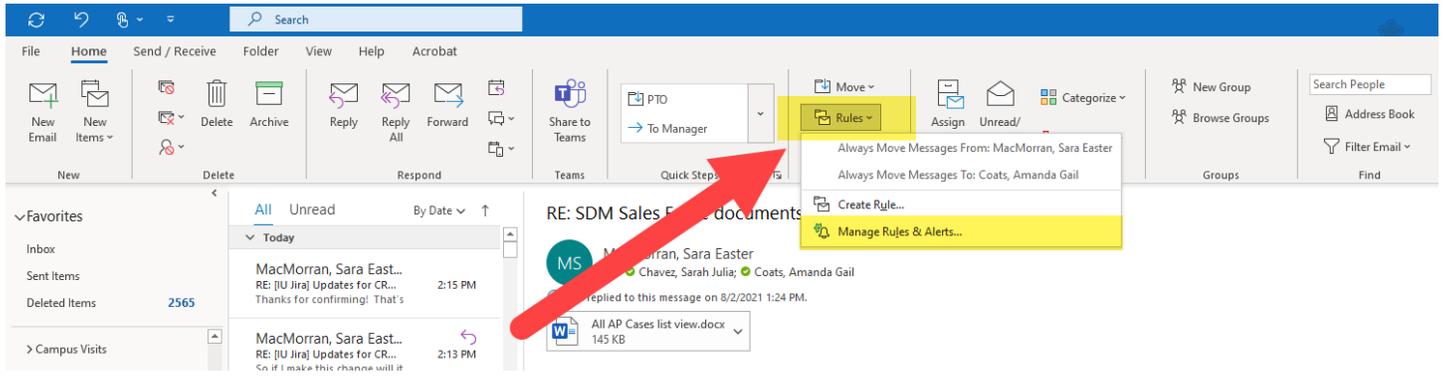




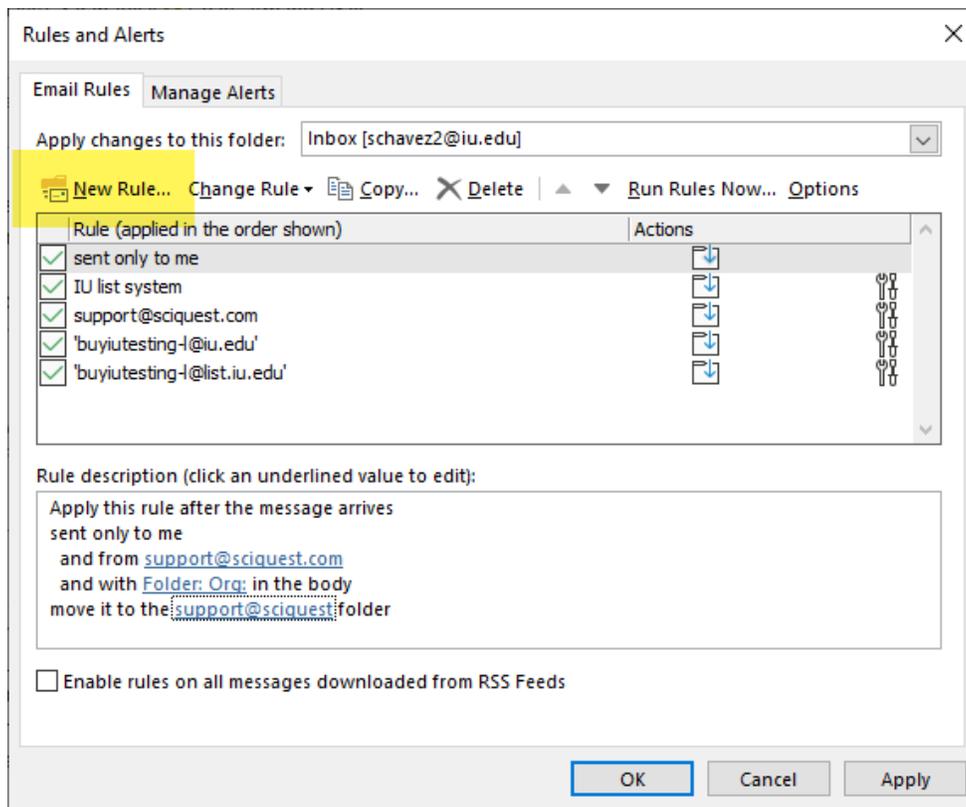
Create Outlook Rules to Funnel CRM Comments

Every time a comment is logged on a case, you will receive an email notification. In larger units, this isn't particularly helpful. Setup the following Outlook rule so your person inbox isn't flooded with these emails.

