5.2.4 Emails Sharing

To share an email with another user, simply open a conversation on the email concerned. The “Conversations” tool (see specific chapter) is located at the bottom of the page, under the body of the email.

Emails shared by means of a Conversation are flagged with the symbol  . The user who receives the conversation can view the email in the “Shared” folder.

Conversations allow you to make the mail visible to a colleague who has not received the message directly (allowing your colleague to perform the usual actions of reply, forward, etc., and also view any links between the email and CRM objects). This allows a significant reduction in the volume of internal email traffic.

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