

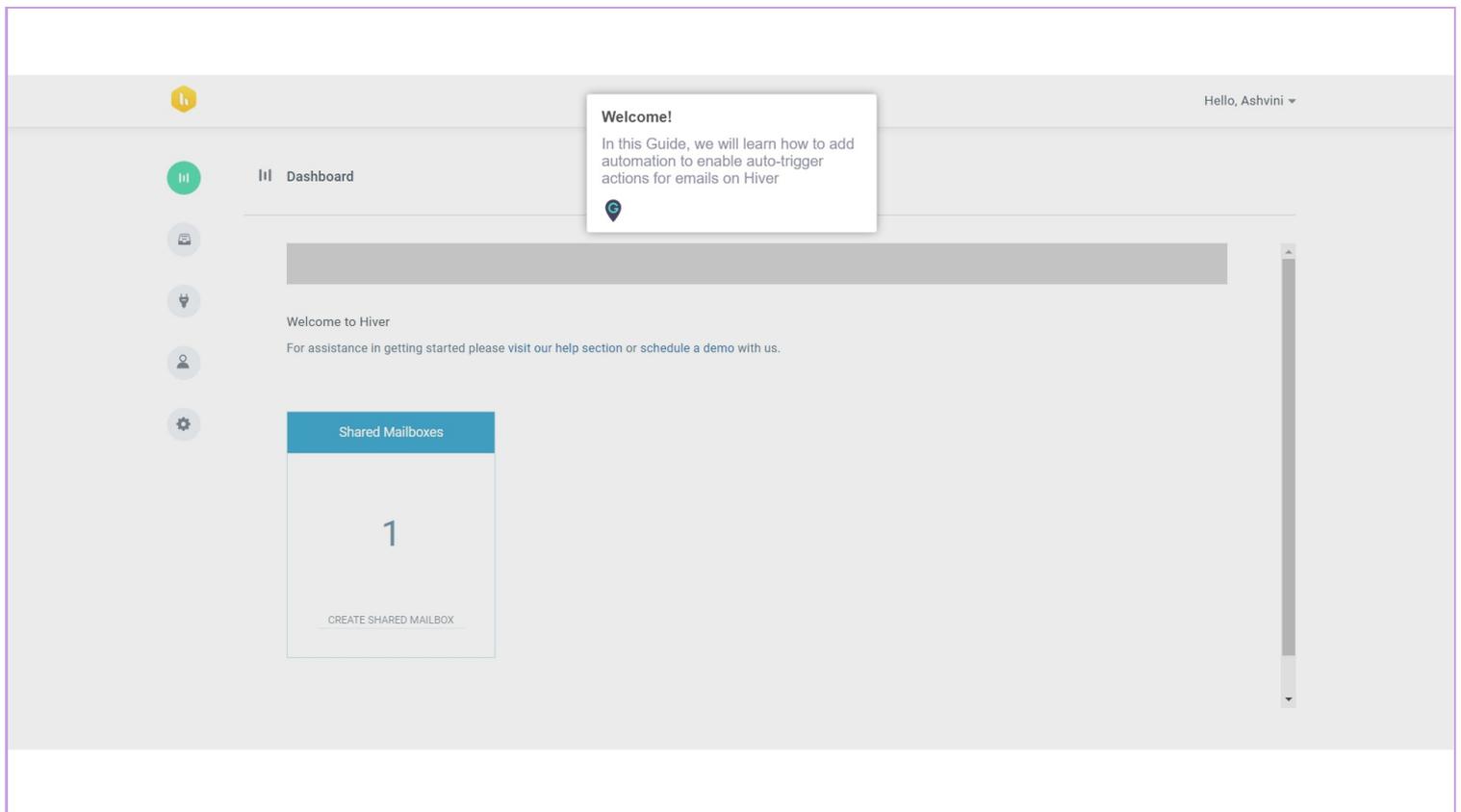


How to add automation to enable auto-trigger actions for emails on Hiver

## Step: 01