In Outlook, click **Rules** in the Move section of the ribbon then **Manage Rules & Alerts**.

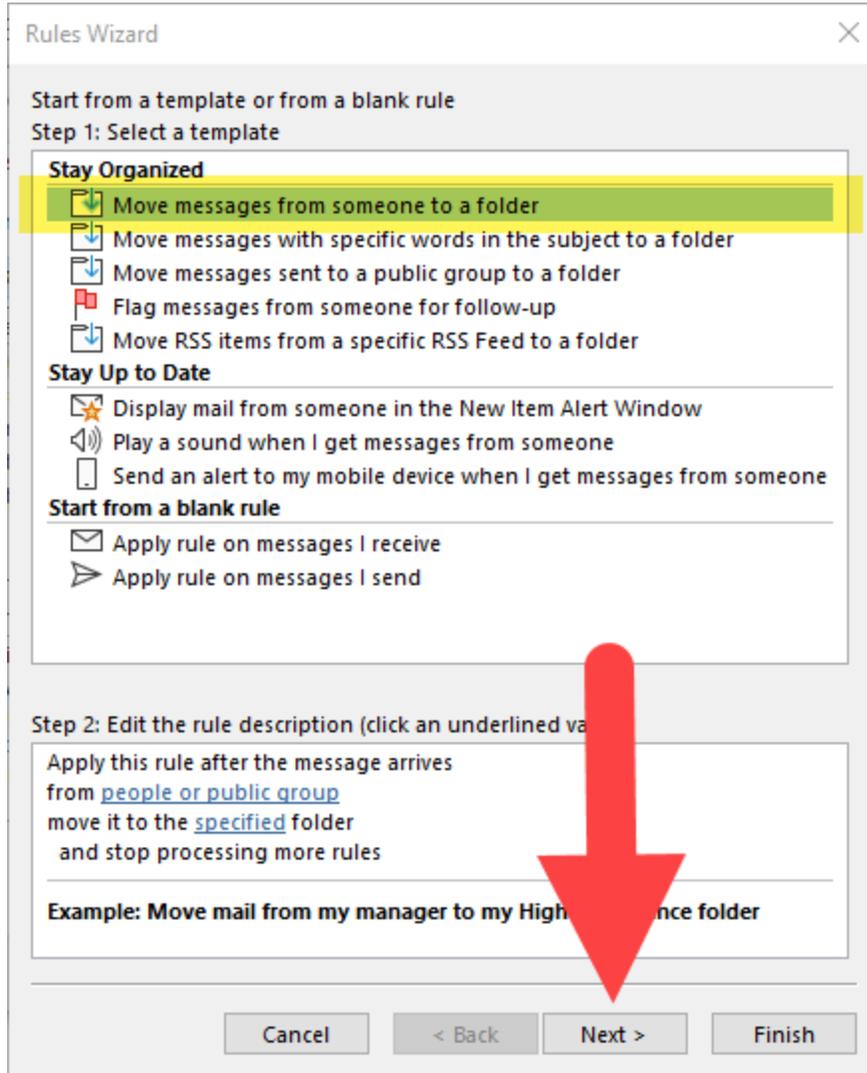


Click **New Rule...**





On the next screen, make sure **Move messages from someone to a folder** is highlighted (it should be by default) and click **Next**.





On the next screen, make sure **from people or public group** is highlighted (it should be by default), then click **people or public group** in the Step 2 box.

Rules Wizard

Which condition(s) do you want to check?

Step 1: Select condition(s)

- from **people or public group**
- with specific words in the subject
- through the specified account
- sent only to me
- where my name is in the To box
- marked as importance
- marked as sensitivity
- flagged for action
- where my name is in the Cc box
- where my name is in the To or Cc box
- where my name is not in the To box
- sent to people or public group
- with specific words in the body
- with specific words in the subject or body
- with specific words in the message header
- with specific words in the recipient's address
- with specific words in the sender's address
- assigned to category category

Step 2: Edit the rule description (click an underlined value)

Apply this rule after the message arrives
 from people or public group
 move it to the specified folder
 and stop processing more rules

Cancel < Back Next > Finish

A new window opens. Enter noreply@salesforce.com in the **From** field and click **OK**.

