

# 17.15 Mail Converter

The Mail Converter is a tool that allows you to read one or more mailboxes and, when a condition occurs on an email, to activate automatic operations such as archiving the email, linking it to a registry entity, or transforming the email into a Ticket in the HelpDesk module. From vtenext 20.04 it is possible to configure in the mail scanner function also certified mailboxes (PEC).

Settings > Mail Converter  
Configure mailbox for scanning

Save Cancel

**Mailbox Information**

Scanner Name \*

Account \* Other

Server Name \*

User Name \*

Password \*

SSL Type

☐ No TLS ☐ TLS ☐ SSL

Authorize

SSL Method

☐ Validate SSL Certificate ☒ Do Not Validate SSL Certificate

Parameters

Parameter name	Parameter value

Add parameter

PEC

Status

☐ Enable ☒ Disable

**Scanning Information**

Look for

Unread Messages from lastscan

After scan

Mark message as Read

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Enter your new mailbox data.

Settings > Mail Converter  
Configure mailbox for scanning

Back Add Rule

Rules For Mail Converter [Mail Converter]

Priority 1

From

To

Subject

Body

Match Any Condition

Action Create Ticket

Priority 2

From

To

Subject Regex Ticket Id: ([0-9]+)

Body

Match All Condition

Action Update Ticket

Force check to Related To

Match field: Ticket Id

Edit Delete

**N.B.:** if you want the Mail Converter to update the same ticket each time, linking the replies that arrive via email from the client, you need to insert the "Regex" variable in the subject line and both

the "Update ticket" variable and the "Ticket ID" Comparison Key as an action(see image). Regex must be in first position, so that the CRM checks if a Ticket with that title already exists, in which case it updates it, or, if it is not present, creates a new one.

<b>Scanner Nome</b>	Indicate the name, as preferred, to be given to the scanner
<b>Server Nome</b>	Enter the address of the IMAP mail server, for example: mail.dominiocompany.it
<b>Protocol</b>	Indicate IMAP4 or IMAP2
<b>User Name</b>	Enter the User Name to access the inbox; it usually matches the email address
<b>Password</b>	Enter the inbox access password
<b>SSL Type, SSL Method</b>	Indicate the access security protocol information if required
<b>Parameters</b>	It is used to configure advanced parameters for the imap connection, without using the code. Example: <ul style="list-style-type: none"><li>• Parameter name: DISABLE_AUTHENTICATOR</li><li>• Parameter value: PLAIN</li></ul>
<b>PEC</b>	Indicate that the current email address is a PEC By enabling the flag. In this way the ticket will be created using the original email, that is the one contained in the attached .eml file.
<b>Status</b>	Enable = mailbox scan is active; Disable = mailbox scan is not active
<b>Find</b>	Indicate if: <ul style="list-style-type: none"><li>• All = all emails after the last scan</li><li>• Not read = only emails not read after last scan</li></ul>
<b>After Scanning</b>	Allows you to indicate whether to change the status of the email after scanning: <ul style="list-style-type: none"><li>• Empty = does not change the status</li><li>• Read = the email is marked as read</li></ul>

**Warning!** The mailbox must be accessible in IMAP mode; you cannot configure access in POP3 mode.

After saving the mailbox data you can:

- Decide which folders in your inbox will be read, using the Select Folders button
- Configure the rules of the Mail Converter, using the Setup Rule button
- Manually launch the scan of the box, using the Scan Now button

Settings > Mail Converter

Configure mailbox for scanning

Mailbox

Mail Converter Information

Scanner Name

Server Name

Account

User Name

SSL Type

SSL Method

Connect URL

Parameters

PEC

Status

ssl

novalidate-cert

{imap.gmail.com:993/imap4/ssl/novalidate-cert}

Disabled

Enabled

Scanning Information

Look for

After scan

Unread Messages from lastscan

Mark message as Read

Scan Now

Select Folders

Setup Rule

Edit

Delete

Select Folders

Activate the flag at the folder to be scanned.