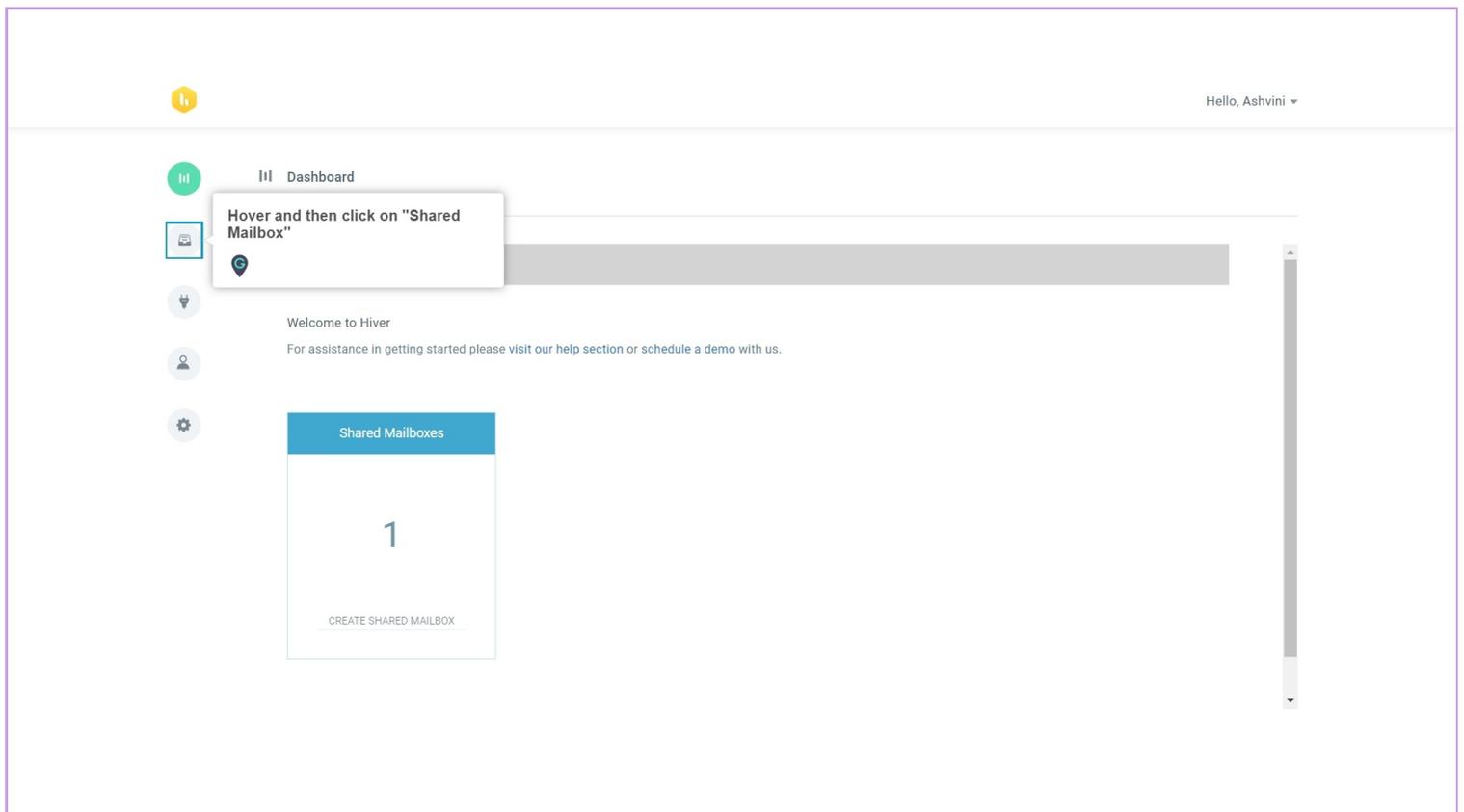
# Welcome!

In this Guide, we will learn how to add automation to enable auto-trigger actions for emails on Hiver