Rule Address

Search: Name only More columns Address Book

Go Offline Global Address List - schavez2@iu.edu Advanced Find

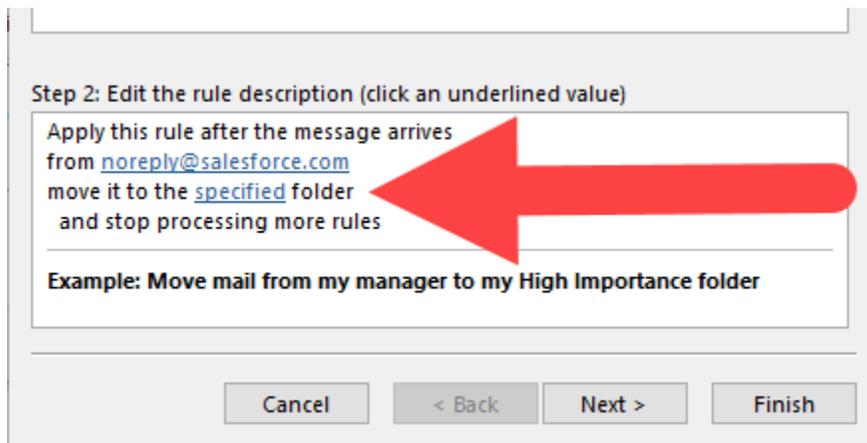
Name	Title	Business Phone	Location	Department	Email Address
!to-be-removed					!to-be-removed@e...
*Faculty Media Production Spac...					bl-uits-wright-2261@...
*Faculty Media Production Spac...					in-uits-ul-0135@res...
*Faculty Media Production Spac...					bl-uits-wells-e251@...
*IUB UITS Classroom Technician ...					IUB-CCTS-TECHGRO...
*James Test Room B					James-Test-RoomB@...
*James Test Room					James-Test-Room@i...
*Recording Booth - Wells E242					bl-uits-wells-e242@...
#POP Forum - Protect Our Patie...					POPForum-ProtectO...
(CA436) Social Science Computer...					IN-LART-SSCC-CA43...
(Chism) Schmidt, Lauren P	Staff	(317) 274-3759	CA 417A	IU SCHOOL OF L...	lchism@iu.edu
(ES)2 research program	group				es2iuweb@iupui.ed...
(FKK) Senior English Lecturer	group				88584@iupui.edu
(MCB) English Senior Lecturer	group				84747@iupui.edu
-, Rohith Venkata Reddy	Graduate				ni@iu.edu
.					3@indiana.onmic...
., Aayush	Graduate				y@iu.edu
., Anjali Sreedhar	Alumni				jalis@indiana.edu
., Aslan	Graduate				ta@indiana.e...
., Benjamin	Faculty	(812) 855-5665	HH 2100	KELLEY SCHOO...	itzb@indiana.e...

From

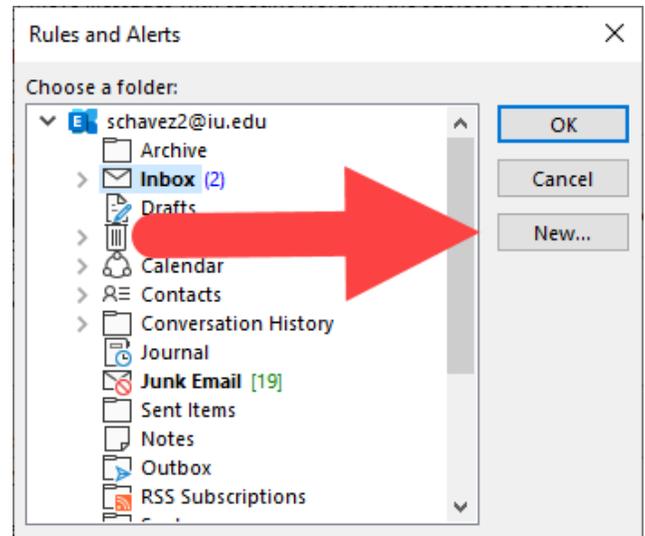
OK Cancel



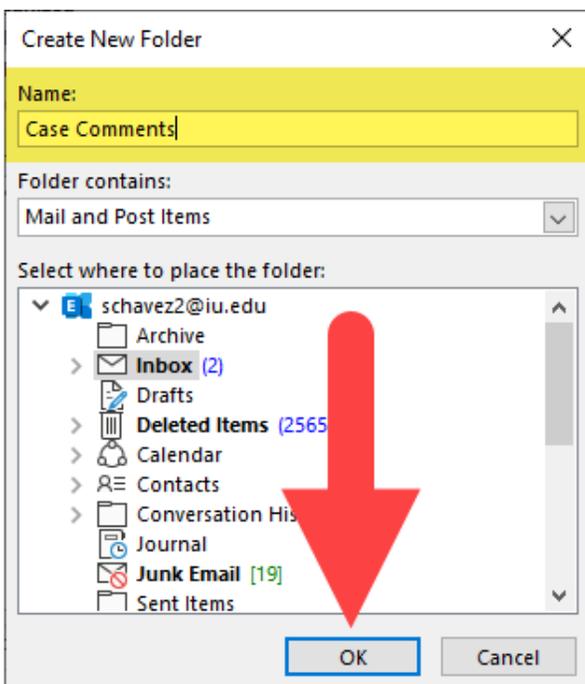
Next, click **specified** in Step 2. We'll now tell Outlook where to send messages from this sender.



