

# iSupport<sup>®</sup> Training Course

## CONFIGURING EMAIL PROCESSING

### **DESCRIPTION:**

Use email processing to save your technicians time and effort. Learn how to establish a mail box and rules to let automated processing analyze incoming emails against processes you want to occur. Let iSupport triage and route incident tickets converted from correspondence to the appropriate person or group. See how follow up emails can be routed regardless of current ticket ownership to prevent delays and increase accuracy in logging and ticket history. This course typically runs up to one and a half hours.

### **TOPICS COVERED:**

- Defining Incoming Mail Server Parameters
- Setting the Default Assignee and Using Load  
Balanced Routing
- Setting the Status and Priority
- Enabling Updates
- Configuring Rules and Using Templates
- Setting Up an Incoming Queue
- Q&A as Needed

COST: \$300 per seat  
LOCATION: Online  
SCHEDULE: 2-5 days in advance

## CONFIGURING EMAIL PROCESSING

### AGENDA:

#### **Defining Incoming Mail Server Parameters**

- Selecting the access protocol and entering the inbound mail account, port number, connection timeout

#### **Setting the Default Assignee and Using Load Balanced Routing**

- Entering groups and locations, setting up load balanced routing

#### **Setting the Status and Priority**

- Entering custom status labels, selecting the default status and priority for incoming email

#### **Enabling Updates**

- Enabling receipt confirmation and update notifications

#### **Configuring Rules and Using Templates**

- Creating and selecting templates to apply to incoming email
- Entering conditions applied to email fields
- Using the All Rules and Conditions, All Rules and Templates views

#### **Setting Up an Incoming Queue**

- Entering a support rep profile for the incoming queue

#### **Q & A as Needed**