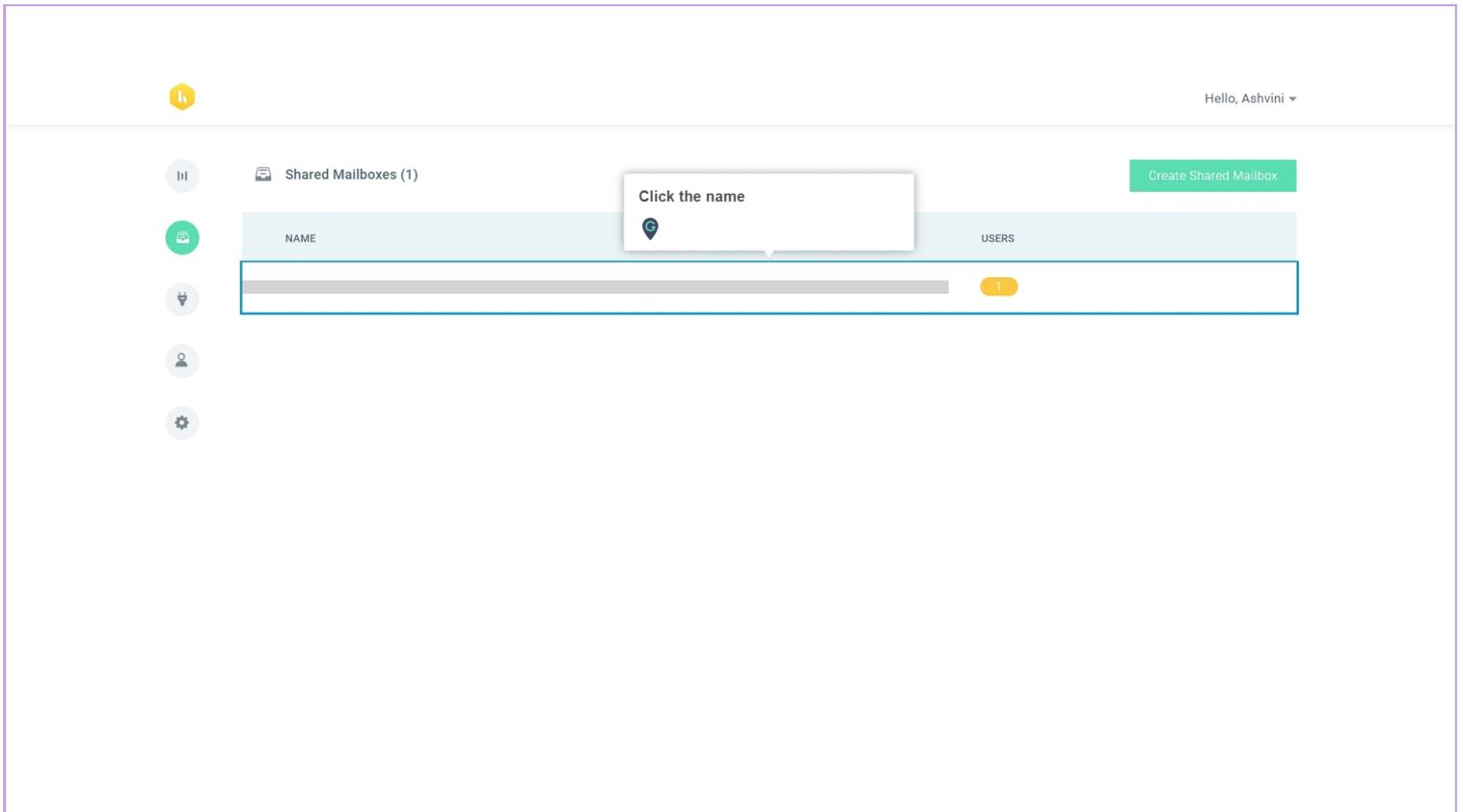
## Step: 02

Hover and then click on "Shared Mailbox"



