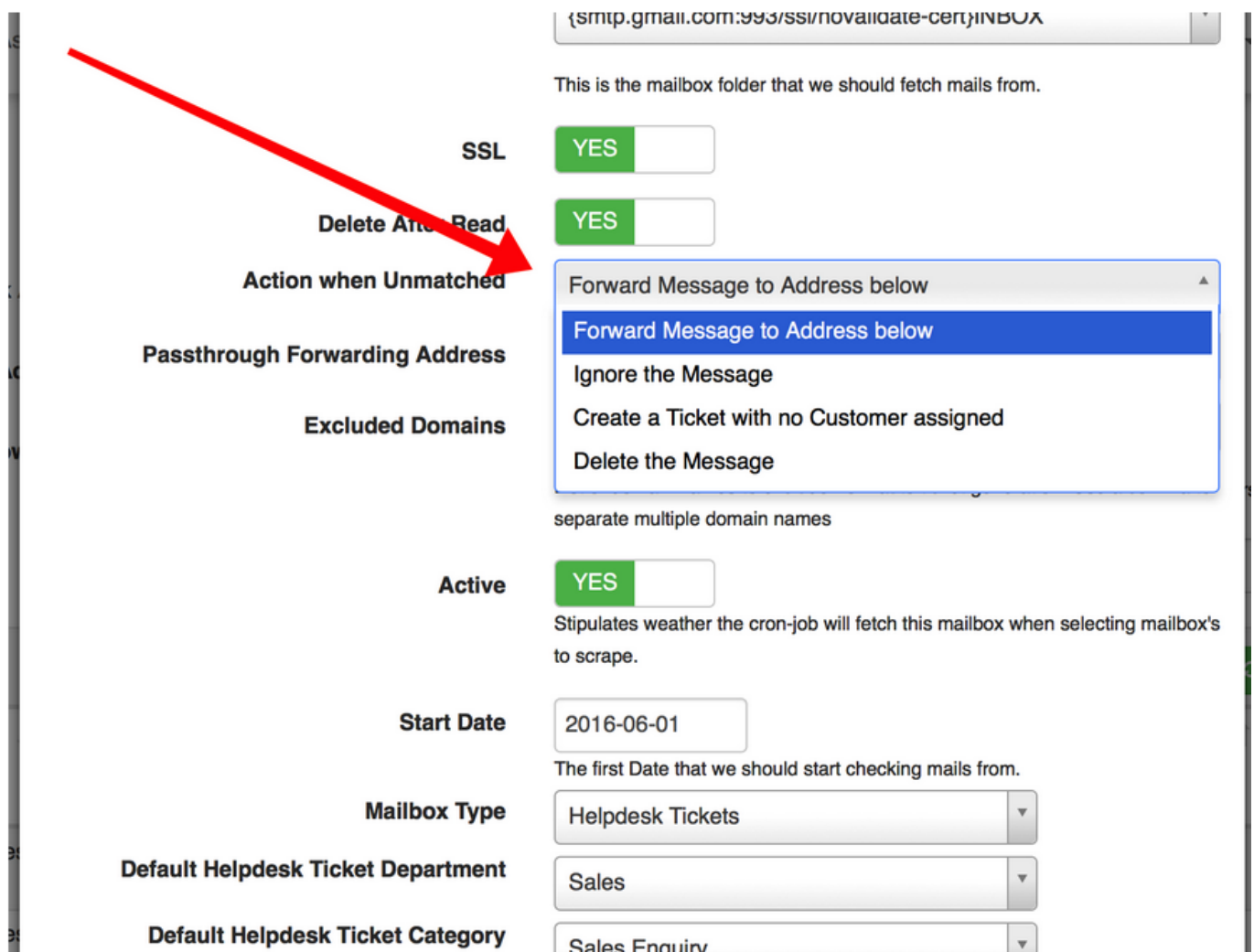


Mailbox scraping is a setup that reads emails from a designated email address and then processes them the way you want to use the email address for. Emails can be forwarded, ignored, deleted, or made into a help desk ticket.

Mailbox scraping can be found at Setup, System Settings, Mailbox scraping.

HeroTill has the ability to automatically intercept support emails so as to allocate them to a support department.



The screenshot shows the 'Mailbox Scraping' configuration page. A red arrow points to the 'Action when Unmatched' dropdown menu, which is open and showing the following options:

- Forward Message to Address below
- Ignore the Message
- Create a Ticket with no Customer assigned
- Delete the Message

The other configuration options visible on the page are:

- Mailbox Folder:** {smtp.gmail.com:993/ssl/novalidate-cert}INBOX
- SSL:** YES
- Delete After Read:** YES
- Passthrough Forwarding Address:**
- Excluded Domains:**
- Active:** YES
- Start Date:** 2016-06-01
- Mailbox Type:** Helpdesk Tickets
- Default Helpdesk Ticket Department:** Sales
- Default Helpdesk Ticket Category:** Sales Enquirv

If the person who is emailing's contact details already exist in HeroTill, the ticket will automatically be assigned to this customer.

If the customer does not exist, HeroTill can forward the email to a generic address so that

the ticket can be allocated.

Alternatively a ticket can be created with no customer assigned if the email does not belong to a customer. Then the “Create a Ticket with no Customer assigned” option should be selected.

The customer can then be assigned manually when a ticket has been created. There is a log file for troubleshooting this feature to see what happened to mail received. See the screenshot below:

Mailbox Processing Log

Refresh

Show Rows
 Search:
Copy Columns Clipboard
Export Columns CSV
Export Columns Excel
Show / Hide Columns

Date	From	Customer	Ticket	Subject	Status
2016-06-06 13:03:02	imel@herotel.com	Herotel Guest House		New mail from project owner	Forward on unmatched mail
2016-06-06 13:05:16	imel@herotel.com	Herotel Group	#220	New mail from cloudconnect.co.uk	Created a new Ticket
2016-06-06 13:34:58	imel@cloudconnect.co.uk	Cloud Connect	#221	Post: Outage for Service ID 60768239146014601716 and Service ID 60768239146014601716	Created a new Ticket
2016-06-06 13:40:05	imel@cloudconnect.co.uk	Cloud Connect	#221	Post: Outage for Service ID 60768239146014601716 and Service ID 60768239146014601716	Received Reply to Ticket
2016-06-06 13:41:23	imel@herotel.com	Herotel Group	#222	Post: Microsoft Training Sessions - June and July 2016	Created a new Ticket
2016-06-06 13:42:55	imel@cloudconnect.co.uk	Cloud Connect		Post: Oracle - Data76	Forward on unmatched mail
2016-06-06 13:44:33	imel@herotel.com	Herotel Group		New link	Forward on unmatched mail
2016-06-07 09:30:49	imel@herotel.com	Herotel Group		New ticket	Forward on unmatched mail
2016-06-07 09:33:26	imel@herotel.com	Herotel Group	#223	Post: Private Data Protection - 6 June 2016	Created a new Ticket
2016-06-07 19:43:45	imel@herotel.com	Herotel Group	#224	Post: 10 Things We, Sean and others discovered this week	Created a new Ticket

Showing 1 to 10 of 32 entries

Previous
1
2
3
4
Next