S3-Link Auto Export Closed Cases Attachments

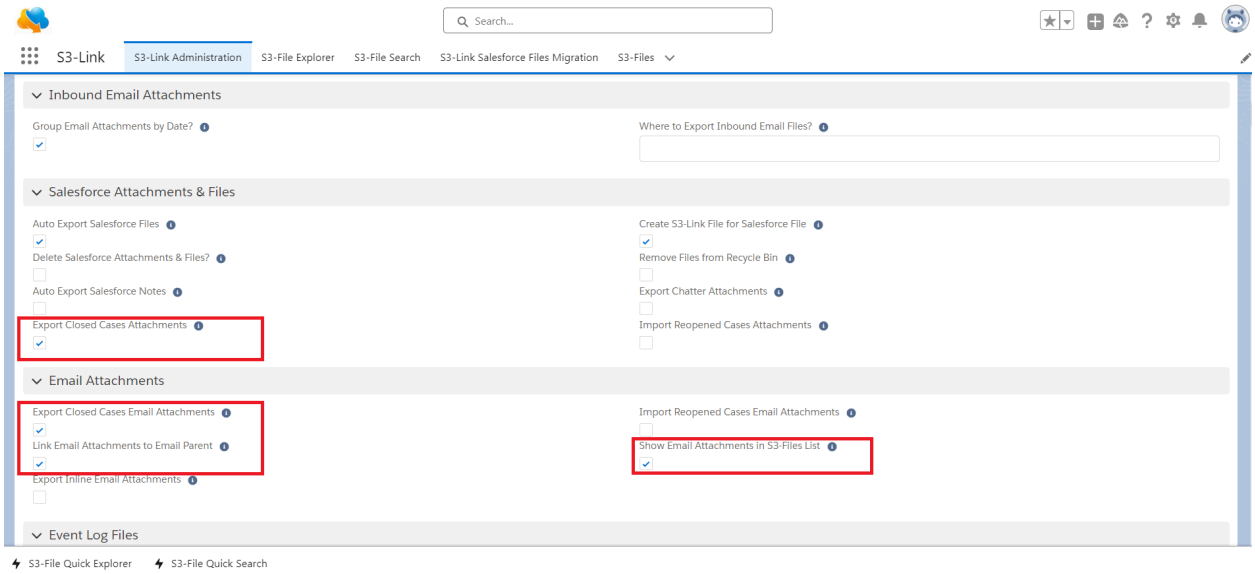
Introduction

We have a feature that auto moves case attachments and files in Amazon S3 when a case is closed. You can auto move only attachments and files which are directly linked to cases. You can also auto move email attachments and files linked to a case through email messages.

Functionality Overview

You just have to enable that feature by following the below steps.

1. Navigate to the **S3-Link** app.
2. Go to **S3-Link Administration.**
3. Open the **File Export Configuration.**
4. If you want to auto-move only attachments and files which are directly linked to cases when a case is closed, set the **Export Closed Cases Attachments** checkbox to true in the Salesforce Attachments & Files section.
5. If you want to auto move email attachments and files when a case is closed, set the **Export Closed Cases Email Attachments, Link Email Attachments to Email Parent,** and **Show Email Attachments in S3-Files List** checkboxes to true in the Email Attachments section.



6. Click **Save** on the top of the page to save the configuration.

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By following these steps, Salesforce files & email attachments related to case records will be automatically uploaded to Amazon S3 when the case is closed.

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