

Error Sending Email: Object Email Address Marked as Bounced

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Description of Issue:

When sending an email from Salesforce an error is presented that includes '....object email is currently marked as bounced...'

Example:

The error was received when transferring a case from Triage to Development, which triggers an automated email to the customer:

Fixes:

This is due to the email address (either for the contact or any CC email addresses) being marked as bounced from a past attempt to send the contact an email. Once it is marked as bounced, some, but not all areas of the software do not allow you to send further emails until the bounce is removed.

To remove the bounce:

1. Validate the contact's email is valid
 - a. If valid, copy the email address to use in step 3
2. Remove the email address and save the record
3. Enter the correct email address or paste the original valid email from step 1 and save the record
4. Refresh the object for the original activity and attempt it again