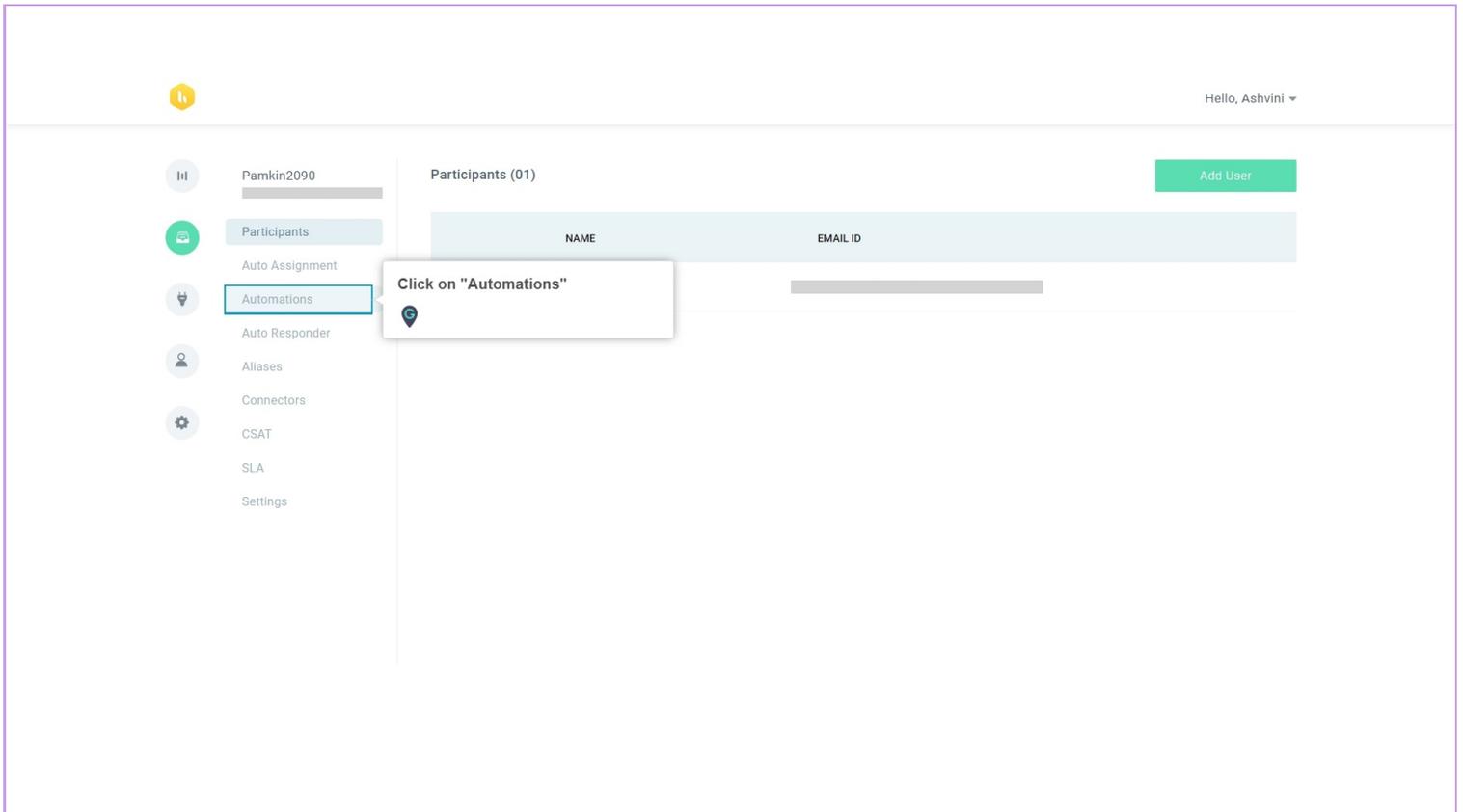
## Step: 03

Click the name



## Step: 04

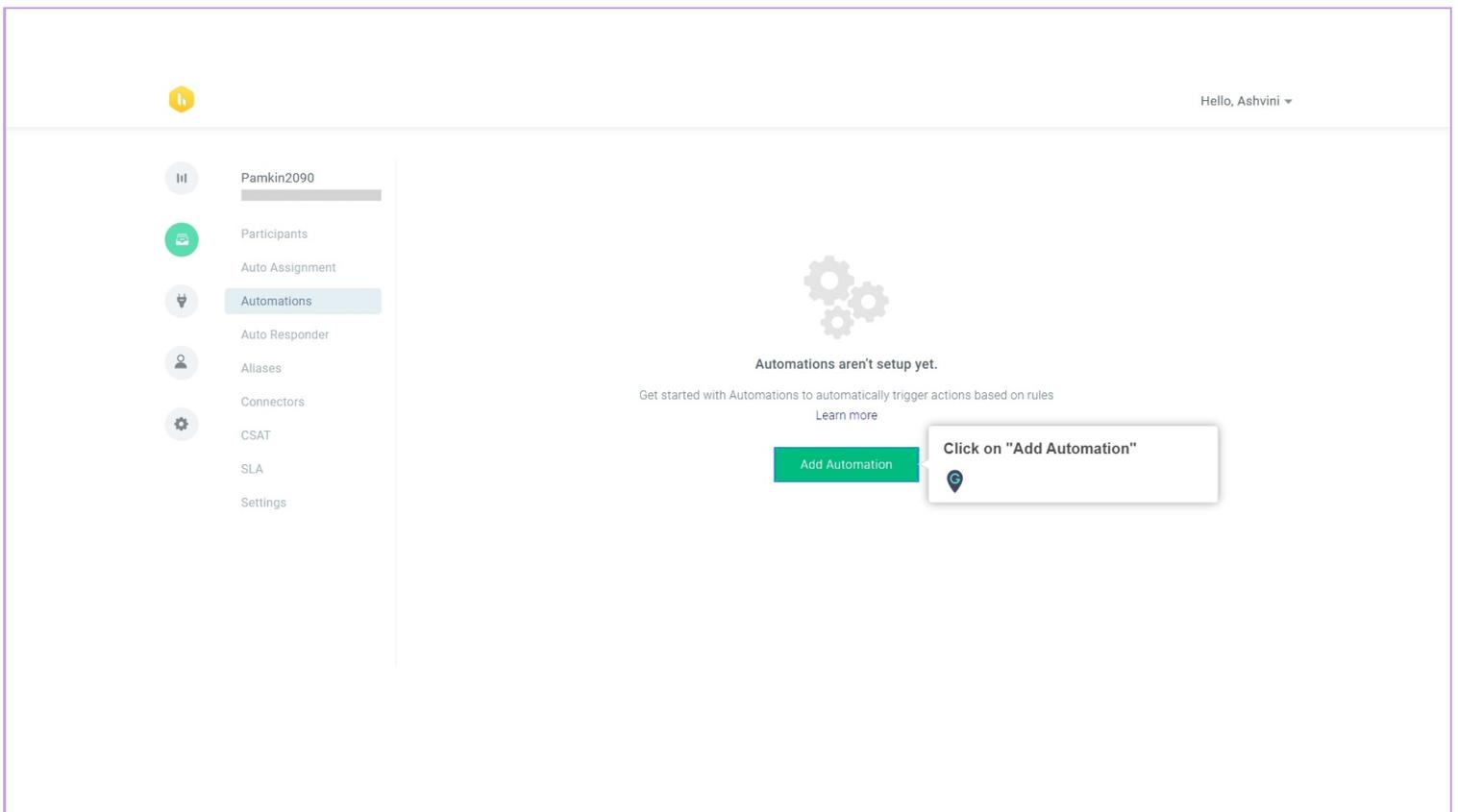
Click on "Automations"



