

S3-Link Soft Link Email Attachments to Parent

We have an Apex trigger which auto moves email attachments in Amazon S3 and attach them with parent records. You will just have to enable that feature. Follow below steps to enable that export email attachments feature.

1. Go to Object Manager > S3-File
2. Create custom field Lookup(Case). API Name must be Soft_Case__c and Related List Label should be "Email Attachments"
3. Go to Object Manager > Case
4. Open Page Layouts > Add "Email Attachments" related list in page layouts
5. Go to S3-Link Administration > System Configuration > Disable "Link Files to Multiple Records".
6. Go to S3-Link Administration > File Export Configuration
7. Set File Export Configuration as per attached screenshot

The screenshot shows the 'File Export Configuration' page in S3-Link Administration. It is divided into several sections:

- Salesforce Attachments & Files:** Contains two columns of settings. The left column has 'Auto Export Salesforce Files' (checked), 'Delete Salesforce Attachments & Files?' (unchecked), and 'Auto Backup Event Log Files' (unchecked). The right column has 'Create S3-Link File for Salesforce File' (checked), 'Add Date in File Name' (unchecked), and 'Where to Export Event Log Files?' (empty text field).
- Email Attachments:** Contains 'Export Closed Cases Email Attachments' (unchecked) and 'Link Email Attachments to Email Parent' (checked).
- Event Log Files:** Contains 'Auto Backup Event Log Files' (unchecked) and 'Where to Export Event Log Files?' (empty text field).
- Salesforce Objects to export Attachments & Files:** Features two lists: 'Available Objects' (Admin Interface Node Config, Asset, Campaign) and 'Selected Objects' (Email Message).

8. Click "Save"

Enable email to case for your org. Whenever a new case is created through email, email attachments will be auto moved to Amazon S3 and linked with the case record as "Email Attachments".