

# Update Case based on Text Classification

Last Modified on 05/12/2021 12:28 pm EDT

V3.4

## Overview

You can create your own process using the Text Classification functionality applied in the ICM Email Listener workflow. Emails received and processed by the email listener are analyzed and based on the text classification result, the system can then decide whether an existing case needs to be updated or not.

For more details on Text Classification, see [this article](#).

## Customize case update based on text classification

You can configure a parameter in the ICM Email Listener workflow to determine whether an existing case needs to be updated when receiving a new email or not.

Parameter	Configuration
<code>IsCaseUpdateByEmail</code>	<ul style="list-style-type: none"><li>• <b>True</b> (default): The received email is added to the case as an incoming conversation item and the system updates the case based on the text classification result. Also, the case status changes, the case email reminders are cleared, and the case priority is recalculated.</li><li>• <b>False</b>: The received email is added to the case as an incoming conversation item, the case status is not updated, the email reminders are not cleared, and the case priority is not recalculated.</li></ul>

The parameter `IsCaseUpdateByEmail` does not affect the creation of new cases based on the received emails.