

G-Link Auto Export Closed Cases Attachments

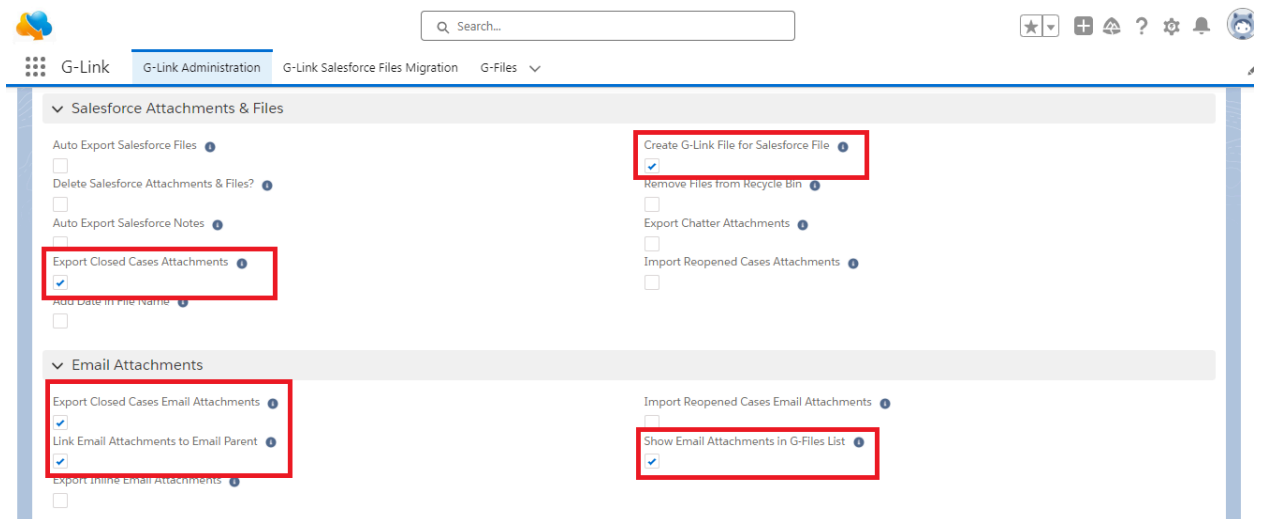
Introduction

We have a feature that auto moves case attachments and files in Google Drive 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 **G-Link** app.
2. Go to **G-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 G-Files List** checkboxes to true in the Email Attachments section.



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

By following these steps, Salesforce files & email attachments related to case record will be automatically uploaded to Google Drive when the case will be closed.