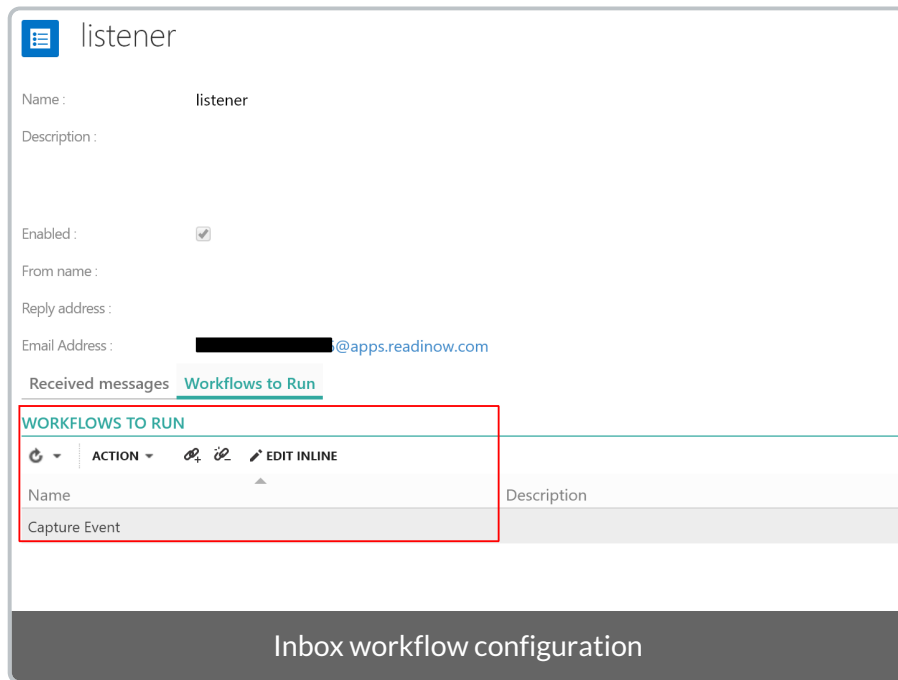# Inbox Workflows to Run

Last Modified on 04/09/2019 3:58 pm AEST

Inboxes support the use of workflows to process the incoming emails, as shown below where a workflow named *Capture Event* will run for every received email.
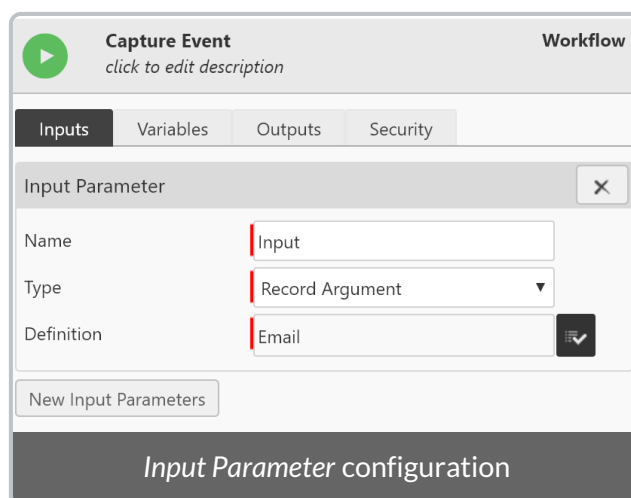

Inbox workflow configuration

Input Parameters

In order to access the received email, the *Input Parameter* must be set to an *Email* type *Record Argument* as shown here. It is then possible to access the email subject, body, attachments and recipients in calculations.
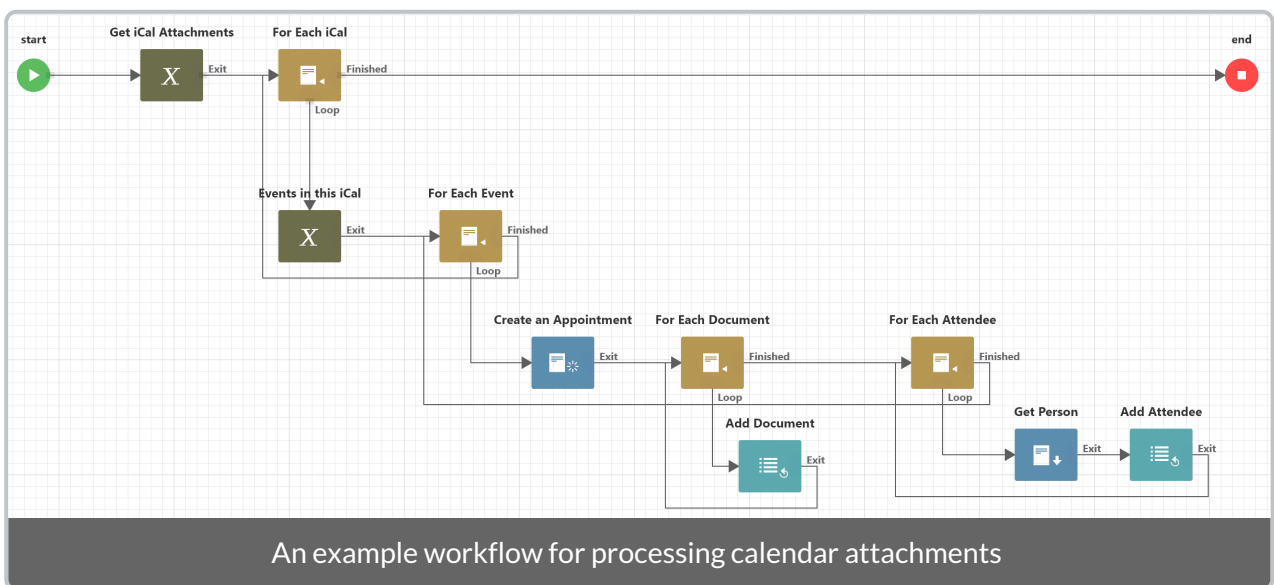

Input Parameter configuration

Calendar Attachments

Inboxes will automatically recognise RFC 5545 calendar attachments on incoming emails. This enables the access of the event data through the following calculation:

```
[Input].[Calendar attachments]
```

Each attachment has one or more events, each of which has one or more attendees; this hierarchy can be followed in the calculation editor via the prompts. As an example, the calculation above has [Events] as a possible field choice in the calculation editor.

An example workflow for processing calendar attachments

Use Cases

Inbox workflows can be used for automated ticketing on a support email address, or to record meeting requests against companies in an application, using smart matching of the sender email to a company domain.