

S3-Link Soft Link Email Attachments to Parent

We have an Apex trigger which auto moves email attachments in Amazon S3 and attach them with parent records. You will just have to enable that feature. Follow below steps to enable that export email attachments feature.

1. Go to Object Manager > S3-File
2. Create custom field Lookup(Case). API Name must be Soft_Case__c and Related List Label should be "Email Attachments"
3. Go to Object Manager > Case
4. Open Page Layouts > Add "Email Attachments" related list in page layouts
5. Go to S3-Link Administration > System Configuration > Disable "Link Files to Multiple Records".
6. Go to S3-Link Administration > File Export Configuration
7. Set File Export Configuration as per attached screenshot

▼ Salesforce Attachments & Files

Auto Export Salesforce Files

Delete Salesforce Attachments & Files?

Export Closed Cases Attachments

Create S3 Link File for Salesforce File

Add Date in File Name

▼ Email Attachments

Export Closed Cases Email Attachments

Link Email Attachments to Email Parent

▼ Event Log Files

Auto Backup Event Log Files

Where to Export Event Log Files?

▼ Salesforce Objects to export Related Attachments & Files

| Objects |
|---------------------|
| No records selected |

▼ Salesforce Objects to export Email Attachments & Files

| Objects(1) | | |
|-------------|-----------------|--------|
| OBJECT NAME | OBJECT API NAME | ACTION |
| Case | Case | X |

8. Click "Save"

Enable email to case for your org. Whenever a new case is created through email, email attachments will be auto moved to Amazon S3 and linked with the case record as "Email Attachments".