Web and Email-Based Settings In Business Inbox

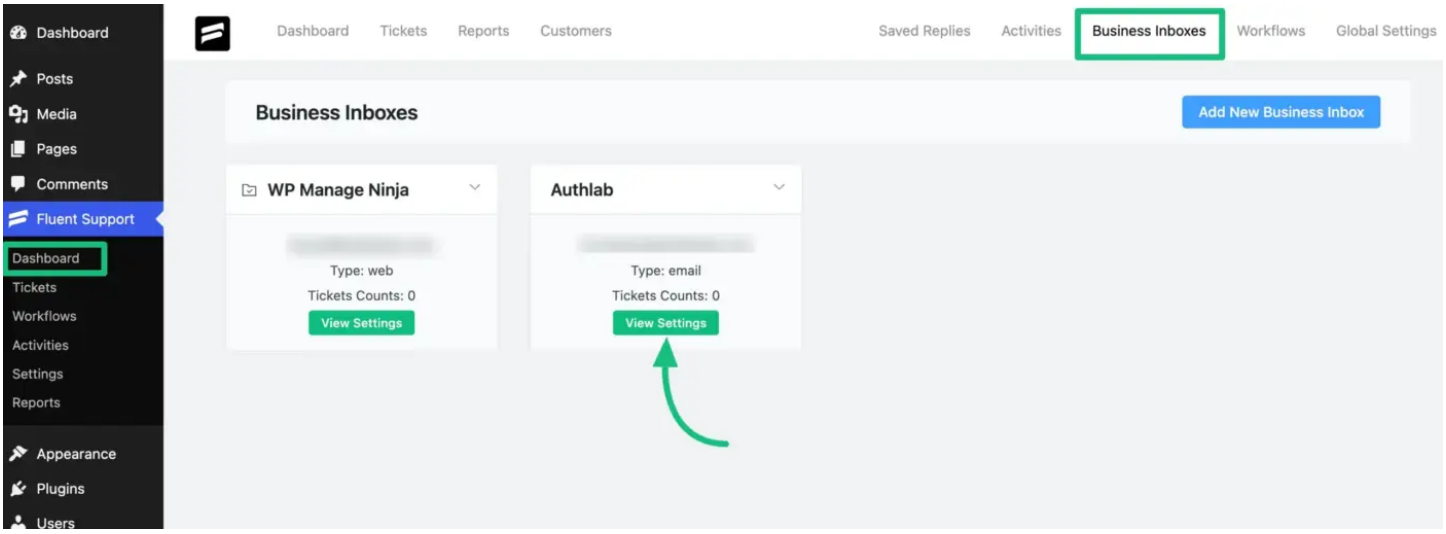
Business Management · https://fluentsupport.com/docs/web-and-email-based-settings-in-business-inbox/

Web and Email-Based (Mailbox) business inbox allow customers to create support tickets both from the website and email. This article will explain the functionalities of web and email-based business (mailbox) settings in **Fluent Support**. Read the article accordingly to understand what these settings do.

