Add Mailboxes to Cora OpsManager

Cora OpsManager allows creation of a case through email sent to a specific mail ID. To enable this, you need to add at least one email to Cora OpsManager that will be listened to while creating and processing a case.

> **Best Practice**:
> Instead of adding too many email listeners, auto forward emails from several mailboxes (inboxes) to one inbox, and listen only to this inbox (it is recommended to forward a set of maximum 10 inboxes to one mailbox).

To configure mail boxes in Cora OpsManager:

1. Create an email listener, by duplicating ICM Email Listener workflow.
2. Add record to MailboxRoutingConfig lookup.

Configure an email listener workflow

Duplicate the ICM email listener workflow, and save it with a new name.

> **NOTE:**
> Do not use or edit the original email listener.

Follow the steps below to configure your own email listener workflow:

1. Go to **Administration** > **All Workflows** > **ICM Email Listener**.
2. Right click and select **Manage Versions (Active)**.
3. On pop-up window, click **Create a copy of this workflow**.
4. Give it a name, and click **Create**.
5. Click **Open Workflow**.
6. Select ICM Email Listener activity, and in the right menu click on the ellipsis (...) near the Job Name attribute.
7. On the Job tab,
   - Type a job name.
   - Select the **Job is enabled** check box.
8. Click **Next**.
9. Fill in the details in Command tab.

   > **NOTE:**
   >
   > - Select **Include message attachments** and **linked resources** check box.
   > - In case you want to attach the original email to the Case as a message in *.msg format, select the **Save message content as attachment** check box.

10. Click **Next**.
11. On the Advance options tab, add the following details:
    - Repeats by: select Minutes.
    - Every: add 1.
12. Click **Finish**.

See Email Listener Activity Overview article for details.

Add mailboxes to Cora OpsManager

As a part of process of adding mailboxes to Cora OpsManager, you need to add values to MailboxRoutingConfig lookup table.

1. Go to **Administration** > **Lookup Tables** > **ICM Data Model** > **MailboxRoutingConfig**.

2. Click **Add New Record**, to create new record with the following properties:

Field	Description
Listener mail box	Mailbox you are listening to.
Originated mail box	Mailbox(es) from which the email is forwarded.
Legal entity	Not in use
Region	Not in use
Team group	The team responsible for the inbox.
Country	Country set for the Case as per the originated inbox.
Case category	Category set for the Case as per the originated inbox.
Case type	Type set for the Case as per the originated inbox.
Default response language	The default language set for auto email responses.
Allow Send Auto Notification	To allow the originated inbox to send auto notifications. This is selected by default.
CreateCaseIfCC	To allow creation of a case from the mail ID in CC. This is not selected by default.

NOTE:

You must include in this list,

- a record for the listener inbox such that the originated mailbox and listener mailbox are same, and

- a record for your default 'from address' as mentioned in the PlatformConfig lookup.

If you *do not* want to create a case from a specific mailbox, make sure you *do not* add the mailbox to the Originated mail list.