The screenshot displays a user interface with a navigation menu on the left and a main content area on the right. The navigation menu includes the following items: Pamkin2090, Participants, Auto Assignment, Automations (highlighted with a blue border), Auto Responder, Allases, Connectors, CSAT, SLA, and Settings. The main content area shows a table titled "Participants (01)" with columns for "NAME" and "EMAIL ID". A green "Add User" button is located in the top right corner of the main content area. A callout box with the text "Click on 'Automations'" and a cursor icon points to the "Automations" menu item.

## Step: 05

Click on "Add Automation"



## Step: 06

Type "Automation Name"

The screenshot displays the 'Create new Automation' workflow. On the left, a sidebar lists various automation types: Automations, Auto Responder, Aliases, Connectors, CSAT, SLA, and Settings. The 'Automations' section is currently selected. The main workspace is titled 'Create new Automation' and features a red-bordered input field for the 'Automation Name' with the placeholder text 'Type Name'. A tooltip above this field prompts the user to 'Type "Automation Name"'. Below the name field, the 'Condition' section is active, showing a configuration for 'Condition (if)'. The condition is set to 'For all new emails in @gmail.com\*'. The configuration includes a dropdown for 'Sender Email', a 'Contains' operator, and a 'Condition' field. An 'Add more conditions' button is also present. At the bottom of the form, there are 'Cancel' and 'Next' buttons.

