

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


* 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 richly <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.

New Action

Filter By
Category ▼

- Account
- Contact
- Event
- Lead
- Note
- Opportunity
- Messaging
- Notifications
- Email**
- Approvals
- Uncategorized

Action
Send Email

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.

* Label * API Name

Description

Set Input Values

A₀ * Body Enter value or search resources... Q

A₀ * Subject Enter value or search resources... Q

A₀ Email Addresses (collection) ☐ Don't Include

A₀ Email Addresses (comma-separated) ☐ Don't Include

Rich-Text-Formatted Body Enter value or search resources... Q ☒ Include

Cancel Done

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