Mail Converter

Configure mailbox for scanning

Select Folders

☒ INBOX

☐ [Gmail]/Posta inviata

☐ [Gmail]/Bozze

☐ [Gmail]/Spam

☐ [Gmail]/Cestino

☐ [Gmail]/Speciali

☐ [Gmail]/Importanti

☐ [Gmail]/Tutti i messaggi

Update

Select All

Unselect All

Select the folder for Spam

[Gmail]/Spam

Save

Cancel

Setup Rule

Through the Setup Rule button, you can configure the actions to be taken after the email check. Click the Add Rule button on the right and then set the rule:

Settings > Mail Converter

Configure mailbox for scanning

Mail Converter Rule Information

Scanner Name

From

To

Subject

Body

Match

Action

Mail Converter

-- Select Condition --

Contains

Not Contains

Equals

Not Equals

Begin with

Ends with

Regex

Save

Cancel

From	Indicate a condition in the From field: (sender), if not present leave the field blank
------	--

<b>To</b>	Indicate a condition in the To field: (recipient), if not present leave the field blank
<b>Subject</b>	Indicate a condition in the Object field, if not present leave the field blank
<b>Body</b>	Indicate a condition in the body of the email, if not present leave the field blank
<b>Match</b>	<p>Indicate:</p> <ul style="list-style-type: none"> <li>Any Condition: at least one condition must be true (OR)</li> <li>All conditions: all conditions must be true (AND)</li> </ul>
<b>Action</b>	<p>Indicate the action to be taken when conditions occur.</p> <ul style="list-style-type: none"> <li>Create a ticket: Create a ticket from an email, with the following features:</li> <li>Connected to: the Contact is inserted on the basis of the sender's email address; if not present it remains empty</li> <li>Title: subject matter of the email</li> <li>Description: body of the email</li> <li>Documents: any attachments to the email</li> <li>Update Ticket: update an existing ticket</li> <li>Add TO/ FROM: file the email by linking it to the Lead/Account/Contact registry with a check on the email address of the sender [FROM] or the recipient [TO] of the mail</li> </ul>

You can set multiple rules and define priorities using the arrows.



## Settings > Mail Converter

Configure mailbox for scanning

### Rules For Mail Converter [Email da Esami]

Priority



From

To

Subject

Body

Match

Action

Regex

Ticket Id: ([0-9]+)

