MailDrop
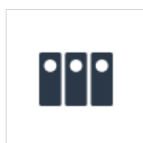
Overview

MailDrop is a great way to make sure all your customer communications are stored in one place. Sure, you've got them in your sent folder, or stored off somewhere in the cloud. With MailDrop, you can now save them right in service**minder**. It's incredibly easy to set up and use.

Add MailDrop To Your Account

If you don't have the MailDrop feature, go to the MarketPlace and locate and add MailDrop to your account. Next, you'll need to find out what your MailDrop email address is. Go to **Control Panel > MailDrop.**
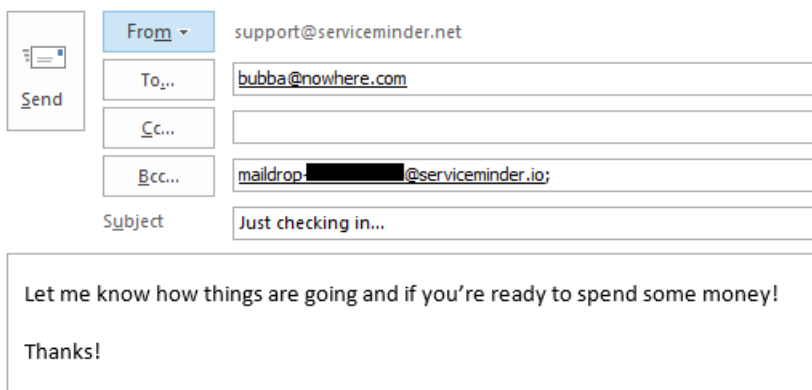

At the top will be an **Email Address**. Hit the Copy link to copy it to your clipboard or select and then copy it.

You can save this address in your email address book and call it something like "ServiceMinder MailDrop" -- and when you send an email to a contact, just BCC that email address. Here's an example of what that might look like in Outlook:

And that's all there is to it. ServiceMinder looks at the To address line on the email and checks your contacts for one that has that email address. If you don't, one will be created. The received copy of the email is then attached to that contact and you can see them under the **Emails** tab on the Contact Details page.

We can't record anything sent directly from a contact to you, when you reply to them, by including MailDrop in the BCC, you can record your half of the conversation (which will by default include their email content in the reply body).

FAQs

Is there any way to add emails I forgot to MailDrop in the BCC, to the customer Emails under Additional Details in serviceminder without resending with the maildrop address attached?

Unfortunately there's not an easy way to "redo" and have it show up in the Emails tab without actually re-sending the email to the contact because maildrop is looking at the "to" email list to figure out what contact(s) to attach the email to. You can back fill by copy/pasting the email into a note on the contact

The mail drop address auto populates with every email that is created from that specific gmail account (as it should). When someone emails a non-customer or lead (for example ACP, a vendor, or applicant), and forgets to delete the auto bcc address to mail drop, Service Minder creates a lead within SM for that email address, with nothing but an email address since there is no account to reference to. Can this auto lead addition in SM from the Mail Drop bcc be managed in SM to not add new leads? Or do we just have to be diligent to delete the auto bcc when not emailing clients or leads?

We create a contact for any email we get that doesn't match. Some users use that to "prime the pump" when they're reaching out to prospects or partners via email. There's not currently a way to change that behavior.

Using the maildrop feature sometimes people forget to put a subject in the subject line of the email which is causing problems. No one can open the email as that is the link to click on to see it. Is there a solution that anyone can use to see these emails?

We have logic where if there is not a subject line, we'll display "" and then you can click on that.

What does this error message mean?

Message blocked

Your message to **maildrop-39d0dd1fe8@serviceminder.io** has been blocked. See technical details below for more information.

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The response was: A policy required TLS transmission, but a TLS connection could not be established. Learn more:https://support.google.com/a/answer/2520500

The email account is configured to require TLS when sending email from their google account. ServiceMinder's MailDrop feature currently does not support TLS so that's why the copied email to us bounced. Disabling TLS is necessary when sending to serviceminder addresses.

Given that the standard that exists today is to try TLS and fall back to non+TLS if not available, we don't have any immediate plans to add support for TLS. We don't have any experience with the settings/configuration on Google's side. Given that the error appears to come from their (Google) side, it's probably best to reach out to them to

provide some guidance. Google should be able to provide some information on why they didn't fall back to non-TLS delivery for that message.