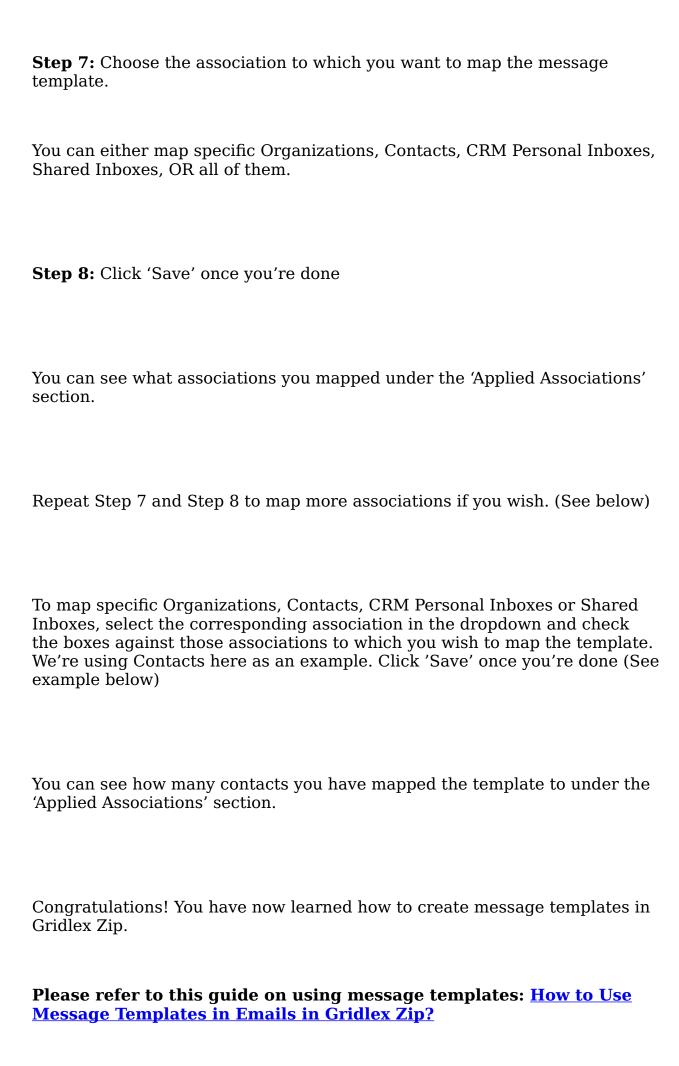How to Create and Map Message Templates in Gridlex Zip?

Step 1: Log in to the Gridlex App Suite and click 'Zip Helpdesk Settings' under the Enterprise Admin section.

Step 2: Click 'Message Templates' under Message Templates Configuration.

Step 3: Click 'Create Message Template'

Step 4: Enter the Message Template Name, Subject, and Body in the corresponding fields.

The subject will be imported as the email subject, and the Body will be imported as the email body (See below)

Step 5: Scroll down and click 'Attach Files' to add an attachment. Click 'Create Template.' You'll now be redirected to the message templates mapping page.

Mapping Message Templates:

Step 6: Click the dropdown under Choose Associations.

Step 7: Choose the association to which you want to map the message template.

You can either map specific Organizations, Contacts, CRM Personal Inboxes, Shared Inboxes, OR all of them.

Step 8: Click 'Save' once you're done

You can see what associations you mapped under the 'Applied Associations' section.

Repeat Step 7 and Step 8 to map more associations if you wish. (See below)

To map specific Organizations, Contacts, CRM Personal Inboxes or Shared Inboxes, select the corresponding association in the dropdown and check the boxes against those associations to which you wish to map the template. We're using Contacts here as an example. Click 'Save' once you're done (See example below)

You can see how many contacts you have mapped the template to under the 'Applied Associations' section.

Congratulations! You have now learned how to create message templates in Gridlex Zip.

Please refer to this guide on using message templates: [How to Use Message Templates in Emails in Gridlex Zip?](#)

If you need any help with any feature, data migration of your old data, or anything at all, just email apps@gridlex.com and our team will be here to help you. Remember, that one of **Gridlex's** core values is Customer Success. We want you to be successful.