

Reusable Solution Components

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Overview

Reusable solution components are pre-built components that you can use to expedite development and deployment of processes. These components enable end users to have all case-related conversations, such as emails or comments and attachments in one place. You can add these components to any form view activity within any solution-based workflow.

There are three reusable components:

- Email Composer (V9.4), which controls the fields of new email messages.
- Conversations View (V9.4), which manages and displays all the case conversations.
- Attachments View (V9.5), which manages and displays all the case attachments.



Watch [this video](#) to learn how to configure the reusable components



Want to learn by doing?

Check out [this hands-on exercise](#).

Note that only internal users can access the link.