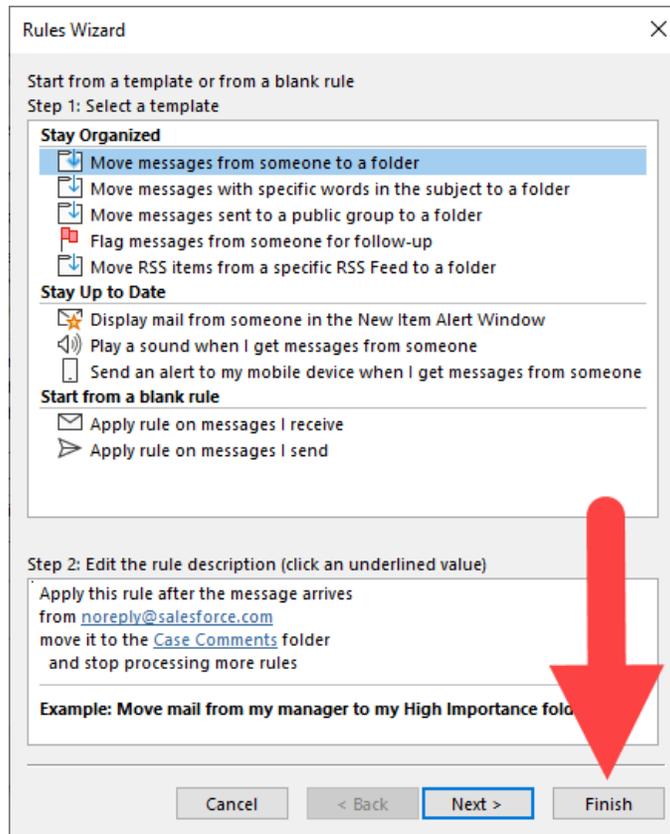
In the new window click **New** to create a new folder in your Inbox.



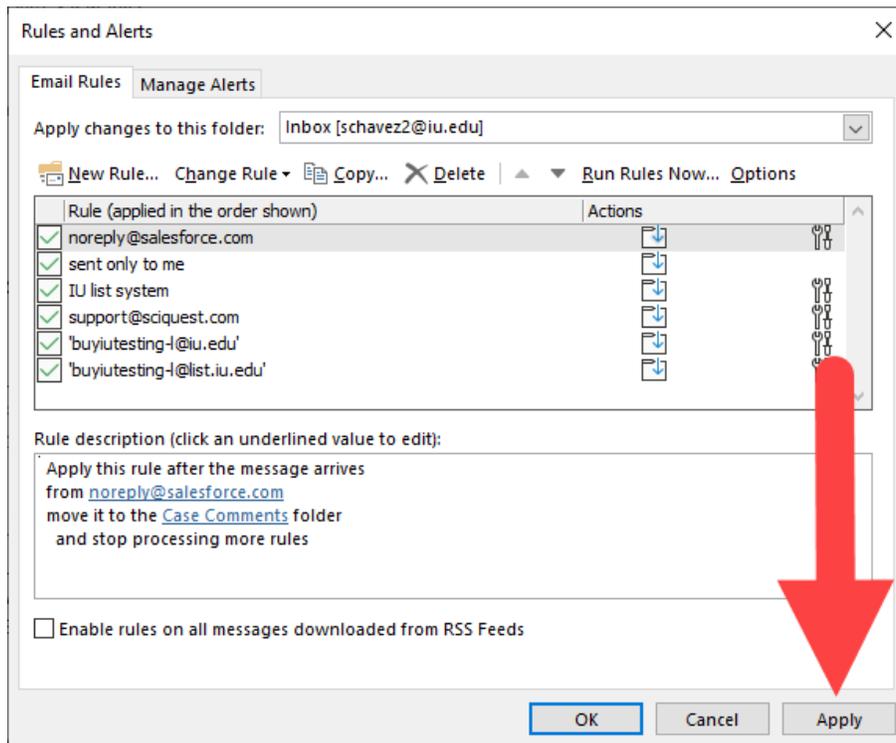
In the **Name** field enter "Case Comments" then click **OK**.



Continue clicking **OK** until you're back at the Rules Wizard window, then click **Finish**.



In the Rules and Alerts window click **Apply**.



All new emails from that sender will be automatically funneled into the folder you specified.