



E-mail Listeners overview

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The E-mail Listeners application can poll multiple e-mail accounts to retrieve messages. Each account is checked at periodic intervals that you establish. Based on the subject line of an e-mail message or the contents of the e-mail message body, an e-mail listener can determine if the e-mail is new or is an updated service request, incident, or problem. An e-mail listener can also determine if an e-mail is a query for information on any business object.

The application supports the following features:

- Embedded and normal message attachments

The E-mail Listeners application cannot process encrypted or digitally signed e-mail messages.

E-mail processing

E-mail processing uses a predefined workflow process. Various steps in the workflow process create, update, or change the status of service requests. Other steps in the workflow process execute queries and return query results to the originator of the e-mail. You can customize the workflow process or create workflow processes to suit your needs.

All communications from the originators of the e-mail messages are captured in the service request communication log. Similarly, generated communications sent to the originator of an e-mail message are captured in communication logs.

You can configure the appropriate log levels to generate detailed processing and error information from the system log file regarding how the E-mail Listeners application processes e-mails.

- [Email listeners components](#)

The Email Listeners application works together with a CRON task and a workflow process to provide full functionality.

- [E-mail listeners process](#)

[Cookie Preferences](#)



Using e-mail listener definitions, the E-mail Listeners application polls the mail server for incoming messages and sends e-mail messages in response. The response e-mail messages confirm that a desired operation was performed on behalf of the user. The e-mail messages also notifies you if there was an error performing the operation.

- **Security settings for e-mail listeners**

As you can create, update, query, and change the status of tickets, you can configure security settings for e-mail listeners. Using these settings, you can ensure that only authorized users can execute these functions using e-mail messages.

- **Communication templates for e-mail listeners**

To generate standardized e-mail notifications, the E-mail Listeners application uses communication templates to generate notifications that are sent to users and administrators. The types of notifications include confirmations, validation or processing errors, and system errors.

- **Preprocessors for e-mail listeners**

A preprocessor determines whether incoming e-mails messages are new requests for help or updates to existing service requests.

- **E-mail messages**

In the E-Mail Listeners application, you can manage your e-mail messages.

Parent topic:

→ [Configuring e-mail listeners](#)