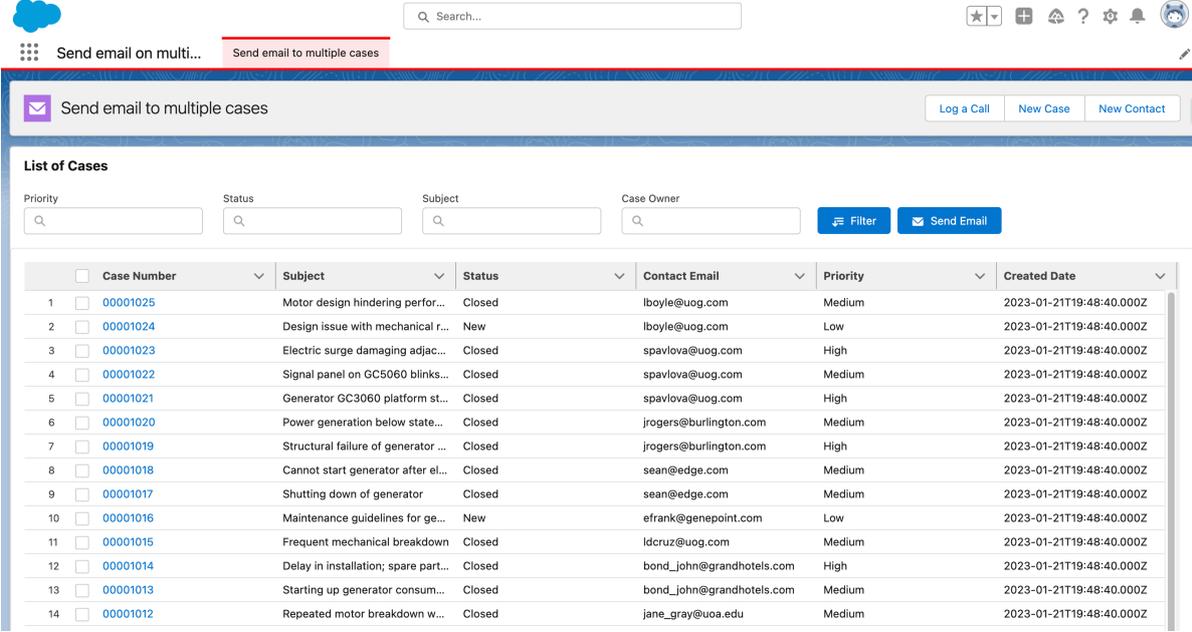


Send Email on Multiple Cases

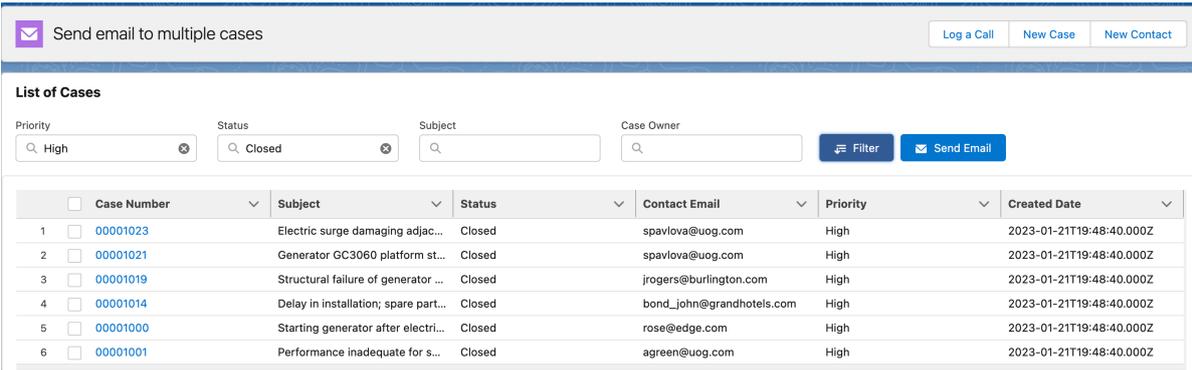
1. Click . Search and Select 'Send Email on Multiple Cases'



The screenshot shows the 'Send email to multiple cases' interface. At the top, there is a search bar and navigation icons. Below the search bar, there are filters for Priority, Status, Subject, and Case Owner. A 'Filter' button and a 'Send Email' button are visible. The main area displays a table of cases with columns for Case Number, Subject, Status, Contact Email, Priority, and Created Date.

