

Working with Attachments

Manual vs. Automated Workflow

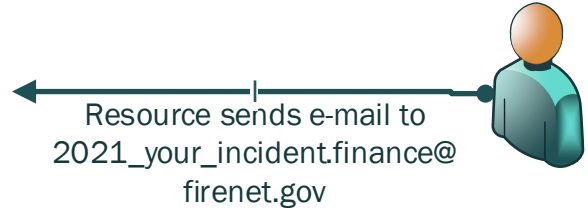
Automated Process



Resource scans QR code which automatically tags e-mail with attributes to trigger flow.

Automated Workflow process strips e-mails of attachments and moves attachments into the incident environment.

Manual Process



Mailbox Manager

Mailbox manager reviews e-mails as they come in and determines action required.



Yes

Review E Mail & Download Attachment

Rename and move into Office 365 environment

0.UPLOADS