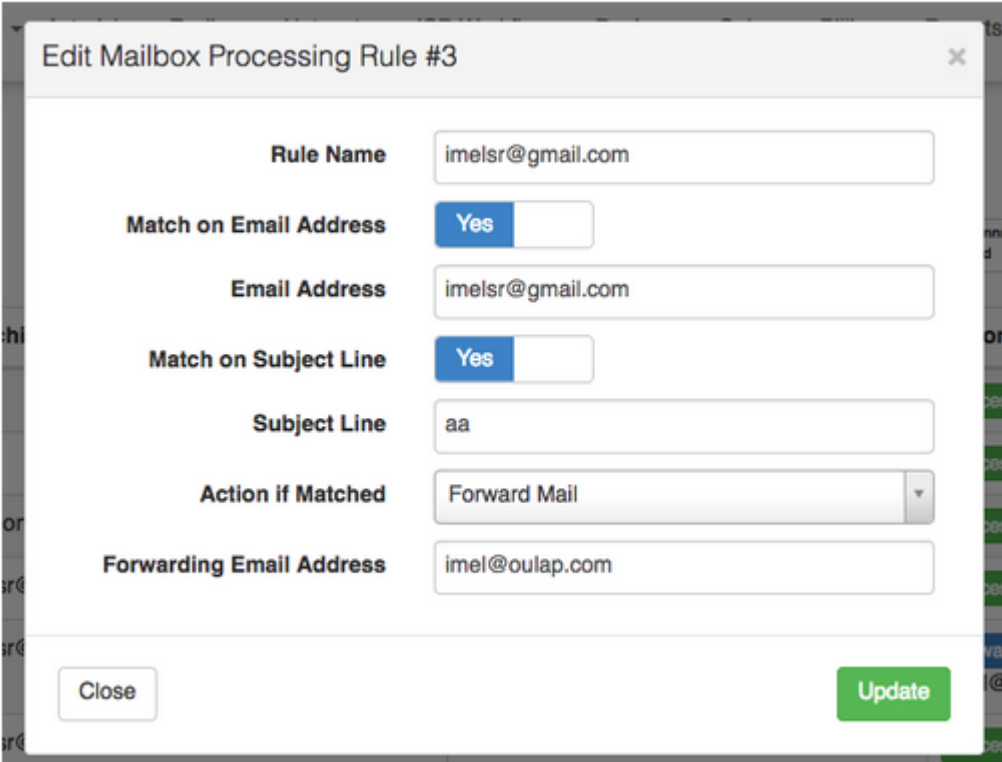


The Mailbox processing rules have been extended, to allow for more flexibility.

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 type="button" value="Yes"/>
Email Address	<input type="text" value="imelsr@gmail.com"/>
Match on Subject Line	<input type="button" value="Yes"/>
Subject Line	<input type="text" value="aa"/>
Action if Matched	<input type="button" value="Forward Mail"/>
Forwarding Email Address	<input type="text" value="imel@oulap.com"/>

Mailbox Processing Log

Show 10 Rows

Search:

All Rules Refresh

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

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

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Mailbox Rules

10 records per page

Search:

+ Add Refresh

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

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