All Condition

Update Ticket

✓ Force check to Related To

Match field: Ticket Id

Priority



From

To

Subject

Body

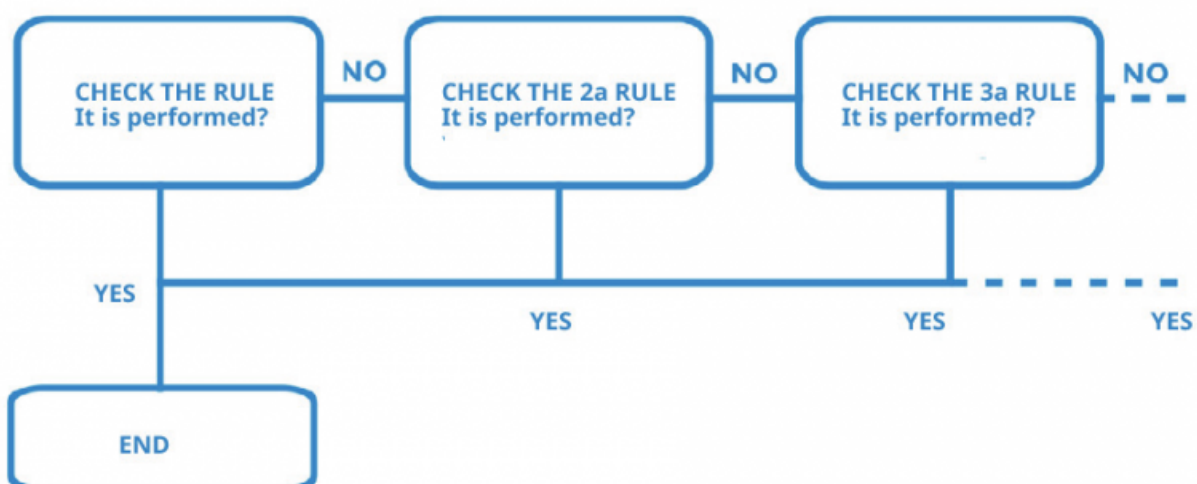
Match

Action

Any Condition

Create Ticket

### Logic:



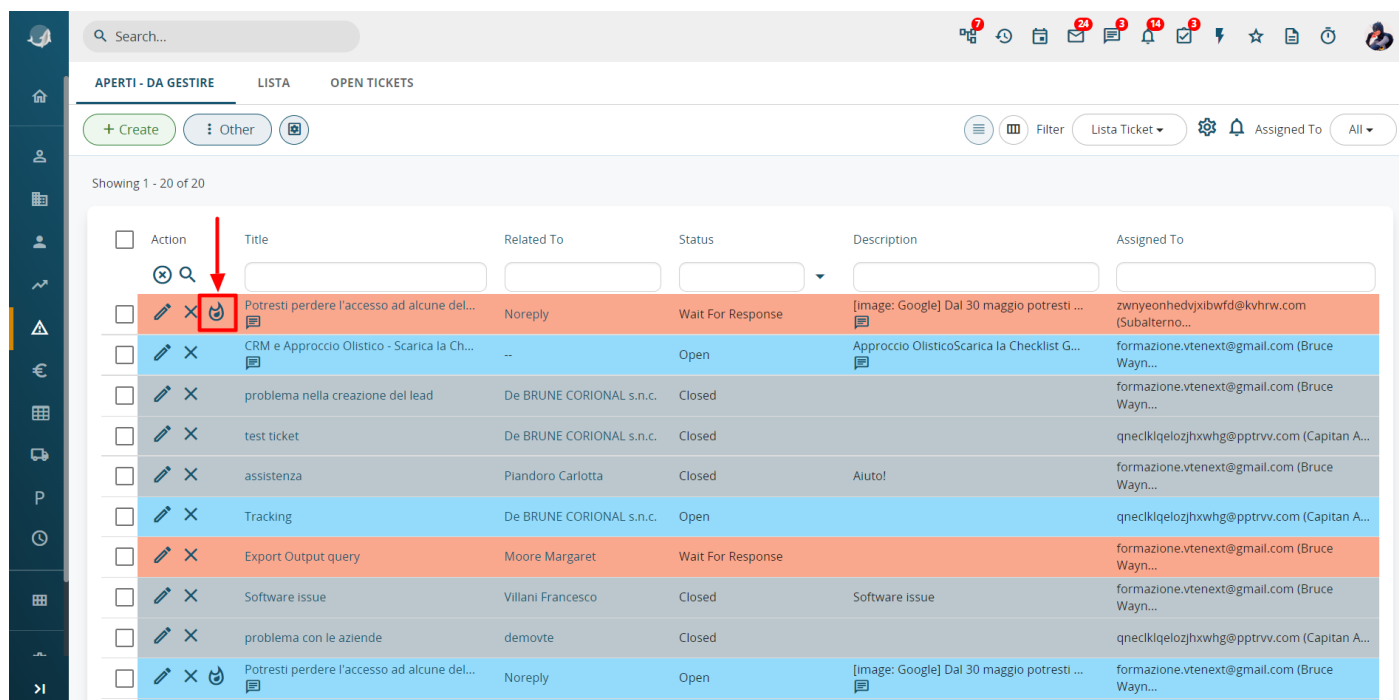
Scan Now

You can manually launch the scan box by clicking the Scan Now button.

**Warning!** To activate the automatic check, you need to activate a job in the vtenext server. See the CRONJOB -- Processes to plan chapter.

## What happens to the Trouble Tickets module?

At this point all the incoming emails of the preconfigured box for the Mail Converter, will go directly in the Trouble Tickets module. Note that the tickets created in this way are distinguished from those created directly in the CRM by the small flame icon, which allows us to mark that specific email as "spam" and consequently eliminate the ticket.



