

CITK

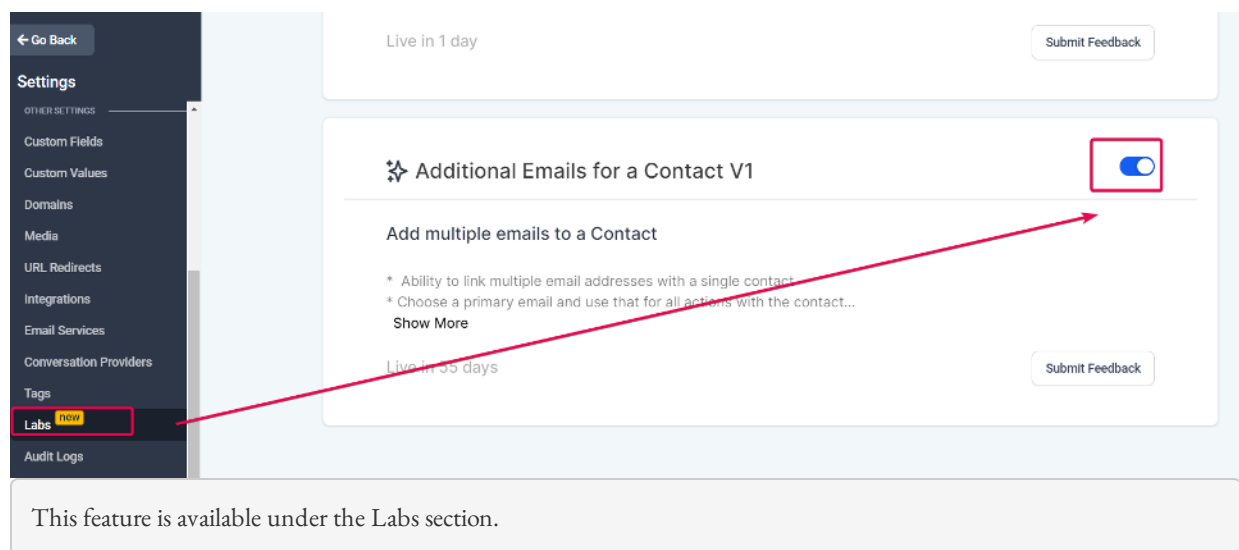
How to input multiple Email
Addresses for a Contact? : CITK



How to input multiple Email Addresses for a Contact? : CITK

The "Multiple Emails for a Contact" feature allows users to add more than one email address to a contact's details: one primary Email Address and Ten Additional Email addresses. Users can add, manage, and edit multiple email addresses for a contact and choose a primary email that will be used for all actions and interactions with the contact. Additionally, the feature will support conversation for additional emails, bulk import, and emails in the near future.

Please Note:



The "Multiple Emails for a Contact" feature is a new functionality that allows users to add multiple email addresses to a contact's profile. This feature is designed to enhance the functionality of contact management by providing more flexibility in how email information is stored and managed.

Please Note:

Apart from the original primary Email Address, users may add up to **Ten** additional email addresses. Which is a total of Eleven Email addresses,

Once enabled, users can add, edit, and manage multiple email addresses for a contact. This can be done while creating a new contact or editing an existing one. Users can specify which email address is the primary one that will be used for all communications and interactions with that contact. This can be helpful in cases where a contact has multiple email addresses for different purposes, such as work and personal email addresses.

In addition to the current functionality, future updates to the feature are planned to include conversation support for additional emails, bulk import of email information, and additional email management features. These updates will make it even easier for users to manage email information for their contacts while providing more communication and outreach options.

What are the benefits of this feature?

The "Multiple Emails for a Contact" feature offers several benefits to users, including:

Enhanced Contact Management: This feature provides greater flexibility in managing email information for contacts, allowing users to add and manage multiple email addresses for each contact. This can be particularly useful for contacts with multiple email addresses for different purposes or roles.

Improved Communication: Users can choose a primary email address for each contact, which will be used for all actions and interactions with that contact. This helps to ensure that communication is directed to the correct email address, making it easier to stay in touch with contacts and avoid missing important messages.

Time-Saving: The ability to bulk import email information can save time, particularly for users who must add multiple email addresses for many contacts.

Increased Efficiency: With the ability to manage multiple email addresses for each contact, users can avoid creating multiple contacts for the same person with different email addresses. This can help avoid duplication and confusion, and increase efficiency and productivity.

What are some usage cases for this feature?

Here are some unique usage cases for the "Multiple Emails for a Contact" feature:

Sales and Marketing: Sales and marketing teams can use this feature to manage email addresses for different stakeholders in a company, such as decision-makers, gatekeepers, and influencers. By having multiple email addresses for each contact, teams can ensure that their communication reaches the right person, increasing the chances of conversion.

HR and Recruiting: HR teams can use this feature to manage email addresses for candidates, employees, and contractors. This can help ensure that communication is sent to the correct email address for each person, which is particularly important regarding sensitive or confidential information.

Non-Profit Organizations: Non-profit organizations can use this feature to manage email addresses for donors, volunteers, and other stakeholders. By having multiple email addresses for each contact, organizations can ensure that their communication reaches the right person and is tailored to their interests.

Family Management: Individuals or families can use this feature to manage email addresses for family members, friends, and other contacts. This can be particularly useful for managing group emails or email lists, such as for a family reunion or a school PTA.

