G-Link Auto Export Email-to-Case Attachments

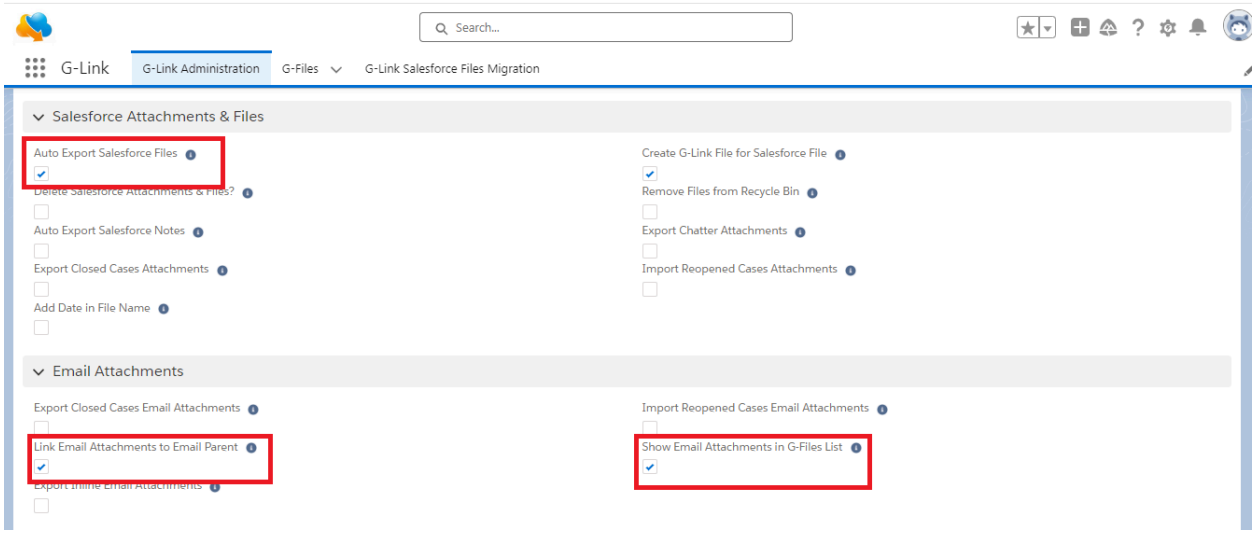
Introduction

We have a feature that auto moves Email-to-Case attachments in Google Drive and attaches them with parent records. You will just have to enable that feature.

Functionality Overview

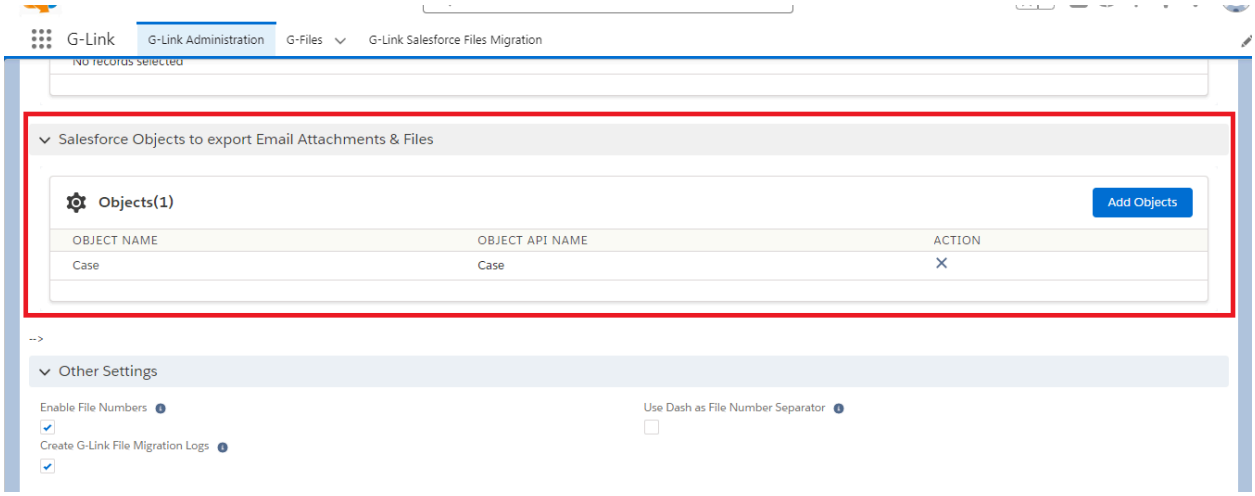
Follow the below steps to enable the auto export Email-to-Case attachments feature.

1. Navigate to the **G-Link** app.
2. Go to **G-Link Administration** > Open the **File Export Configuration.**
3. In the Salesforce Attachments & Files section, set the **Auto Export Salesforce Files** checkbox to true.
4. In the Email Attachments section, set the **Link Email Attachments to Email Parent** and **Show Email Attachments in G-Files List** checkboxes to true in the Email Attachments section.



5. In the Salesforce Objects to export Email Attachments & Files section, click on **Add Objects**.

6. Select the **Case** object and click on **Add**.



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

By following these steps, Email-to-Case attachments will be automatically uploaded to Google Drive.