	Text	✓	Notification of login and password to new Self-Service user
Edit Del	SUPPORT: Self-Service Reset Password (SAMPLE)	Text	✓	Notification of new password when Self-Service password is reset
Edit Del	Support: Case Assignment Notification	Text	✓	Notification to rep when case is auto-assigned
Edit Del	Support: Case Created (Phone Inquiries)	Text	✓	Notification to customer about case created through phone call
Edit Del	Support: Case Created (Web Inquiries)	Text	✓	Notification to customer about case created online
Edit Del	Support: Case Response	Text	✓	Standardized template for responses to customer inquiries
Edit Del	Support: Escalated Case Notification	Text	✓	Notification email on case escalation
Edit Del	Support: Escalated Case Reassignment	Text	✓	Case reassignment email to new case owner on escalation
Edit Del	Support: Self-Service New Login and Password	Text	✓	Notification of login and password to new self-service user
Edit Del	Support: Self-Service Reset Password	Text	✓	Notification of new password when self-service password is reset

Show me [fewer](#) ▲ records per list page

Step 3: If you want to create a new template you have to click on the new template and on the next step you will have to choose the type of email template here I am selecting Text and clicking on next.



SETUP
Classic Email Templates

Email Template
New Template

Step 1. Email Template: New Template

Choose the type of email template you would like to create.

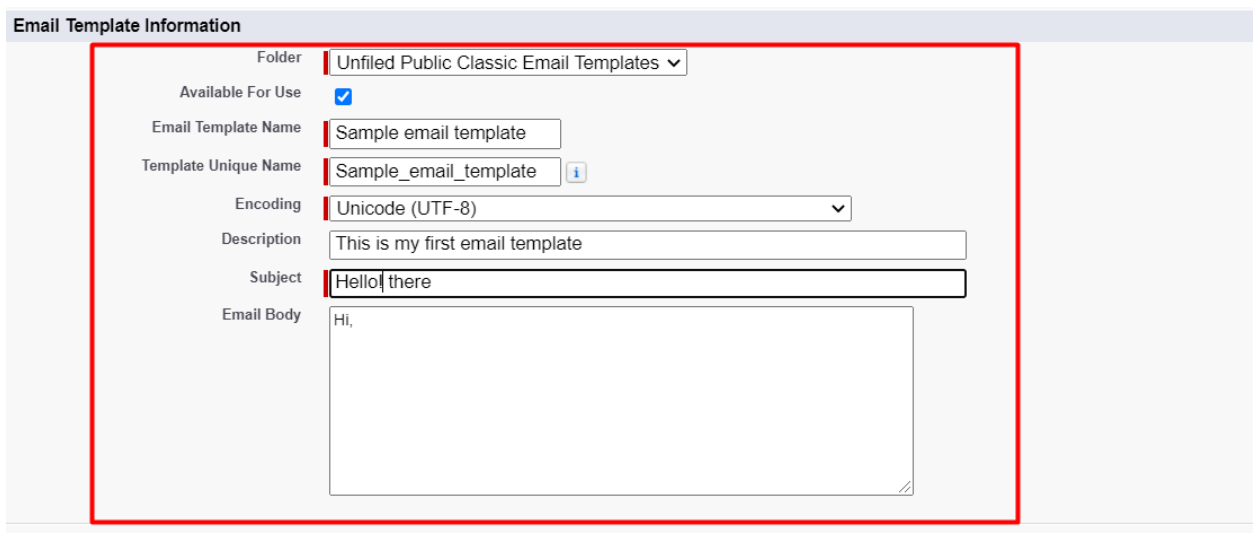
☒ Text

☐ HTML (using Classic Letterhead)

☐ Custom (without using Classic Letterhead)

☐ Visualforce

Step 4: On the next page you will have to provide email template information. here you need to enable the checkbox available for use and then here I am putting name as Sample email template Unique name will be generated by default now I am putting the description, subject, and email body.



