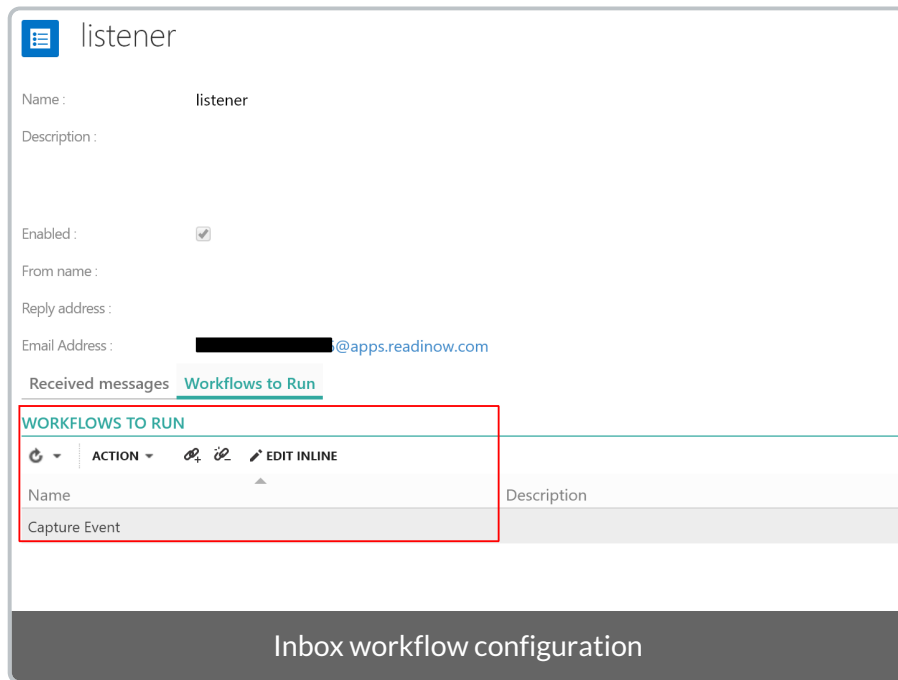


# Inbox Workflows to Run

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.



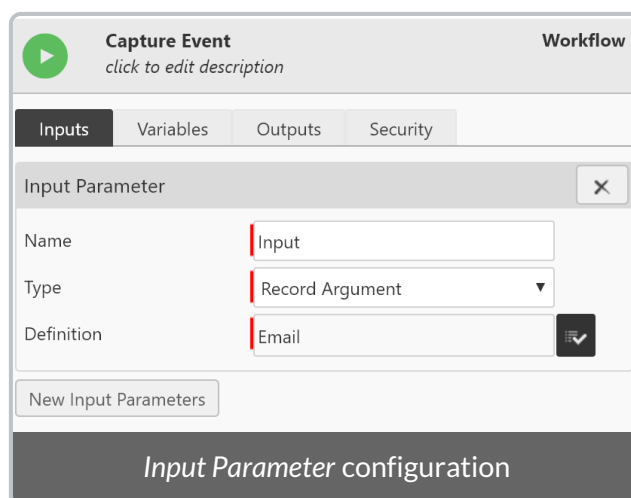
The screenshot shows the configuration for an inbox named "listener". The "Enabled" checkbox is checked. The "Email Address" field is filled with a redacted address followed by "@apps.readinow.com". Under the "Received messages" section, a link labeled "Workflows to Run" is highlighted. Below this, a table titled "WORKFLOWS TO RUN" is visible, with a red box highlighting the first row. The table has columns for "Name" and "Description". The first row contains the name "Capture Event".

Name	Description
Capture Event	

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.



The screenshot shows the configuration for a workflow named "Capture Event". The "Inputs" tab is selected. An "Input Parameter" is defined with the following settings:

Name	Input
Type	Record Argument
Definition	Email

Buttons for "New Input Parameters" and "Workflow" are also visible.

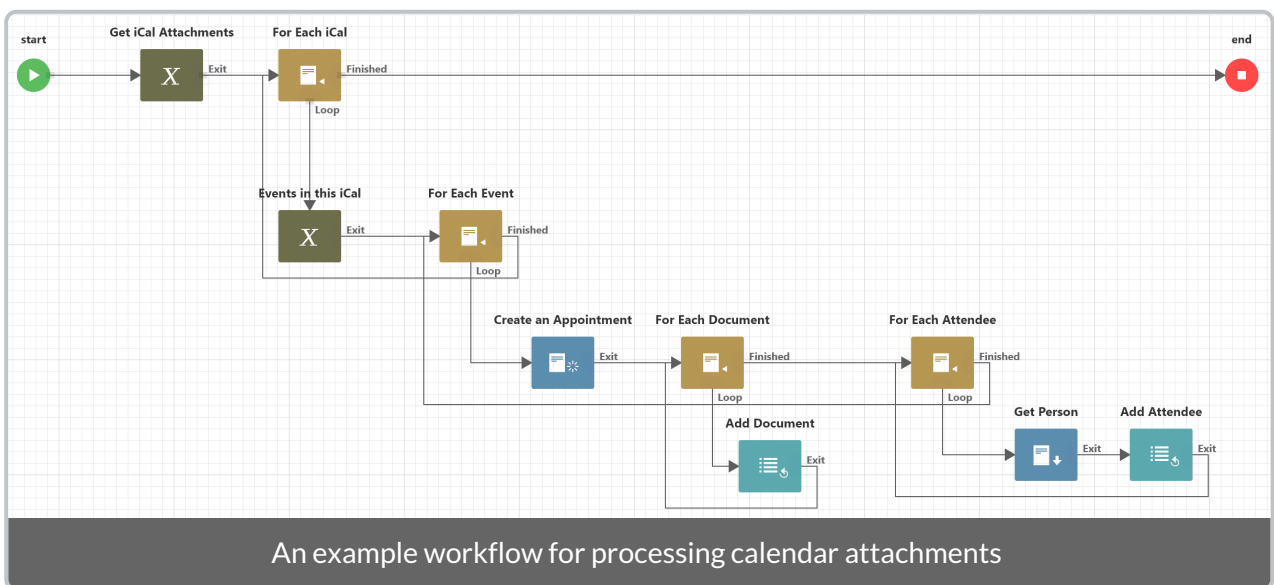
Input Parameter configuration

# 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.



## 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.