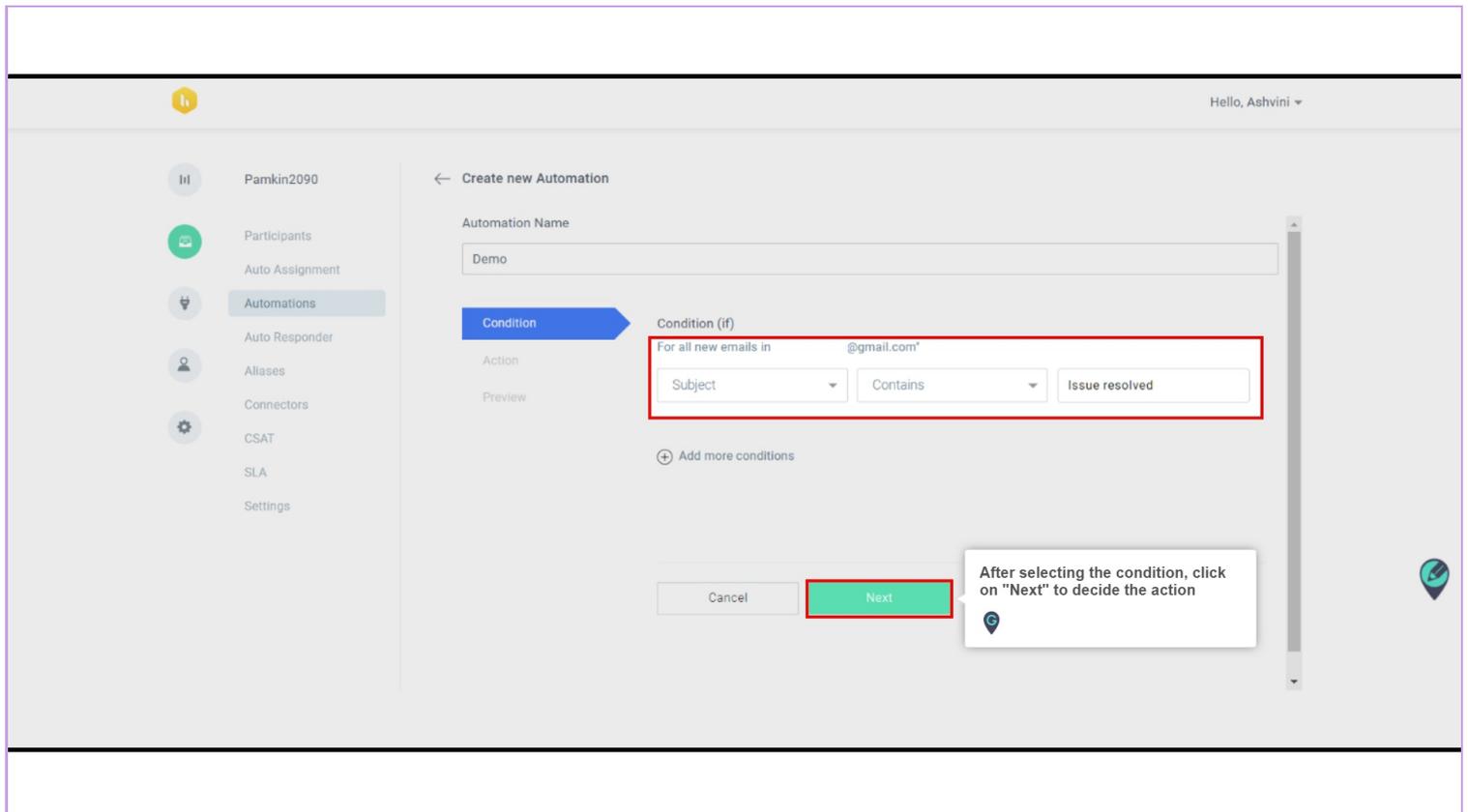
## Step: 07

Set a condition! For example: For all new emails in \*\*\*\*@xyz.com if "subject" contains/equals to "xyz" keyword then you want some action to be automated

The screenshot displays the 'Create new Automation' workflow in a software interface. On the left, a sidebar lists various automation types: Pamkin2090, Participants, Auto Assignment, Automations (highlighted), Auto Responder, Aliases, Connectors, CSAT, SLA, and Settings. The main area is titled 'Create new Automation' and shows an 'Automation Name' field with the value 'Demo'. A red-bordered box highlights the 'Condition (if)' configuration section, which is set to 'For all new emails in @gmail.com'. Below this, a dropdown menu is set to 'Sender Email', followed by another dropdown set to 'Contains', and a final 'Condition' field. A callout box points to this section with the text: 'Set a condition! For example: For all new emails in \*\*\*\*@xyz.com if "subject" contains/equals to "xyz" keyword then you want some action to be automated'. Below the condition configuration, there is an 'Add more conditions' button and 'Cancel' and 'Next' buttons at the bottom.

## Step: 08

After selecting the condition, click on "Next" to decide the action



The screenshot displays the 'Create new Automation' configuration page. On the left, a sidebar lists various automation types: Pamkin2090, Participants, Auto Assignment, Automations (highlighted), Auto Responder, Aliases, Connectors, CSAT, SLA, and Settings. The main area is titled 'Create new Automation' and features a 'Automation Name' field containing 'Demo'. Below this, a 'Condition' step is selected, showing a configuration for 'Condition (if)'. The condition is set to 'For all new emails in @gmail.com\*'. The criteria are 'Subject' (selected from a dropdown), 'Contains' (selected from another dropdown), and 'Issue resolved' (entered in a text field). A 'Next' button is highlighted in green, and a tooltip message states: 'After selecting the condition, click on "Next" to decide the action'. Other buttons include 'Cancel' and 'Add more conditions'.