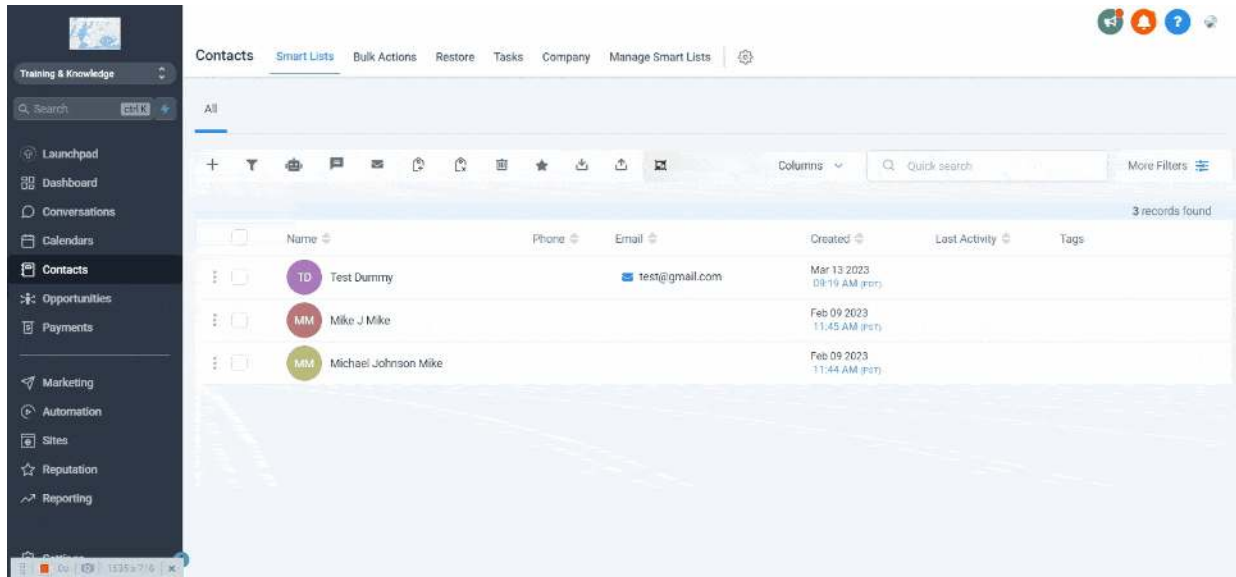
Education: Teachers or school administrators can use this feature to manage email addresses for students, parents, and other stakeholders. Teachers can ensure that their communication reaches the right person and is tailored to their needs by having multiple email addresses for each contact.

How to input multiple Email Addresses for a Contact? : CITK

You could add additional email address fields when creating or editing a contact.

Adding additional emails when creating a contact:

For creating a contact, it can be done as follows:



Adding additional emails when editing a contact:










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The screenshot displays the CITK interface for editing a contact. On the left is a dark sidebar with navigation links: Training & Knowledge, Search (ctrl K), Launchpad, Dashboard, Conversations, Calendars, Contacts (highlighted), Opportunities, Payments, Marketing, Automation, Sites, Reputation, and Reporting. The main content area has a top navigation bar with 'Contacts', 'Smart Lists', 'Bulk Actions', 'Restore', 'Tasks', 'Company', and 'Manage Smart Lis'. Below this, a breadcrumb shows 'Test Dummy' with '1 of 3 selected' and an 'Assign to' button. The 'Contact' tab is active, showing a form with fields: First Name (test), Last Name (dummy), Email (test@gmail.com with an edit icon), Phone (Phone), and Date Of Birth (Date Of Birth). A 'Hide empty fields' checkbox is at the top. A vertical scrollbar is on the right. At the bottom right, a 'Send Email' button is visible. The browser's taskbar at the bottom shows 'Contact Source'.

When Editing a contact, additional email addresses can be added as follows:

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Email

| | | |
|----------------------------------|----------|---|
| <input checked="" type="radio"/> | Email 1 | |
| <input type="radio"/> | Email 2 |  |
| <input type="radio"/> | Email 3 |  |
| <input type="radio"/> | Email 4 |  |
| <input type="radio"/> | Email 5 |  |
| <input type="radio"/> | Email 6 |  |
| <input type="radio"/> | Email 7 |  |
| <input type="radio"/> | Email 8 |  |
| <input type="radio"/> | Email 9 |  |
| <input type="radio"/> | Email 10 |  |

 Add email

The Add Email button will disappear once you have a total of Eleven Email fields for a contact:

How to choose the primary email address?

You need to click on the circle next to the email you want to make primary to make the change happen. Changes will be applied once you save.

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The screenshot displays a contact management interface. On the left, a sidebar for 'Test Dummy' includes a 'Contact' section with a 'Hide empty fields' checkbox and a 'Contact' dropdown menu. Below this, fields for 'First Name' (test), 'Last Name' (dummy), and 'Email' (test@gmail.com) are visible. The main area, titled 'Emails' with an envelope icon, lists four email addresses: 'Email 5', 'Email 7', 'Email 8', and 'Email 9'. Each address has a radio button to its left. The radio button for 'Email 5' is highlighted with a red rectangle, and a tooltip labeled 'Mark as Primary' is shown next to it, indicating the action to set it as the primary email address.

← Test Dummy

Contact

☐ Hide empty fields

▼ Contact

First Name

test

Last Name

dummy

Email

test@gmail.com

Emails

☐ Email 5

☐ Email 7

☐ Email 8

☐ Email 9

Mark as Primary