

Email Mapping Rules - Deletion

Overview

Who: GBU Data Stewards

What: Fill an Excel template to delete existing *Email Mapping Rules*, and send it via a freshdesk ticket.

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Step-by-step

I. Identify accounts and users

Download the Excel template : <https://solvay-crm.my.salesforce.com/01524000003G0He> or just indicate EMR id or link in Service one request

Open the excel template, and select "EMR Deletion" sheet.

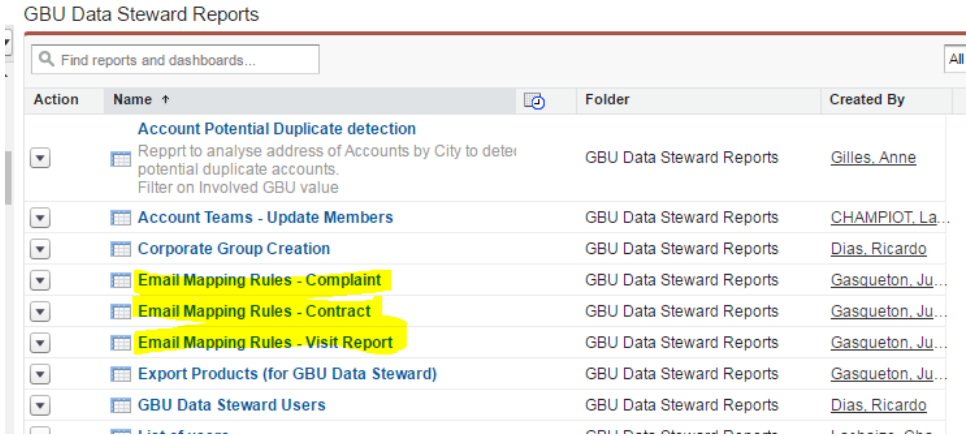
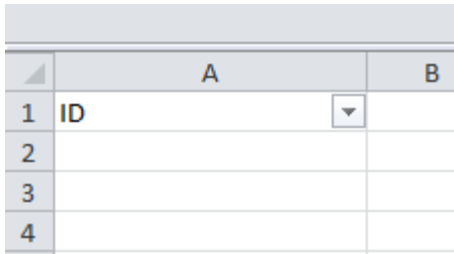
II. Fill the Excel template

You can refer to [this page](#) to have the global description of all the template columns

To delete EMR, we only need the EMR ID.

To find them, run the report "*Email Mapping Rules - Complaint*", "*Email Mapping Rules - Contract*" or "*Email Mapping Rules - Visit Report*".

These reports are in the GBU Data Stewards Reports folder



Action	Name ↑	Folder	Created By
▼	Account Potential Duplicate detection Reprpt to analyse address of Accounts by City to deter potential duplicate accounts. Filter on Involved GBU value	GBU Data Steward Reports	Gilles, Anne
▼	Account Teams - Update Members	GBU Data Steward Reports	CHAMPIOT, La...
▼	Corporate Group Creation	GBU Data Steward Reports	Dias, Ricardo
▼	Email Mapping Rules - Complaint	GBU Data Steward Reports	Gasqueton, Ju...
▼	Email Mapping Rules - Contract	GBU Data Steward Reports	Gasqueton, Ju...
▼	Email Mapping Rules - Visit Report	GBU Data Steward Reports	Gasqueton, Ju...
▼	Export Products (for GBU Data Steward)	GBU Data Steward Reports	Gasqueton, Ju...
▼	GBU Data Steward Users	GBU Data Steward Reports	Dias, Ricardo

III. Send the template to CRM support via Service One

Once filled, attach template or just give the link if only one to delete in catalog request corresponding to the process in Service One.

The screenshot shows the 'Complaint Management (CRM)' form. At the top, it says 'Request for' followed by 'Anne Giles' and 'Quantity 1'. Below this are several dropdown menus: 'GBU/Function (required)' with 'Select' chosen, 'Service (required)' with 'Customer Care Services' chosen, 'Sub service' with 'Complaint management' chosen, 'Request Type (required)' with 'Data Management' chosen, and 'Service Request (required)' with 'Request change Assignment rules / Approval process / email mapping rules' chosen. There is a large text area for 'Description of request (required)'. Below that is a field for 'Link to record or record id'. At the bottom, there is a 'File Attachment' section with a button that says 'Attach Files' and a note 'or drag and drop files here'. On the right side of the form, there are two buttons: 'Submit request' (in blue) and 'Save and close'.

Related articles

[Email Mapping Rules - Creation](#)

[Email Mapping Rules - Update](#)

Can't find information?

- [Web support contact](#)