Email Template Information

Folder: Unfiled Public Classic Email Templates

Available For Use: ☒

Email Template Name: Sample email template

Template Unique Name: Sample_email_template

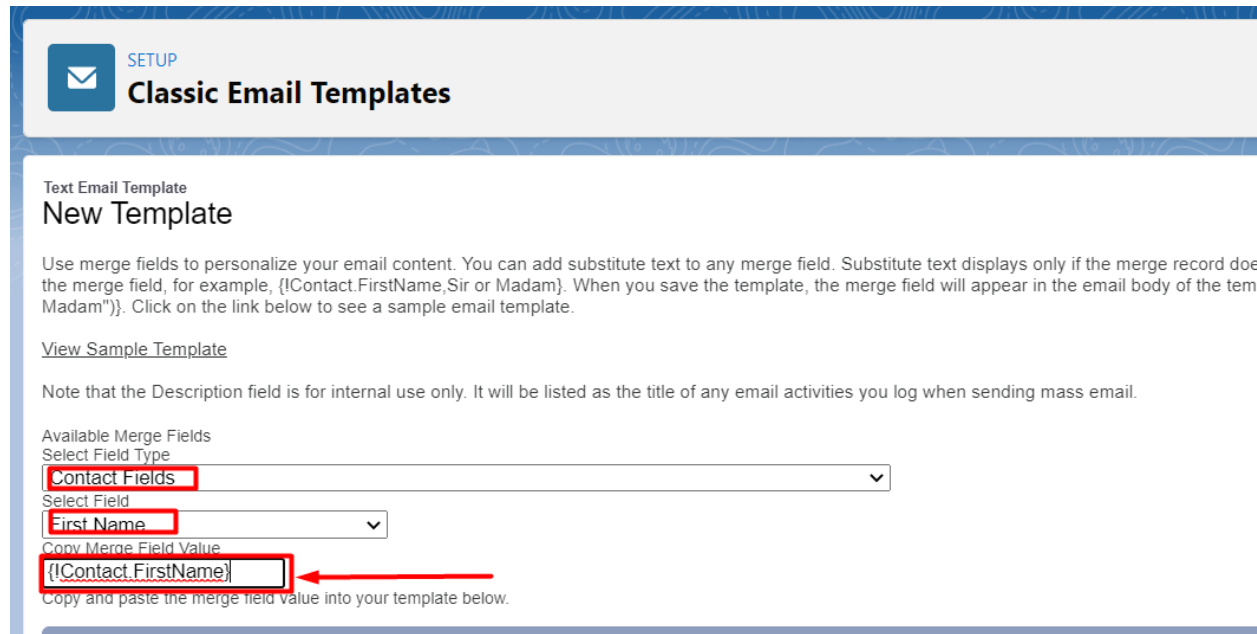
Encoding: Unicode (UTF-8)

Description: This is my first email template

Subject: Hello there

Email Body: Hi,

Step 5: Above this information, you can see other things so here we can also put merge fields say for example I am selecting a field type **Contact Field** then I am choosing select field as the **First name** so as you select the first name you will see that there will be a merged name available so you can copy it and paste it on the email body.



SETUP
Classic Email Templates

Text Email Template
New Template

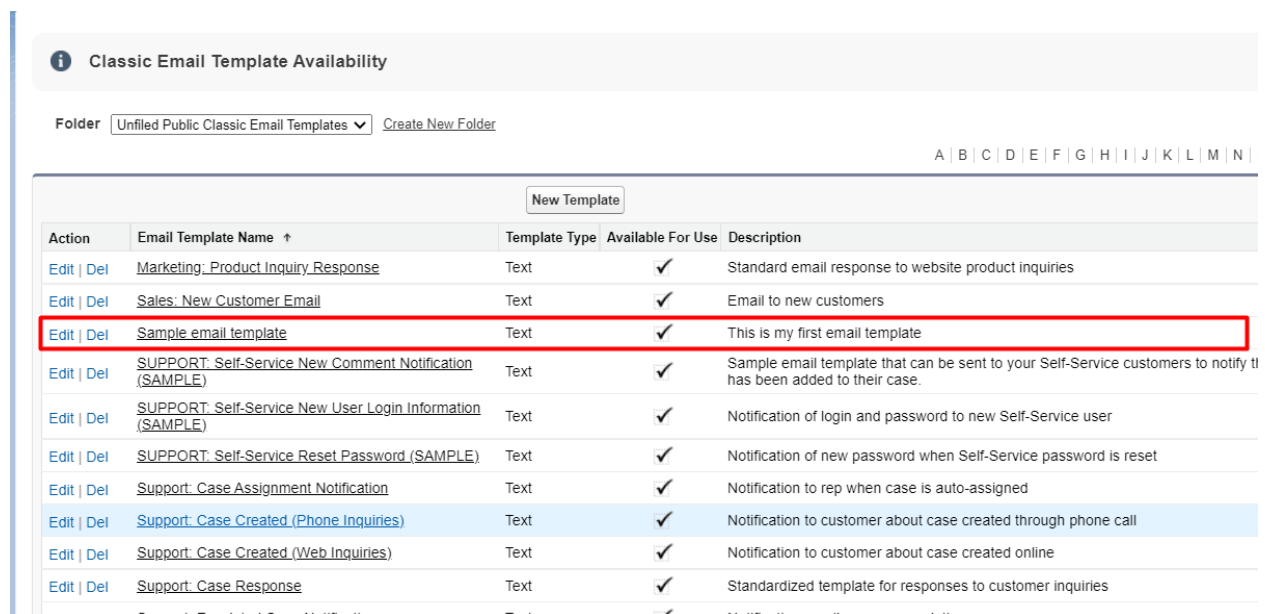
Use merge fields to personalize your email content. You can add substitute text to any merge field. Substitute text displays only if the merge record does the merge field, for example, {!Contact.FirstName,Sir or Madam}. When you save the template, the merge field will appear in the email body of the template. Click on the link below to see a sample email template.

[View Sample Template](#)

Note that the Description field is for internal use only. It will be listed as the title of any email activities you log when sending mass email.

Available Merge Fields
Select Field Type
Contact Fields
Select Field
First Name
Copy Merge Field Value
{!Contact.FirstName}
Copy and paste the merge field value into your template below.

Step 6: After saving it when you go back to classic email templates you will find your created template which you can edit or delete as per your requirement.



Classic Email Template Availability

Folder: **Unfiled Public Classic Email Templates** [Create New Folder](#)

A | B | C | D | E | F | G | H | I | J | K | L | M | N |

Action	Email Template Name ↑	Template Type	Available For Use	Description
Edit Del	Marketing Product Inquiry Response	Text	✓	Standard email response to website product inquiries
Edit Del	Sales New Customer Email	Text	✓	Email to new customers
Edit Del	Sample email template	Text	✓	This is my first email template
Edit Del	SUPPORT: Self-Service New Comment Notification (SAMPLE)	Text	✓	Sample email template that can be sent to your Self-Service customers to notify them has been added to their case.
Edit Del	SUPPORT: Self-Service New User Login Information (SAMPLE)	Text	✓	Notification of login and password to new Self-Service user
Edit Del	SUPPORT: Self-Service Reset Password (SAMPLE)	Text	✓	Notification of new password when Self-Service password is reset
Edit Del	Support: Case Assignment Notification	Text	✓	Notification to rep when case is auto-assigned
Edit Del	Support: Case Created (Phone Inquiries)	Text	✓	Notification to customer about case created through phone call
Edit Del	Support: Case Created (Web Inquiries)	Text	✓	Notification to customer about case created online
Edit Del	Support: Case Response	Text	✓	Standardized template for responses to customer inquiries
Edit Del	Support: Escalated Case Notification	Text	✓	Notification email on case escalation