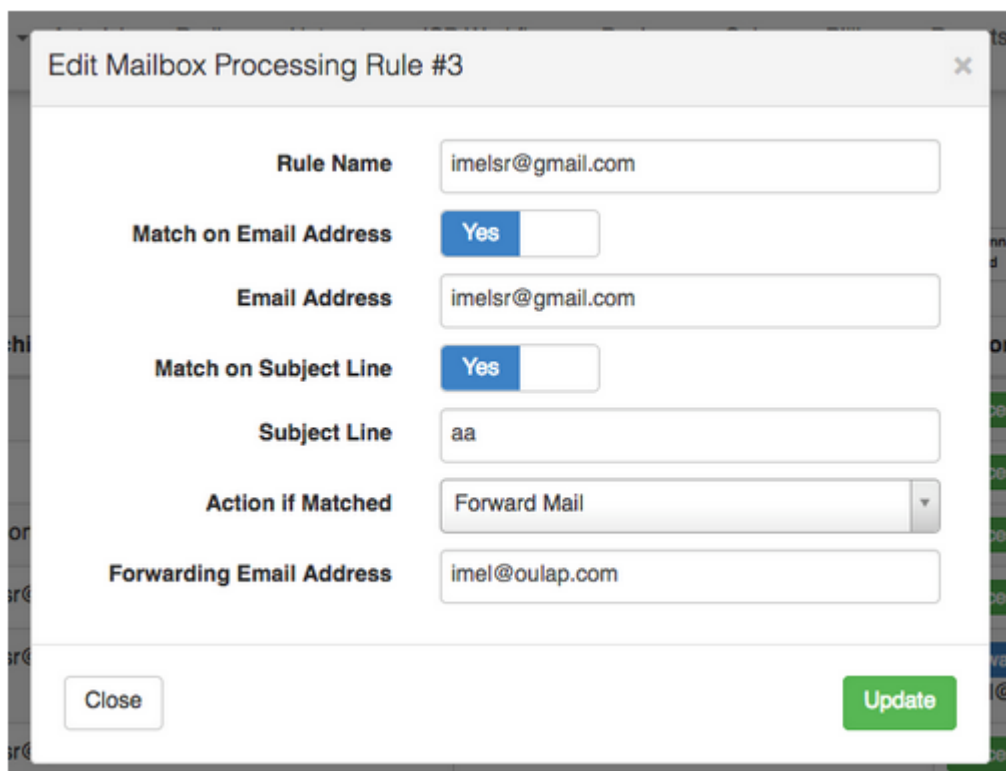


The Mailbox processing rules have been extended, to allow for more flexibility.

A new menu entry has been created to allow for direct access to the rules (Setup / System Settings / Mailbox Scraping Rules) but it can also be accessed from the log view.

Clicking the red button on the log view will allow you to create a new rule or edit the rule that was triggered.



Edit Mailbox Processing Rule #3

| | |
|---------------------------------|---|
| Rule Name | <input type="text" value="imelsr@gmail.com"/> |
| Match on Email Address | <input checked="" type="checkbox"/> |
| Email Address | <input type="text" value="imelsr@gmail.com"/> |
| Match on Subject Line | <input checked="" type="checkbox"/> |
| Subject Line | <input type="text" value="aa"/> |
| Action if Matched | <input type="text" value="Forward Mail"/> |
| Forwarding Email Address | <input type="text" value="imel@oulap.com"/> |

Mailbox Processing Log

All **Rules** Refresh

Show Rows

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| Date | From | Customer | Ticket | Subject | Status | |
|---------------------|-------------------------|--------------------|--------|---------|--------------------------|--|
| 2016-10-26 09:00:58 | Imel@herotel.com | Office Reliance CC | | aaa | Mail Skipped | |
| 2016-10-26 09:00:53 | Imel@herotel.com | Office Reliance CC | #406 | aa | Created a New Ticket | |
| 2016-10-26 08:51:54 | imel@cloudconnect.co.za | Cloud Connect | #405 | aa | Created a New Ticket | |
| 2016-10-25 23:48:09 | imelsr@gmail.com | R&M Group | | aa | Forward Unmatched Mail | |
| 2016-10-25 23:40:08 | imelsr@gmail.com | R&M Group | | aa | Forward Unmatched Mail | |
| 2016-10-25 23:38:52 | imelsr@gmail.com | R&M Group | | aa | Forward Unmatched Mail | |
| 2016-10-25 23:28:48 | imelsr@gmail.com | R&M Group | | aa | Forward Unmatched Mail | |
| 2016-10-25 23:24:59 | imelsr@gmail.com | R&M Group | #400 | aa | Received Reply to Ticket | |
| 2016-10-25 23:21:11 | imelsr@gmail.com | R&M Group | | aa | Forward Unmatched Mail | |
| 2016-10-25 23:09:56 | imelsr@gmail.com | R&M Group | #404 | aa | Created a New Ticket | |

Showing 1 to 10 of 163 entries

Previous **1** 2 3 4 5 ... 17 Next

Rules can be triggered for a source email address, a specific email subject or a combination of both.

https://or.datatill.com/settings/mailbox_rules

office reliance Customers Asterisk Radius Hotspots ISP Workflow Devices Sales Billing Reports Tools Setup

Mailbox Rules

records per page

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| Rule Description | Matching Email | Matching Subject Line | Action | Matched | |
|------------------|----------------------------|-----------------------|---------------------------|---------|--|
| SMS Replies | | SMS reply received | Process | | |
| aa | | aa | Process | 2 | |
| Support | support@cloudconnect.co.za | Ticket Report | Process | | |
| asas | imelsr@gmail.com | | Process | 4 | |
| imelsr@gmail.com | imelsr@gmail.com | aa | Forward imel@oulap.com | 23 | |
| SMS Replies | imelsr@gmail.com | SMS Reply | Process | | |

Showing 1 to 6 of 6 entries

Previous **1** Next