























# How does e2a compare to Email-to-Case?

## Feature comparison e2a vs Email-to-Case

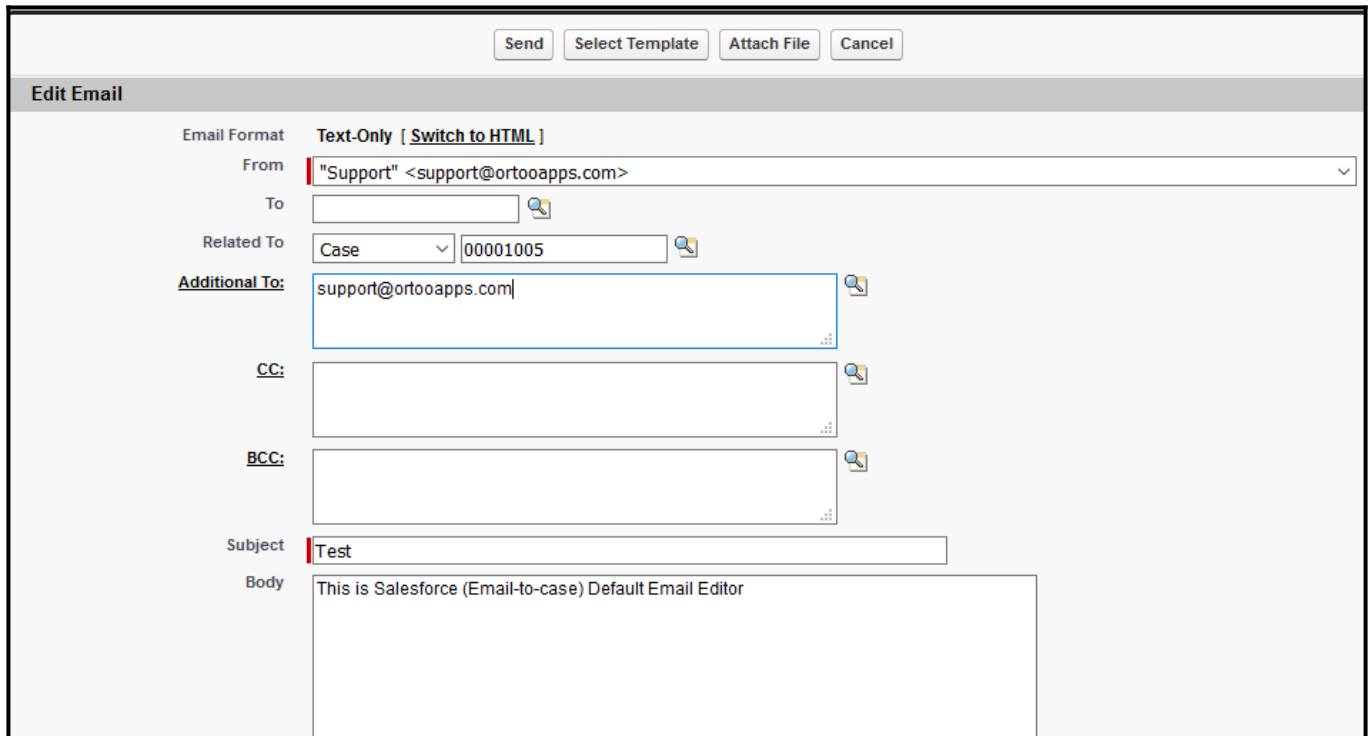
Feature	E2A	Email to Case
Create Case records from incoming emails		
Store full email history against each Case		
Email, reply and forward emails from each Case directly from within Salesforce		
Draft emails, including shared drafts and autosave		
Duplicate prevention to stop new cases being created when people hit Reply-all on the original email		
Advanced Email Editor		
Distribution Lists - email to lists of people defined within Salesforce		
Advanced Contact Search - Case Account Contacts, All Contacts, All Leads, Distribution Lists, Users		
Can work without a ref code on every email e.g. [ref:_00D20K7p6._500D015etOO:ref]		
Configurable field mappings - allow any email data to be mapped to any Case fields		
Advanced Case ownership rules - assign Case ownership to queues or users based on email data		
Business Units - Set defaults for users based on membership of Business Unit		

Feature	E2A	Email to Case
Relate emails to multiple objects - allow an email to link to multiple objects, not just case		

## Email editor screenshots

e2a has a far more advanced email editor than Email-to-Case has, which uses the built-in one that comes with Salesforce

Here is a screenshot of the built-in email editor for Email-to-Case. It is fairly basic with limited features:



Here is the email editor that comes with e2a:

Please contact us at [support@ortooapps.com](mailto:support@ortooapps.com) for any questions.