Contact Inbox

Smart import of contacts
from Gmail to Sansan

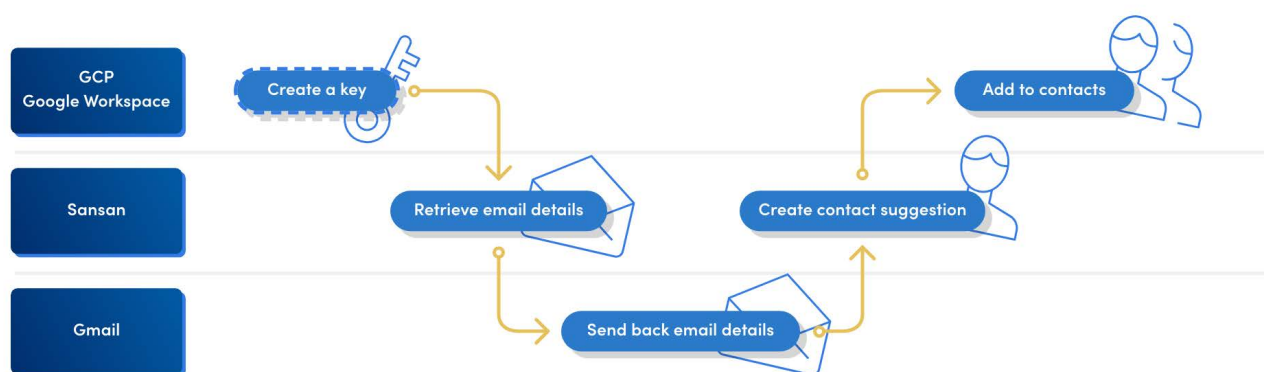# What is Contact Inbox?

Contact Inbox is an integration between Gmail and Sansan.

It imports contacts directly from Gmail into Sansan, where you can enrich their data and act on them as leads.

Whenever you have an email conversation with someone, they'll appear as a contact suggestion in your Contact Inbox.

GCP Google Workspace	Create a key			Add to contacts
Sansan		Retrieve email details	Create contact suggestion	
Gmail			Send back email details	

The benefits of Contact Inbox?

In our hybrid world, we get contacts in many ways, physical and digital. These include email contacts.

Unlike a business card, email contact info is just text. As a result, email contacts often get lost amid all your other emails.

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Contact Inbox

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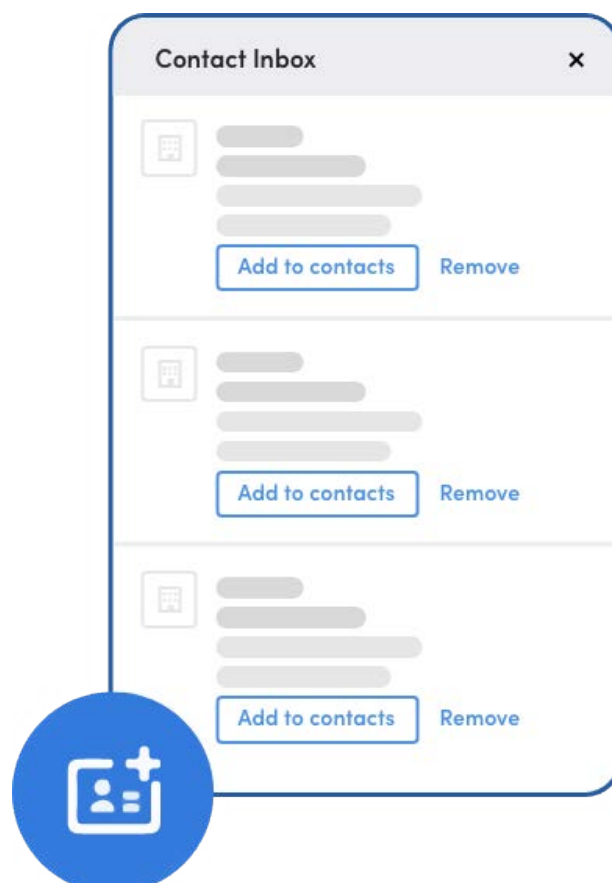
How to set it up
(admins only)

Steps:

1. Go to **Admin settings**, then **Contact Inbox**.
2. Click on **Enable**.
3. Create a service account key file (JSON file) for authentication. See how to do this below.
4. