Adding Multiple Business Inboxes

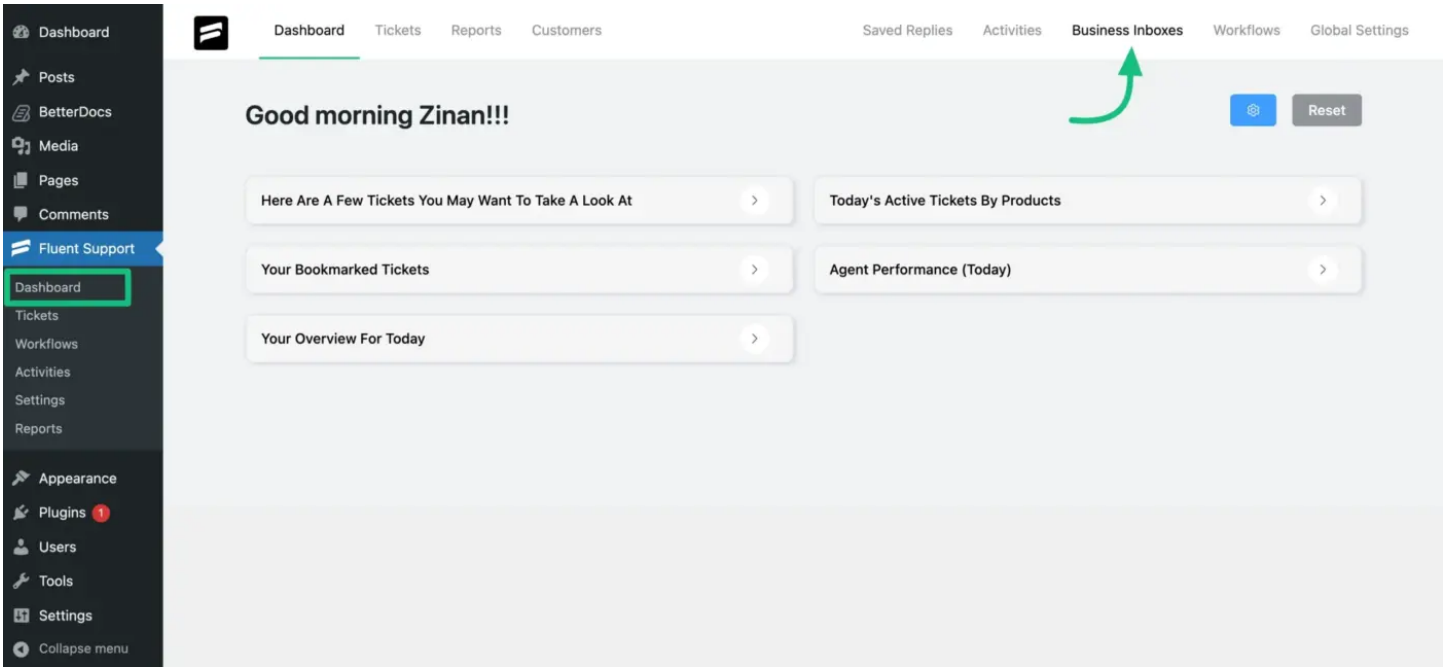
Business Management · https://fluentsupport.com/docs/adding-multiple-business-inboxes/

This article guides you on adding **Multiple Business Inboxes** using the **Fluent Support** plugins for your **WordPress** site to ensure your multiple business management is effortless. Follow the instructions accordingly to add **Business Inboxes** as many as you want.

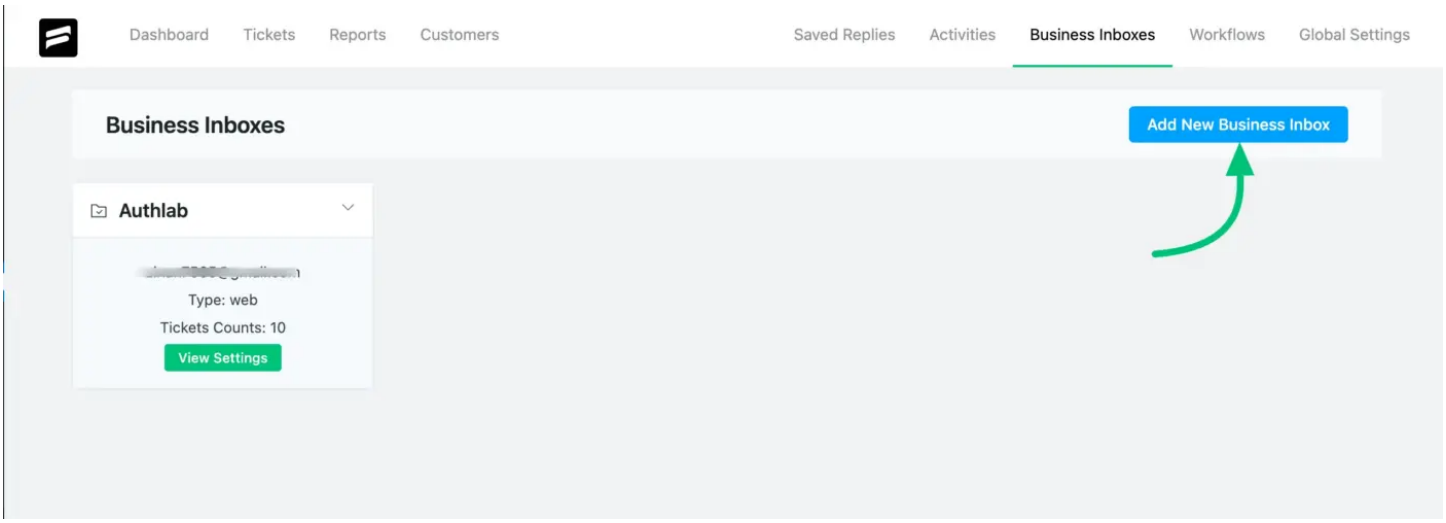
How To Add Multiple Business Inboxes

To learn how to add multiple business inboxes in Fluent Support, follow the steps with the screenshots below:

Go to the Fluent Support **Dashboard** & click on the **Business Inboxes** tab.



Click the **Add New Business Inbox** button and a pop-up box will appear.

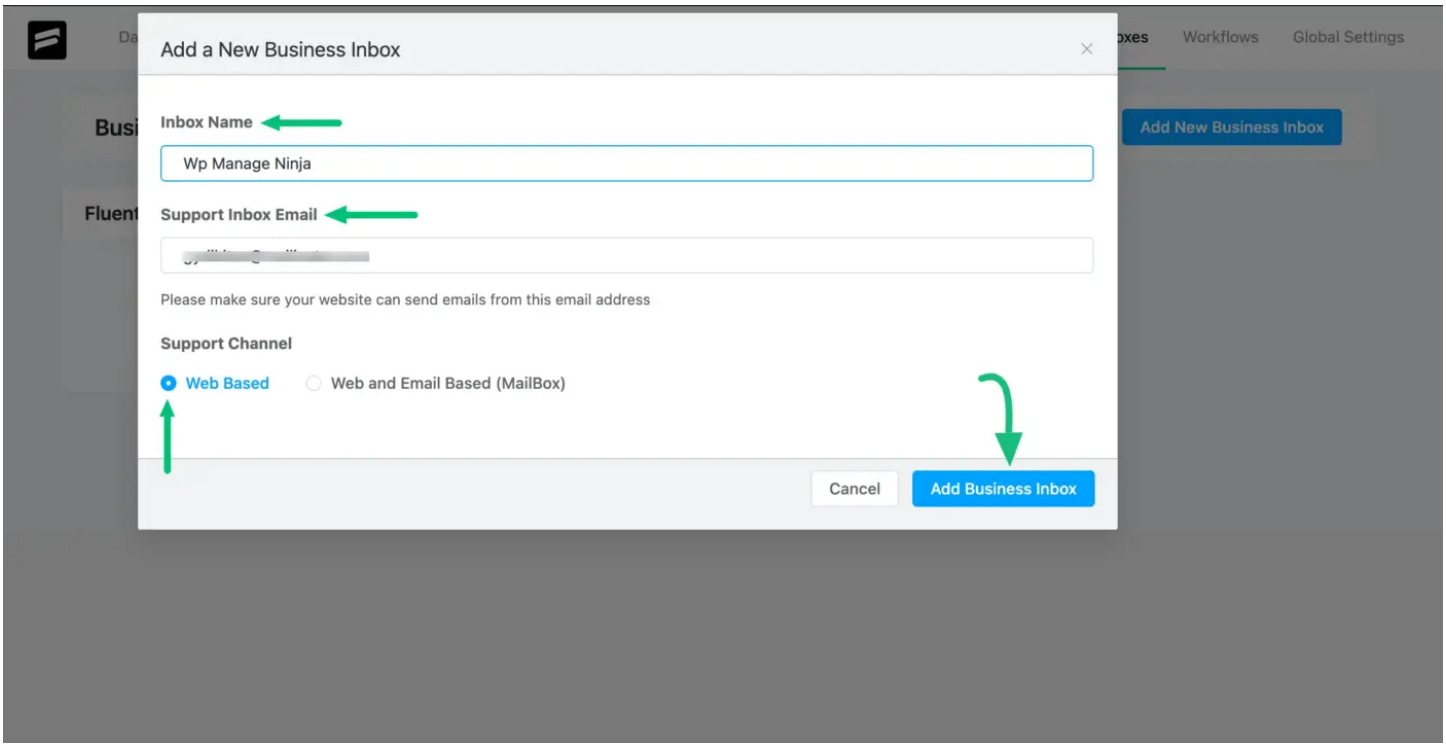


Add a relevant **Inbox Name** & **Email** (company name & business email) and select the **Support Channel**.

Keep the support channel **Web-Based** if you want to allow customers to create support tickets from the website only. To learn more, check this **Documentation**.

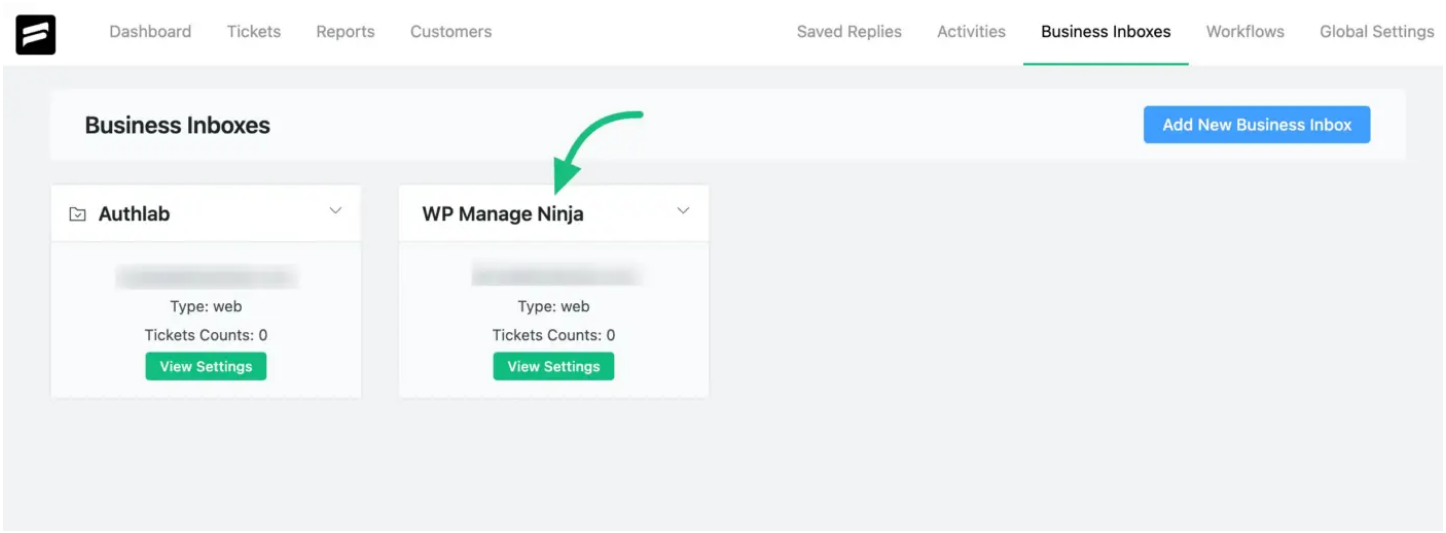
Or, choose **Web and Email based (Mailbox)** for email-based support ticket setup using email piping. For more details, check this **Documentation**.

Once you are done, click the **Add Business Inbox** and your new business inbox will be added.



This way, you can add **Multiple Business Inboxes** for your multiple businesses.

To ensure your website can deliver emails in the easiest, fastest, and most secure way from the **email address** that you use under the **Support Inbox Email**, we recommend using the **FluentSMTP** plugin. To learn the basic use of the **FluentSMTP** plugin, check this **Documentation**.



Setup Support Portal For A Specific Business Inbox

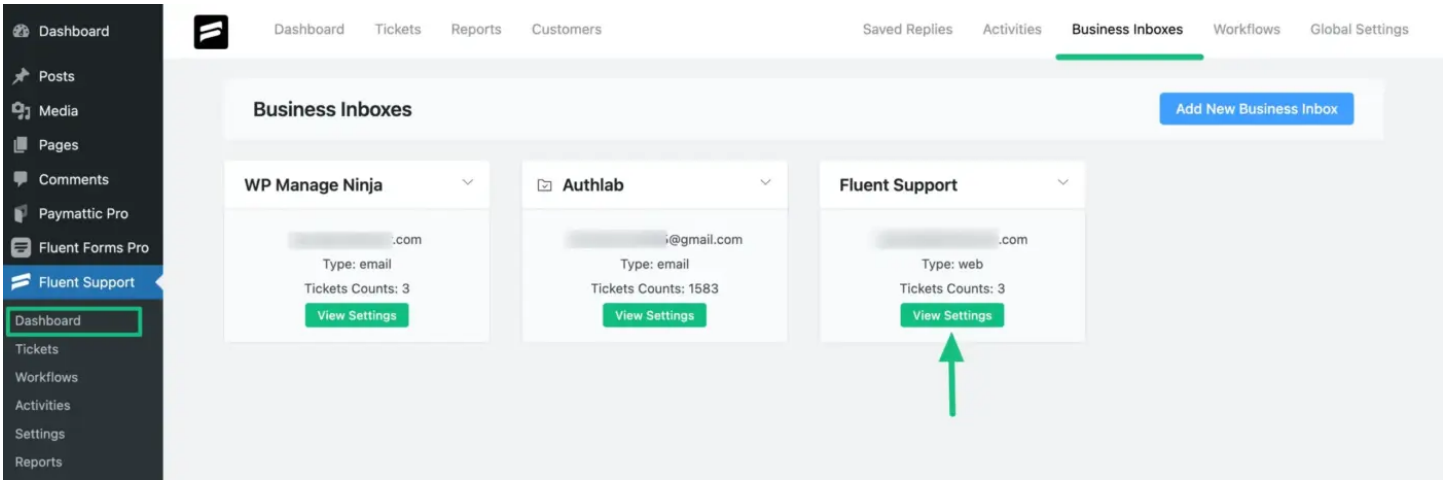
To easily manage multiple business inboxes, you can easily set up a **Support Portal** for your specific **Business Inbox** using a **Shortcode** that will direct support tickets from any page to the right inbox and create a personalized support portal for your business needs.

To learn the whole process, follow the steps with the screenshots below —

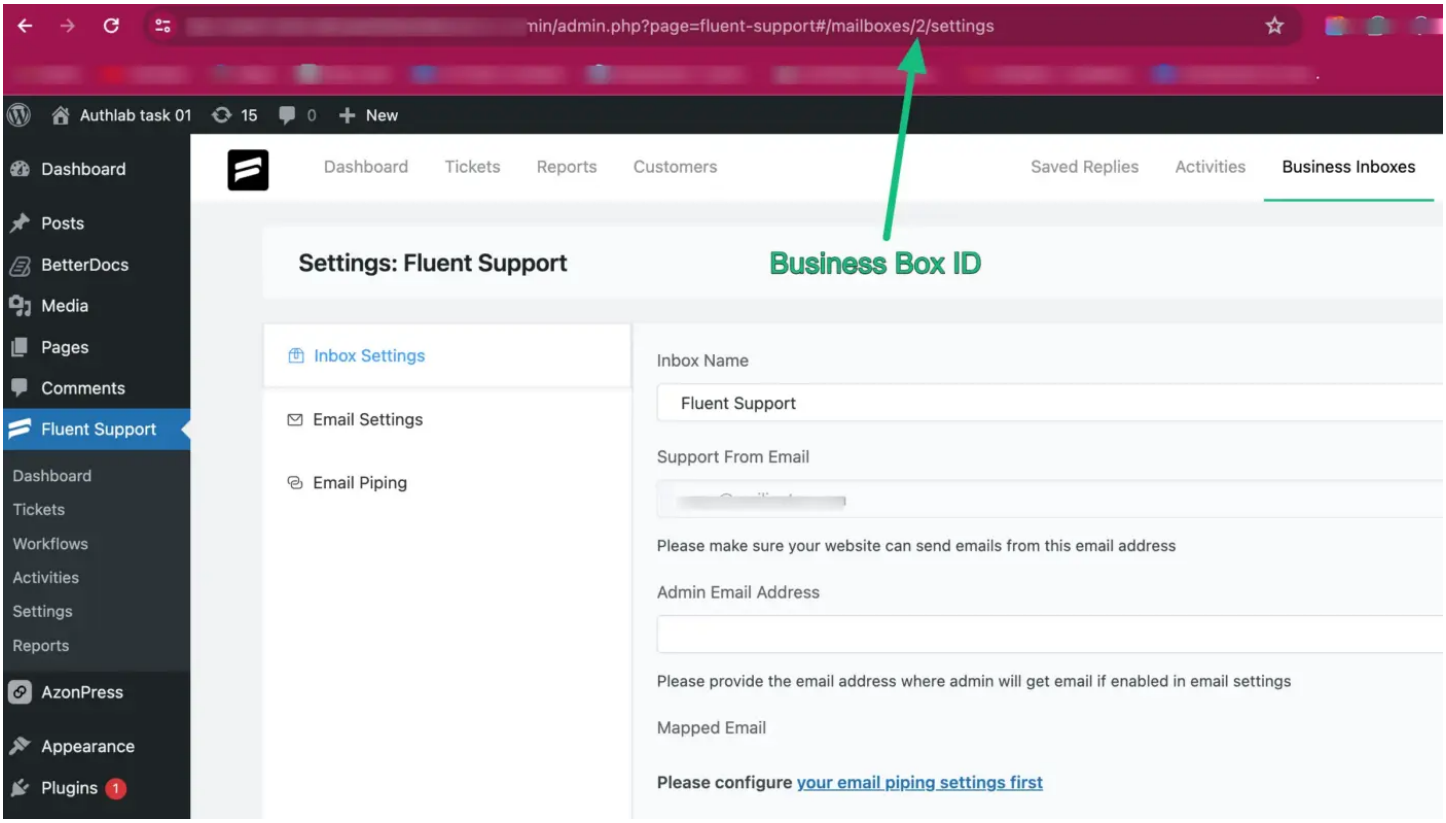
Go to the page where you want to embed a portal and paste the below shortcode.

Shortcode: [fluent_support _portal show_logout = 'yes' business_box_id=2]
Remember, instead of **2** (business box ID), use your own **Business Box ID** from your chosen business inbox.

To find the Business Box ID, go to **Business Inboxes** from **Fluent Support Dashboard,** and click on the **View Settings** of your desired business inbox.

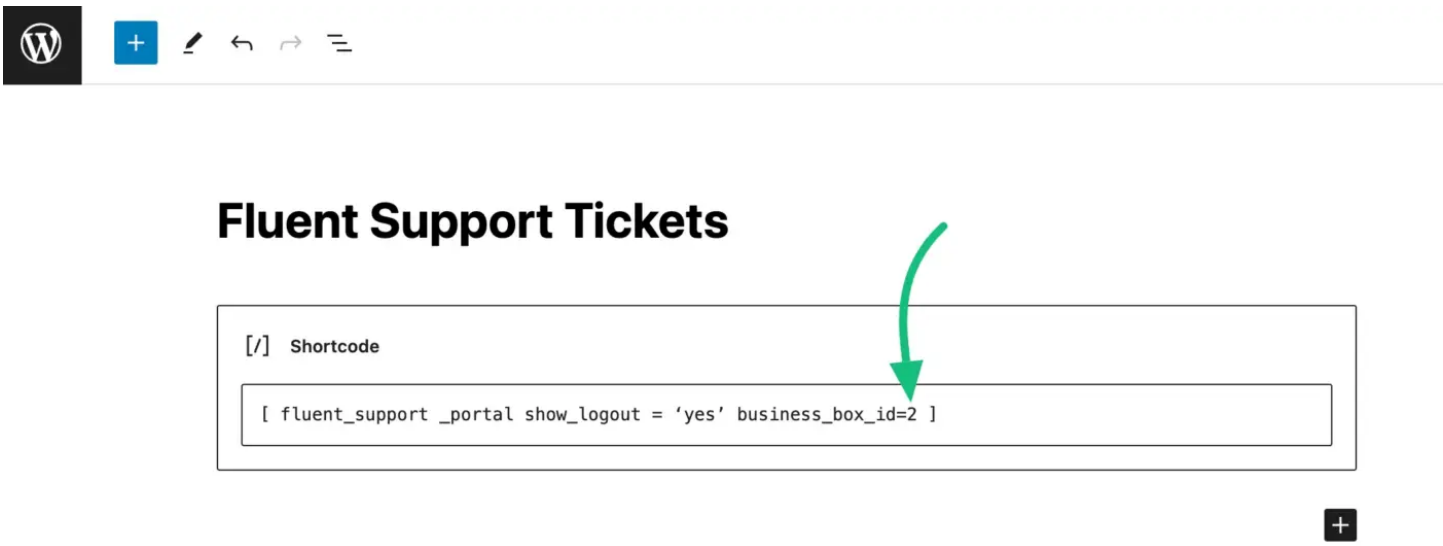


Now, you will find the business box ID in the URL of that business box as shown below. Copy the **Business Box ID** (number) from here.

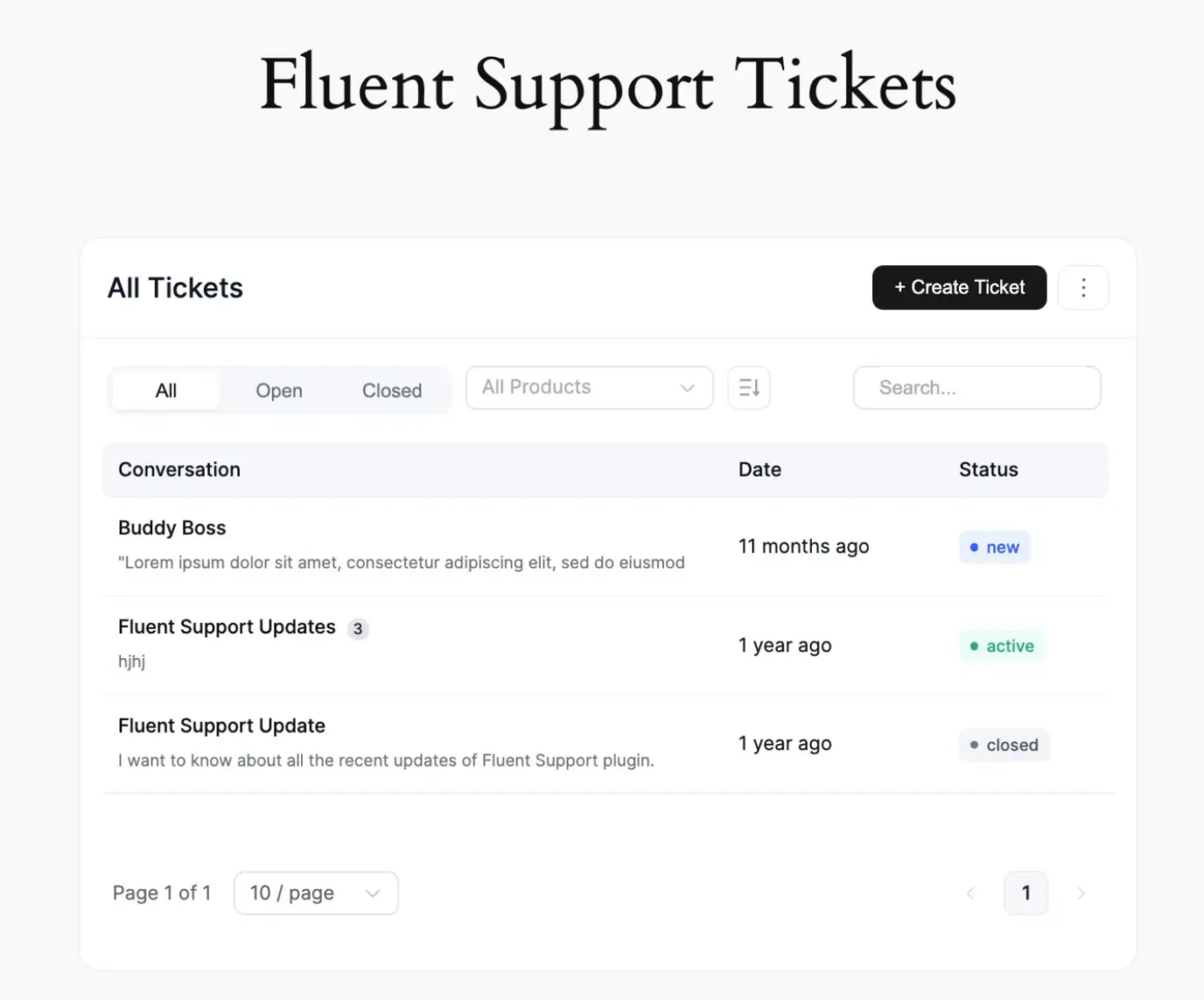


And, use the **ID** in your **Shortcode** and place it anywhere on your website as per your requirements as I have used it below —

This service is especially helpful for **Web-Based Business Inboxes**.



Here you can see the preview of the **Customer Support Portal** in the screenshot below.



If you have any further questions, concerns, or suggestions, please do not hesitate to contact our **@support team**. Thank you.