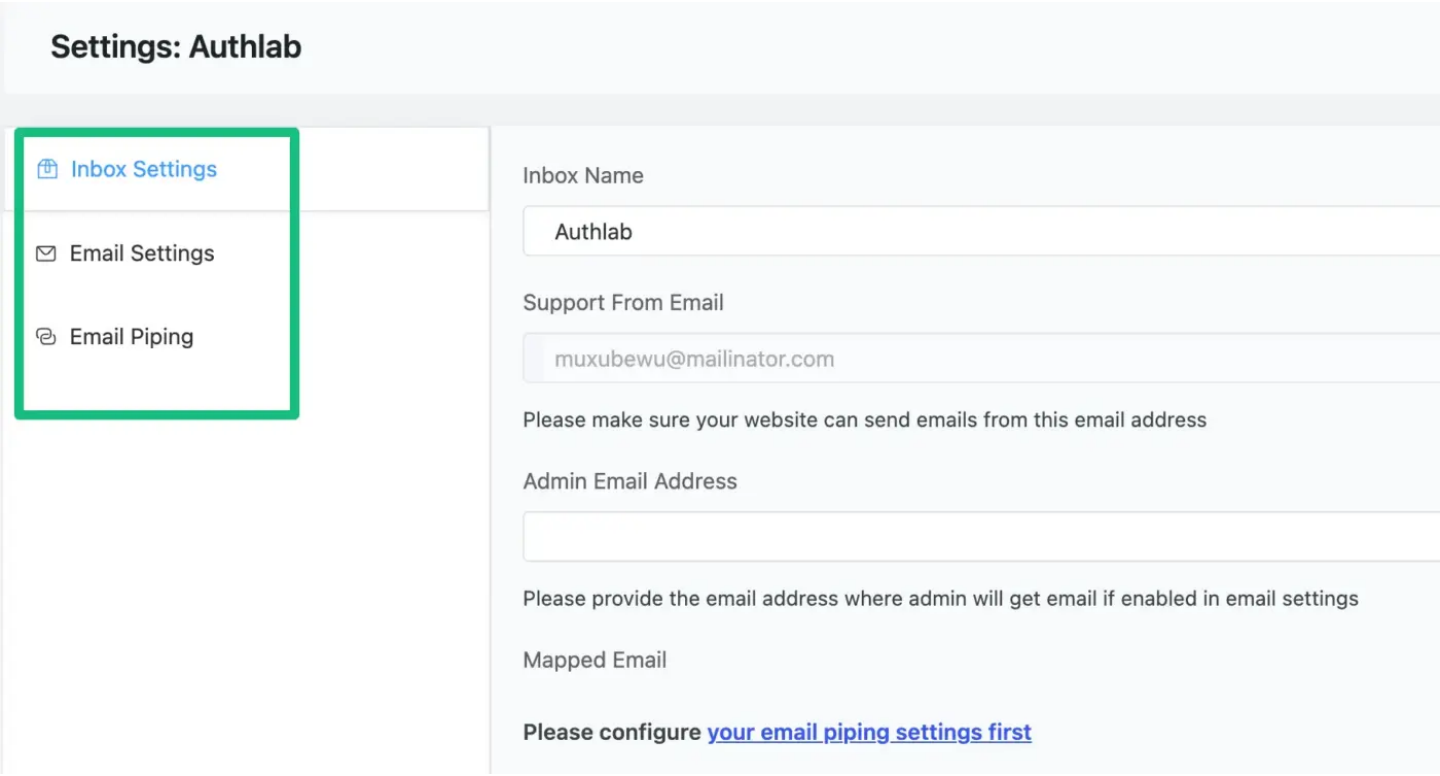
Web and Email-Based (Mailbox) Settings of Business Inbox

To learn how **Web and Email-Based (Mailbox)** settings work, follow the steps with the screenshots below —

Go to **Business Inboxes** from the **Fluent Support Dashboard**, select the business inbox you kept **Web and Email-Based (Mailbox)**, and click on **View Settings**.



You will find **Inbox Settings, Email Settings, and Email Piping** to set your **Web and Email-Based (Mailbox).**



Inbox Settings

This setting also works exactly in the same process as **Web-Based Settings** of Business Inbox. So, to know more about how to use this Inbox setting, check this **Documentation**.

But, you need to complete the **Email Piping** settings first to activate your email-based business inbox. To know the process for Email Piping, check this **Documentation**.

Email Settings

This setting also works exactly in the same process as **Web-Based Settings** of Business Inbox. So, to know more about how to use this **Email Settings**, check this **Documentation**.

Email Piping

To activate your **Email-based Business Inbox**, you need to complete the **Email Piping** first.

So, to know the process for **Email Piping**, check this **Documentation**.

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