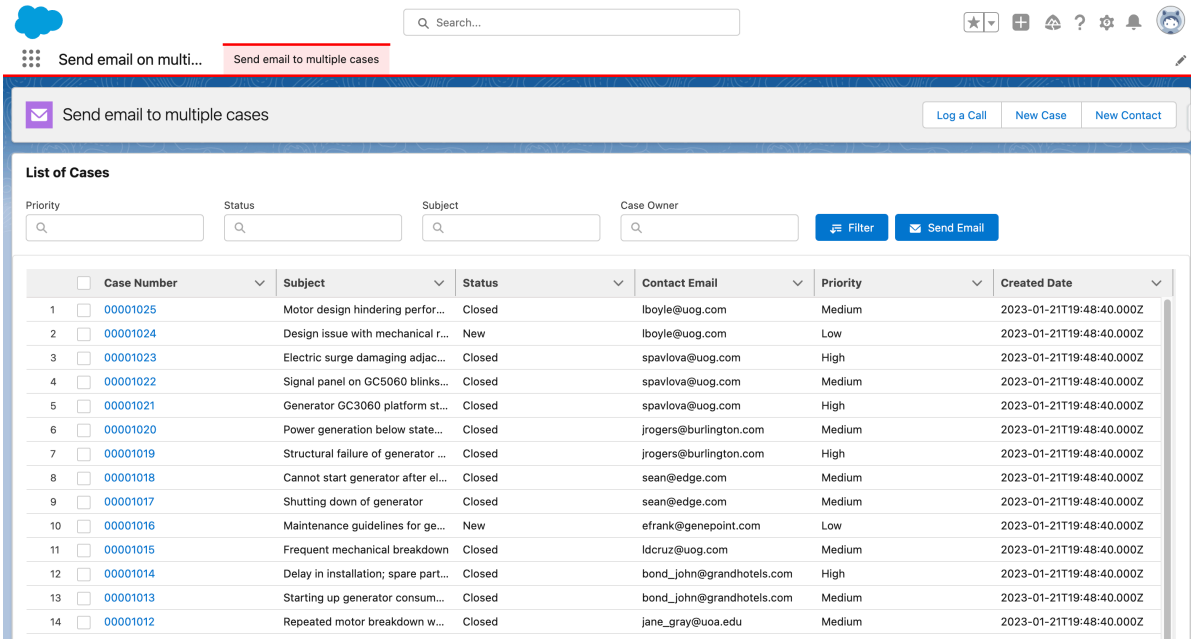
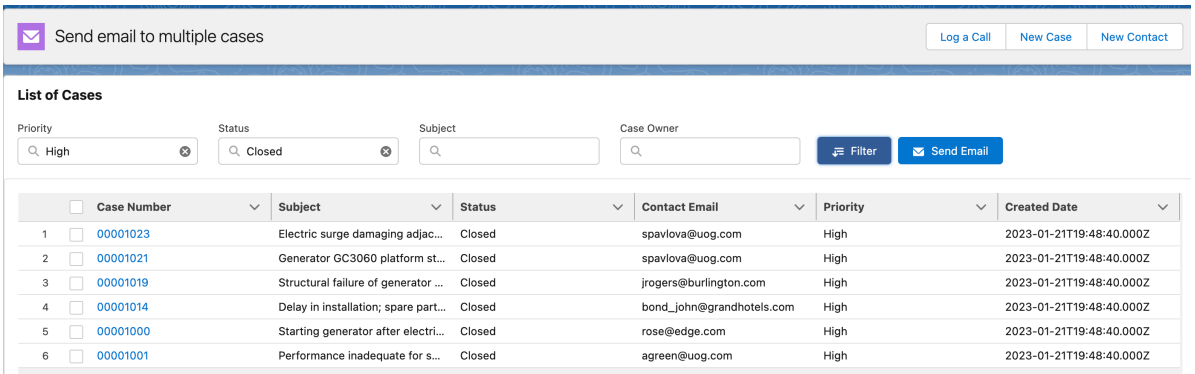
Send Email on Multiple Cases

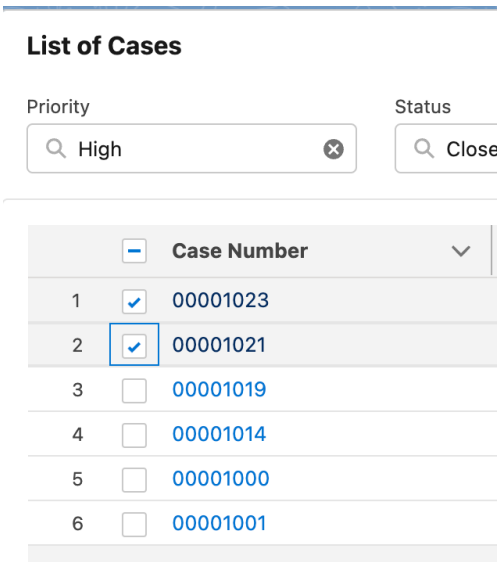
1. Click ⁞⁞⁞. Search and Select ‘Send Email on Multiple Cases’



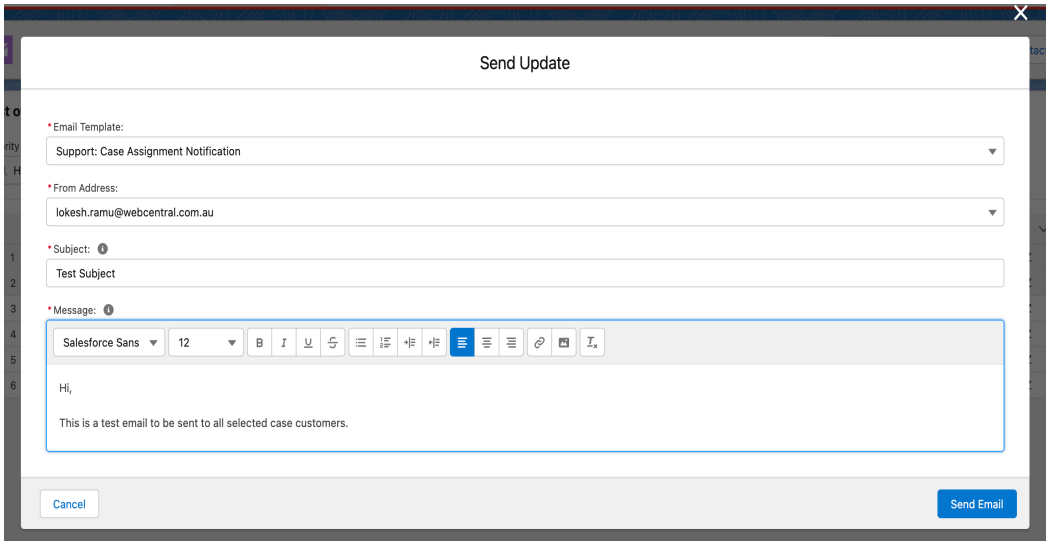
2. Use Fields mentioned to filter cases in the list view. Enter the values in the fields and click ‘Filter’ button.



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



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.



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