Case Number	Subject	Status	Contact Email	Priority	Created Date
00001025	Motor design hindering perfor...	Closed	lboyle@uog.com	Medium	2023-01-21T19:48:40.000Z
00001024	Design issue with mechanical r...	New	lboyle@uog.com	Low	2023-01-21T19:48:40.000Z
00001023	Electric surge damaging adjac...	Closed	spavlova@uog.com	High	2023-01-21T19:48:40.000Z
00001022	Signal panel on GC5060 blinks...	Closed	spavlova@uog.com	Medium	2023-01-21T19:48:40.000Z
00001021	Generator GC3060 platform st...	Closed	spavlova@uog.com	High	2023-01-21T19:48:40.000Z
00001020	Power generation below state...	Closed	jrogers@burlington.com	Medium	2023-01-21T19:48:40.000Z
00001019	Structural failure of generator ...	Closed	jrogers@burlington.com	High	2023-01-21T19:48:40.000Z
00001018	Cannot start generator after el...	Closed	sean@edge.com	Medium	2023-01-21T19:48:40.000Z
00001017	Shutting down of generator	Closed	sean@edge.com	Medium	2023-01-21T19:48:40.000Z
00001016	Maintenance guidelines for ge...	New	efrank@genepoint.com	Low	2023-01-21T19:48:40.000Z
00001015	Frequent mechanical breakdown	Closed	ldcruz@uog.com	Medium	2023-01-21T19:48:40.000Z
00001014	Delay in installation; spare part...	Closed	bond_john@grandhotels.com	High	2023-01-21T19:48:40.000Z
00001013	Starting up generator consum...	Closed	bond_john@grandhotels.com	Medium	2023-01-21T19:48:40.000Z
00001012	Repeated motor breakdown w...	Closed	jane_gray@uoa.edu	Medium	2023-01-21T19:48:40.000Z

2. Use Fields mentioned to filter cases in the list view. Enter the values in the fields and click 'Filter' button.



The screenshot shows the 'Send email to multiple cases' interface with filters applied. The Priority filter is set to 'High' and the Status filter is set to 'Closed'. The 'Filter' button is highlighted. The table below shows the filtered results.

Case Number	Subject	Status	Contact Email	Priority	Created Date
00001023	Electric surge damaging adjac...	Closed	spavlova@uog.com	High	2023-01-21T19:48:40.000Z
00001021	Generator GC3060 platform st...	Closed	spavlova@uog.com	High	2023-01-21T19:48:40.000Z
00001019	Structural failure of generator ...	Closed	jrogers@burlington.com	High	2023-01-21T19:48:40.000Z
00001014	Delay in installation; spare part...	Closed	bond_john@grandhotels.com	High	2023-01-21T19:48:40.000Z
00001000	Starting generator after electri...	Closed	rose@edge.com	High	2023-01-21T19:48:40.000Z
00001001	Performance inadequate for s...	Closed	agreen@uog.com	High	2023-01-21T19:48:40.000Z

3. Select cases on which emails need to be sent using the checkbox and click 'Send Email' button.

List of Cases

Priority: Status:

	<input type="checkbox"/>	Case Number
1	<input checked="" type="checkbox"/>	00001023
2	<input checked="" type="checkbox"/>	00001021
3	<input type="checkbox"/>	00001019
4	<input type="checkbox"/>	00001014
5	<input type="checkbox"/>	00001000
6	<input type="checkbox"/>	00001001

4. On the popup select the email template from your org.
5. Select From address. This picklist value displays all the org wide email addresses.
6. Enter Subject and Edit Body.
7. Click Send Email.

Send Update

* Email Template:

* From Address:

* Subject:

* Message:

Salesforce Sans 12 B I U S

Hi,
This is a test email to be sent to all selected case customers.

This is a fail-safe solution hence the customers will be receiving the emails without any errors.