

Email Mapping Rules - Deletion

Overview

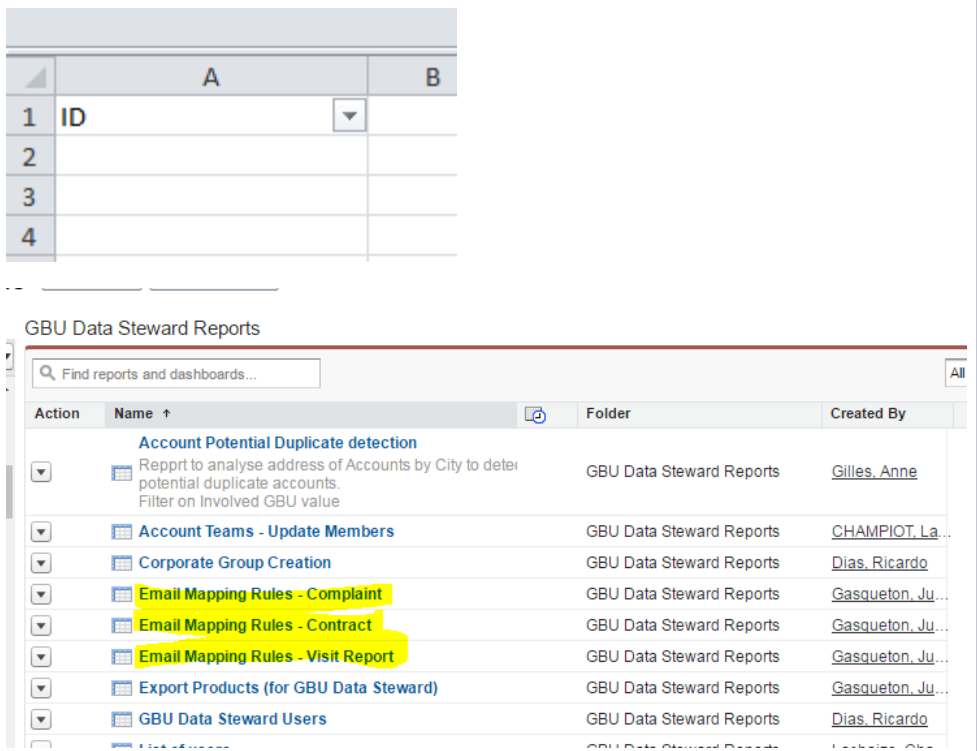
Who: GBU Data Stewards

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 " <i>Email Mapping Rules - Complaint</i> ", " <i>Email Mapping Rules - Contract</i> " or " <i>Email Mapping Rules - Visit Report</i> ".	
These reports are in the GBU Data Stewards Reports folder	

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 in Service One. The form is titled 'Request for' and shows 'Anne Gilles' as the requester with a quantity of '1'. The form fields include:

- GBU/Function (required)**: A dropdown menu with 'Select' as the current value.
- Service (required)**: A text field containing 'Customer Care Services'.
- Sub service**: A dropdown menu with 'Complaint management' as the current value.
- Request Type (required)**: A dropdown menu with 'Data Management' as the current value.
- Service Request (required)**: A dropdown menu with 'Request change Assignment rules / Approval process / email mapping rules' as the current value.
- Description of request (required)**: A large text area for the description.
- Link to record or record id**: A text field for a link or record ID.
- File Attachment**: A section with a button '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' (in white).

Related articles

[Email Mapping Rules - Creation](#)

[Email Mapping Rules - Update](#)

Can't find information?

- [Web support contact](#)