FAQ - Why can't I drag my email order from Outlook

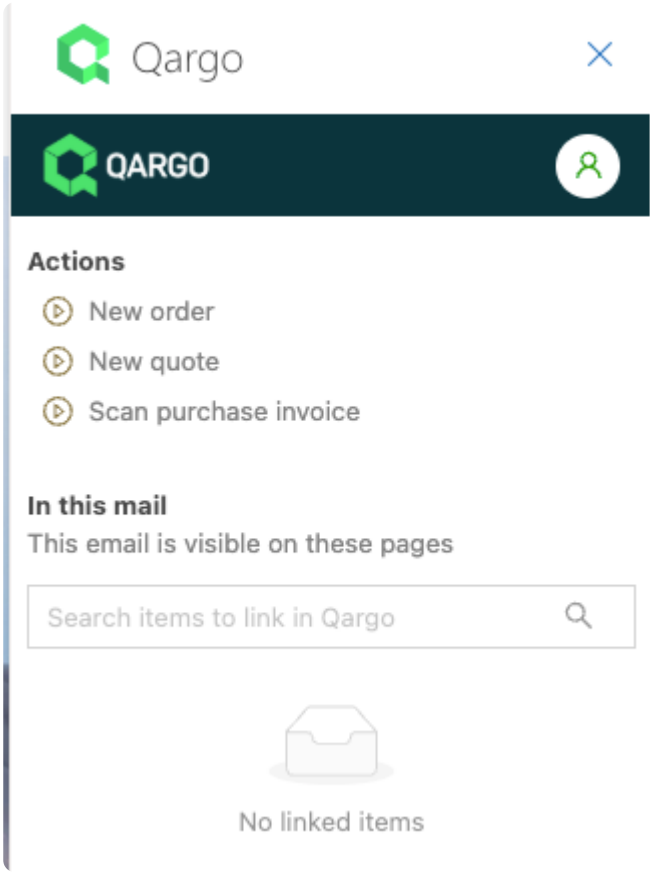
This article will look at resolving the problem of not being able to drag and drop an email to create an order in Qargo.

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We often get asked the question why an email cannot be moved from Microsoft Outlook into Qargo, using the drag and drop feature.

If an email is sent with a file as an attachment, the file can be dragged to create an order. However, if the details are in the body of the email, this function cannot be used. Unfortunately, this is due to a limitation in Outlook which is not in our control.

For customers using Outlook mailboxes, there is an Email Intelligence solution available which will allow for seamless connection between the outlook mailbox and Qargo. Users are able to create Quotes, Orders and Invoices directly from their own email.



Solution: It is recommended users download the Qargo Add-In and use Qargo Email Intelligence to link orders. Check out the video below for a quick overview of this feature.

▶ https://www.youtube.com/embed/HWJDDlpIH78?rel=0