

# How to set up an Unmatched Email Queue?

## Creating a new Unmatched Email Queue

An Unmatched Email Queue is where emails are put that could not be matched to a target record, or experience an error on processing by e2a. Each Email Rule can use one or more Unmatched Email Queues. At least one is needed for every e2a Email Rule.

To set up a new one, go to **Setup | Manage Users | Queues** and create a **New Queue** – select **e2a Unmatched Email** as “Supported Object” for the queue you create. See screenshot below.

**New Queue** [Help for this Page](#)

**Queue Edit**

**Queue Name and Email Address** ! = Required Information

Enter the name of the queue and the email address to use when sending notifications (for example, when a case has been put in the queue). The email address can be for an individual or a distribution list. When an object is assigned to a queue, only the queue members will be notified.

Label

Queue Name  ⓘ

Queue Email

Send Email to Members ☐

**Supported Objects**

Select the objects you want to assign to this queue. Individual records for those objects can then be owned by this queue.

Available Objects		Selected Objects
Google Campaign	Add ▶ Remove ◀	e2a Unmatched Email
Keyword (Installed Package: Salesforce for Google AdWords)		
Knowledge Article Version		
Lead		
Macro		
Metric		
Object Setting		
Order		
Recent Item Regex		
Recent Item Regex Group		
Recent Item Regex Group Field		

Once queue is created, you can go to the **e2a Email Rules** tab and edit your Email Rule page, where the queue should now appear in the Unmatched Email Queue drop down.

Any unmatched emails can then be viewed under the e2a Unmatched Emails tab.

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