

MESSAGING CHANNEL

# Email

Mailgun inbound + your SMTP outbound

Sayl CRM - Channel Setup Guide - v1.0

## What this is

Customers email an address you control (e.g. `support@acme.com`); Mailgun parses the MIME and forwards a structured payload to Sayl; Sayl turns it into a conversation in your inbox. Outbound goes via your existing SMTP relay.

## Before you start

- A Mailgun account with your sending domain added and verified (DNS: SPF + DKIM + MX records).
- Working outbound SMTP credentials configured by your platform operator.

## Setup

### 1 Add the email line in Sayl

**Settings** → **Channels** → **Email** → **Add Line**. Pick the mailbox address (e.g. `support@acme.com`) and the inbox to route into. Sayl gives you a Mailgun signing key.

### 2 Create the Mailgun route

In Mailgun → **Receiving** → **Routes** → **Create Route**:

· Expression: `match_recipient("support@acme.com")`

· Action: `forward("https://<your-sayl-host>/webhook/email/mailgun/<line-id>")`

· Action: `stop()` (so subsequent routes don't double-fire).

### 3 Wire up the signing secret

In Mailgun → **Settings** → **Webhooks** → **Signing Key**, paste the value Sayl generated. Mailgun uses it to sign every forwarded request, and Sayl verifies it.

## Test it

Email `support@acme.com` from a different account. The thread (with attachments) should appear in Sayl as a new conversation.

## Troubleshooting

Problem	Likely cause	Fix
Mailgun route fires but Sayl receives an empty body.	Reverse proxy buffer too small for MIME parts.	Increase Nginx <code>client_max_body_size</code> to at least <code>30m</code> .
Outbound bounces with SMTP <code>421 Try again later</code> .	Rate limit on your SMTP relay.	Throttle outbound or upgrade the SMTP plan. Sayl's email outbound has no built-in retry queue today.

Need the full multi-channel reference? Download the [Sayl CRM Integration & Configuration Guide](#).