## Step: 09

Select an action for the mentioned condition

The screenshot displays the 'Create new Automation' workflow in a web application. On the left, a sidebar lists navigation options: Pamkin2090, Participants, Auto Assignment, Automations (highlighted), Auto Responder, Aliases, Connectors, CSAT, SLA, and Settings. The main content area is titled 'Create new Automation' and includes a back arrow. Below the title, there is an 'Automation Name' field containing 'Demo'. A progress indicator shows 'Condition', 'Action' (highlighted with a blue arrow), and 'Preview'. The 'Action' step is detailed with the instruction 'Set the action to be taken for the mentioned conditions' and a dropdown menu labeled 'Select an action'. A red box highlights this dropdown. A callout box on the right contains the text 'Select an action for the mentioned condition' and a location pin icon. At the bottom, there are 'Previous' and 'Next' buttons.

## Step: 10

Click on "Next" to preview the rule that you have applied

Automation Name: Demo

Condition

Action: Set the action to be taken for the mentioned conditions

Mark As Closed

Previous Next

Click on "Next" to preview the rule that you have applied

## Step: 11

- 1) Preview the condition and the action which you wanted to be automated 2) Then, click on "Save" to apply changes

Automation Name: Demo

Condition: For all new mails in Pamkin2090

If subject Contains Issue resolved

then Mark As Closed

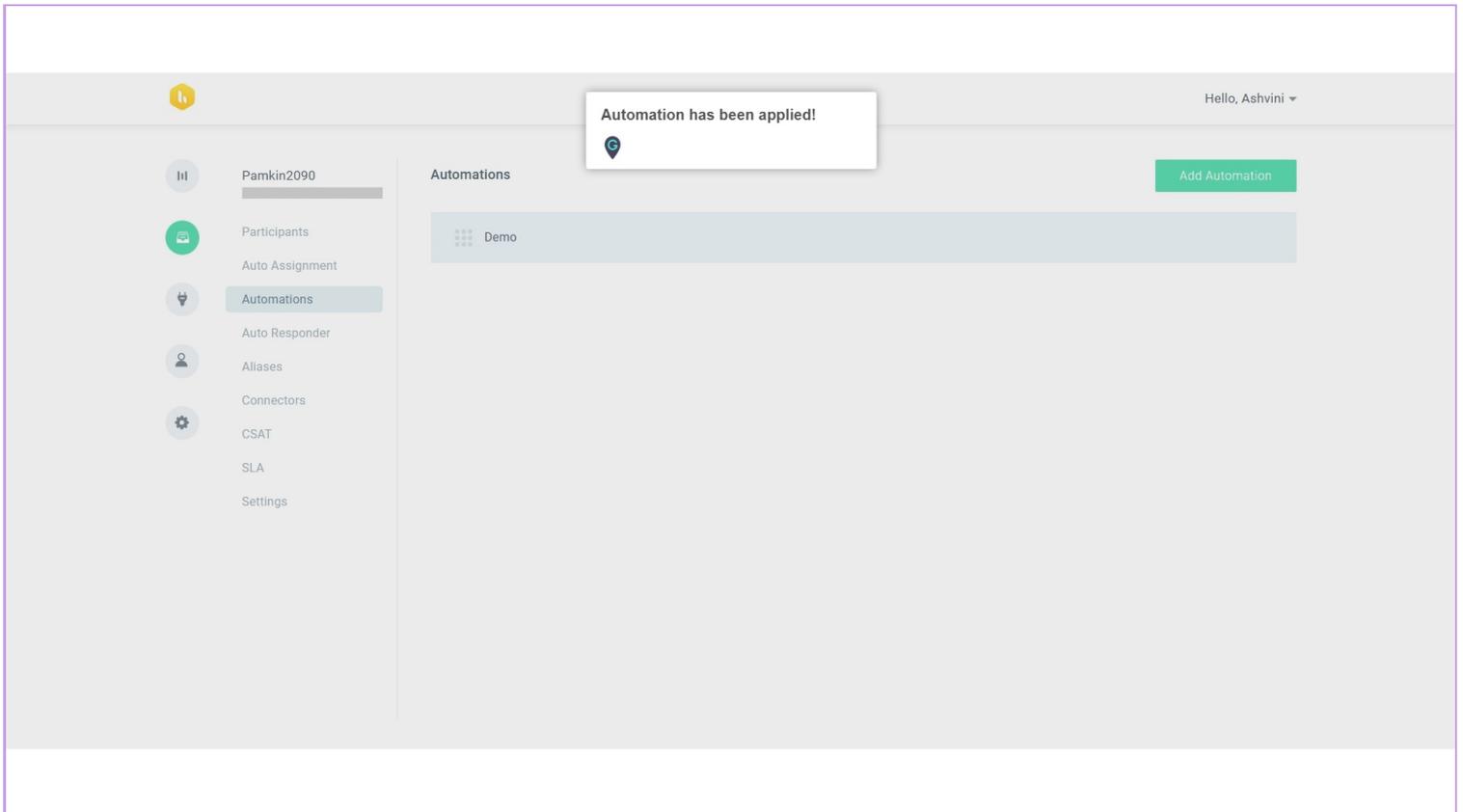
Save

Preview the condition and the action which you wanted to be automated

Then, click on "Save" to apply changes

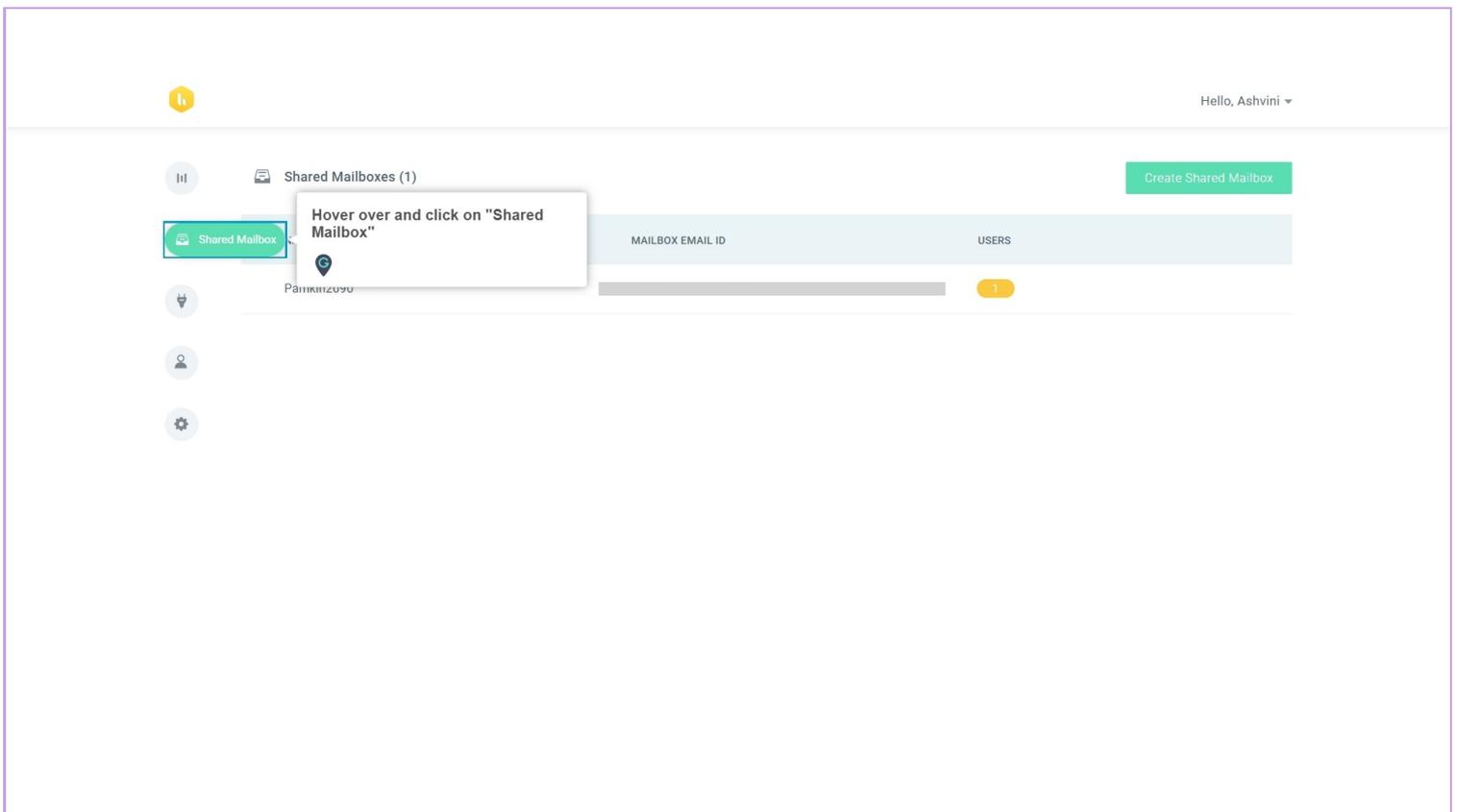
## Step: 12

Automation has been applied!



## Step: 13

Hover over and click on "Shared Mailbox"



# Thank You!

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