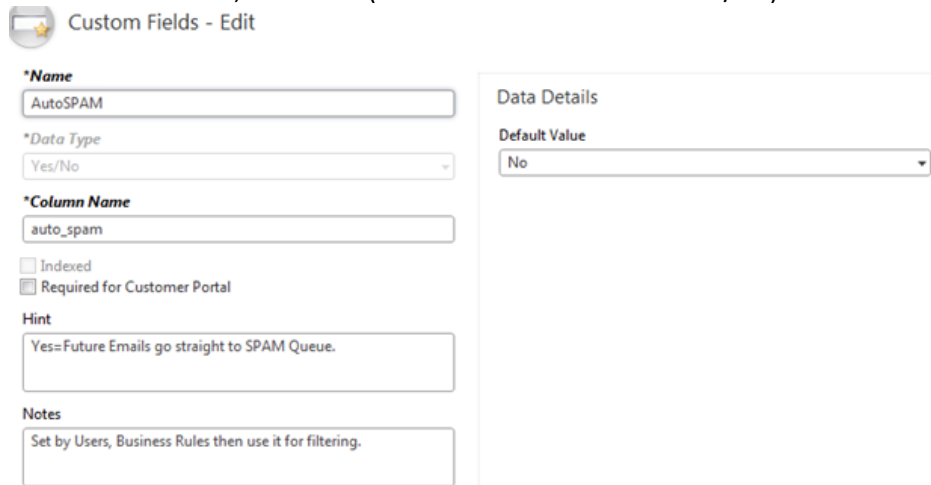


# How Costco Increased Agent Productivity with Simple Oracle Service Cloud Toolbox Innovations

## Configuration Details

The Implementation can be done completely using the built in configuration, although if you want the button in the Workspace Ribbon it will need to be done by an Add-In developer:

1. Add a Custom field, if needed (i.e. Contact -> AutoSPAM Yes/No)



Custom Fields - Edit

**\*Name**  
AutoSPAM

**\*Data Type**  
Yes/No

**\*Column Name**  
auto\_spam

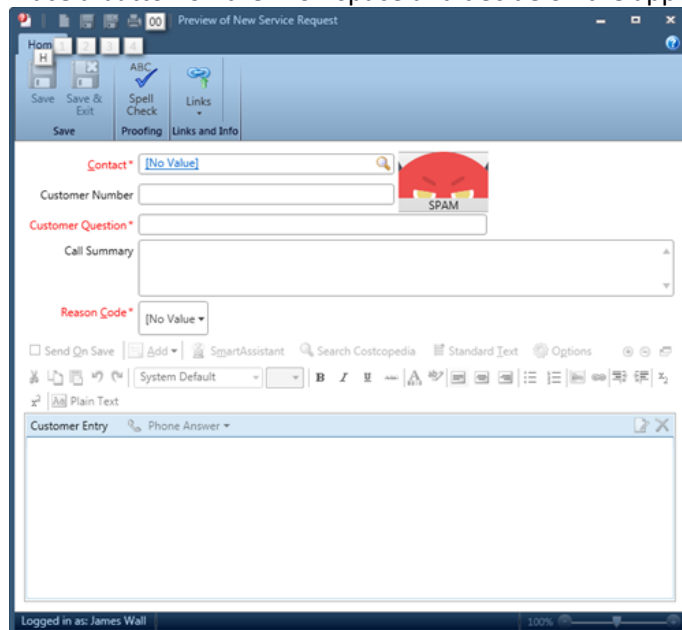
Indexed  
 Required for Customer Portal

**Hint**  
Yes=Future Emails go straight to SPAM Queue.

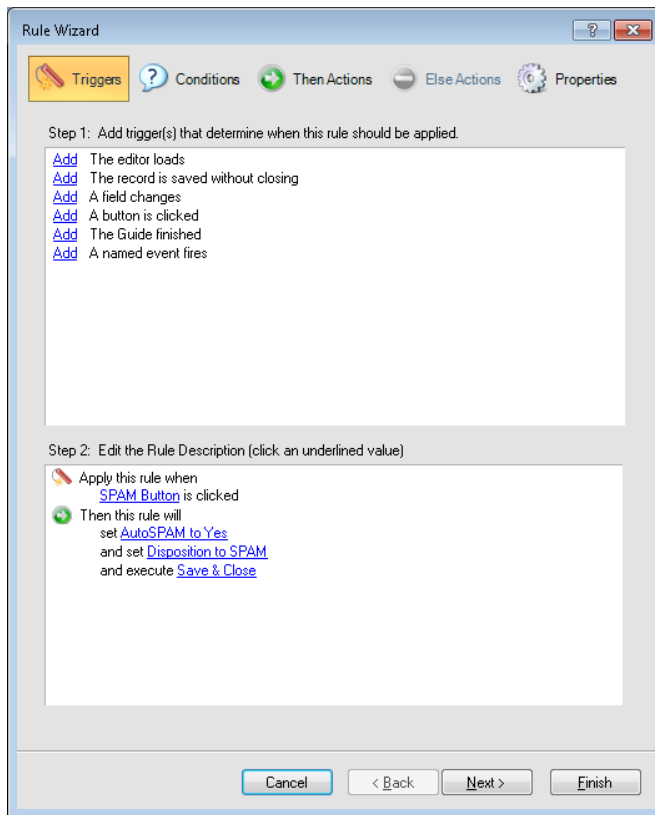
**Notes**  
Set by Users, Business Rules then use it for filtering.

**Data Details**  
Default Value  
No

2. Place a button on the Workspace and decide on the appearance.



3. Then create the Workspace rules to set the required fields. Don't forget to execute "Save & Close"



4. Add a Rule for incoming emails to put SPAM in the correct queue.