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TROUBLESHOOTING

> *Stop hunting 'ghost' email alerts in Salesforce. If your Flow runs but the inbox is empty, here is the exact 4-step diagnostic checklist to find the failure in minutes.*

Salesforce Email Alerts and Notifications: Setup Patterns and Troubleshooting

A declarative, step-by-step troubleshooting checklist for Salesforce admins and developers.

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Before troubleshooting, understand the four checkpoints where messages get blocked or dropped between the triggering event and the user's inbox.

- Trigger Evaluation: Did the automation criteria actually evaluate to true?
- Recipient Resolution: Is the recipient an active user with a valid email address?
- Template Rendering: Are merge fields valid and populated on the triggering object?
- Deliverability Settings: Is the org's access level restricted (e.g., System Email only)?

3 Reliable Email Alert Setup Pattern

Build your alerts systematically to prevent common errors like broken merge fields or hardcoded inactive recipients.

- Step 1: Create the template first with object-specific merge fields to prevent rendering errors.
- Step 2: Create the action using dynamic roles or related user fields, not hardcoded emails.
- Step 3: Reference the alert in Flow Builder or your legacy automation.
- Step 4: Activate your automation and verify entry criteria in a test environment.

4 Testing Delivery in Sandboxes

Sandboxes default to 'No Access' or 'System Email Only'. Always verify your environment's deliverability settings before debugging your flows.

- Navigate to Setup -> Email Administration -> Deliverability.
- Set Access level to 'All Email' for testing custom notifications.
- Use Salesforce Email Log Files to verify if the mail server processed the message.
- Check recipient spam folders and internal corporate mail filters.

THAT'S A WRAP

Stop Guessing on Email Failures

Master declarative troubleshooting patterns. Read the full step-by-step guide to Salesforce Email Alerts and Notifications on salesforcelwc.com.

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