

# Flow's Send Email Core Action + Text Templates

In Winter 20, Salesforce updated Flow Builder to make text template resources rich text as well as plain text. As such, if you have an existing Flow with a text template resource from pre-winter20' you will need to edit the Flow to ensure the proper type is chosen.

New Resource

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\*Resource Type  
Text Template

\*API Name

Description

\*Body ⓘ

Insert a resource... View as Rich Text

This is **richly** formatted text

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Cancel Done

\*Body ⓘ

Insert a resource... View as Plain Text

<p>This is <b>richly</b> <i>formatted </i>text</p>

This is particularly an issue for using a text template as the source for the body of an email in a Send Email action. If you are using this text template when using an email core action, you need to ensure you have the Plain/Rich option selected correctly for whichever Body input you choose to use for the action:

- **Body** (default): If you use this default Input, and a text template as the source of it, that text template **must** be plain text or else it will render the rich text's markup directly in the

body. To change this, select *Plain Text* from the drop down in the upper right.

- **Rich-Text-Formatted Body** (optional): alternatively, you can use a Text Template with Rich Text enabled and use this optional input to provide a formatted email body.

The screenshot shows the 'New Action' configuration interface for a 'Send Email' action. On the left is a sidebar with a 'Filter By' dropdown set to 'Category' and a list of categories including Account, Contact, Event, Lead, Note, Opportunity, Messaging, Notifications, **Email**, Approvals, and Uncategorized. The main area is titled 'Action' and contains the following fields: 'Send Email' (action name), a description field with the text 'Use values from earlier in the flow to set the inputs for the "Send Email" core action. To use its outputs later in the flow, store them in variables.', and two required input fields: '\* Label' and '\* API Name'. Below these is a 'Description' text area. The 'Set Input Values' section includes: 'A<sub>a</sub> \* Body' with a search input; 'A<sub>a</sub> \* Subject' with a search input; 'A<sub>a</sub> Email Addresses (collection)' with a 'Don't Include' toggle; 'A<sub>a</sub> Email Addresses (comma-separated)' with a 'Don't Include' toggle; and 'A<sub>a</sub> Rich-Text-Formatted Body' with a search input and an 'Include' toggle. At the bottom are 'Cancel' and 'Done' buttons.

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