The screenshot displays the 'APERTI - DA GESTIRE' (Open - To Manage) section of the Trouble Tickets module. The interface includes a search bar, navigation tabs for 'LISTA' and 'OPEN TICKETS', and a '+ Create' button. A table lists tickets with columns: Action, Title, Related To, Status, Description, and Assigned To. A red arrow points to a small flame icon in the 'Action' column of the first ticket, indicating the 'Scan Now' button.

Action	Title	Related To	Status	Description	Assigned To
<input type="checkbox"/>	Potresti perdere l'accesso ad alcune del...	Noreply	Wait For Response	[image: Google] Dal 30 maggio potresti ...	zwnyeonhedvjxibwfd@kvhrrw.com (Subalterno...)
<input type="checkbox"/>	CRM e Approccio Olistico - Scarica la Ch...	--	Open	Approccio OlisticoScarica la Checklist G...	formazione.vtenext@gmail.com (Bruce Wayn...)
<input type="checkbox"/>	problema nella creazione del lead	De BRUNE CORIONAL s.n.c.	Closed		formazione.vtenext@gmail.com (Bruce Wayn...)
<input type="checkbox"/>	test ticket	De BRUNE CORIONAL s.n.c.	Closed		qnecklqelozjhxwhg@pptrvv.com (Capitan A...
<input type="checkbox"/>	assistenza	Piandoro Carlotta	Closed	Aiuto!	formazione.vtenext@gmail.com (Bruce Wayn...)
<input type="checkbox"/>	Tracking	De BRUNE CORIONAL s.n.c.	Open		qnecklqelozjhxwhg@pptrvv.com (Capitan A...
<input type="checkbox"/>	Export Output query	Moore Margaret	Wait For Response		formazione.vtenext@gmail.com (Bruce Wayn...)
<input type="checkbox"/>	Software issue	Villani Francesco	Closed	Software issue	formazione.vtenext@gmail.com (Bruce Wayn...)
<input type="checkbox"/>	problema con le aziende	demovte	Closed		qnecklqelozjhxwhg@pptrvv.com (Capitan A...
<input type="checkbox"/>	Potresti perdere l'accesso ad alcune del...	Noreply	Open	[image: Google] Dal 30 maggio potresti ...	formazione.vtenext@gmail.com (Bruce Wayn...)

When we have to answer to one of those email the procedure is simple.

In the button "Other", present at the top right of each ticket record, there will be 3 new buttons:

The screenshot shows a CRM interface for a ticket titled "Ticket Test mail converter DEMO". The ticket details are displayed in a form with fields for Title, Assigned To, Priority, Severity, Time created, Days, Ticket No, Project Task, and Creator. A dropdown menu is open on the right, showing options: "+ Create and link", "Convert As FAQ", "Mark as Spam", "Answer by mail", "Answer by mail (Info)", "< PDFMaker", "Duplicate", and "Delete". The "Mark as Spam", "Answer by mail", and "Answer by mail (Info)" options are highlighted with a red box.

<b>Mark as Spam</b>	In this way the email address of the sender will be put in spam. Furthermore, the ticket will be deleted.
<b>Answer by mail</b>	It allows to reply to the email with the email address of the user that is carrying out that operation and not with the email set in the Mail Converter.
<b>Answer by Mail (Info)</b>	It allows to reply to the customer directly with the email address set in the Mail Converter. In this way, we will be able to track the exchange of communications in the ticket.

It's possible to reply to a ticket through the comments system, the crm will send the reply via email exactly as it would by clicking on the "Reply via Mail (Info)" button (only for tickets generated by the Mail Converter).

**N.B.:** if you reply to the ticket with the "Reply via Mail" function, you exit from Mail Converter system. The question and answer will therefore be managed, in a personal way, between the customer's email address and the user's email address.

There is another way to massively mark as spam a group of emails (tickets). Go to the list view, tick the tickets you want to mark as spam, click on the button "Other", and chose **"Mark as spam"**.

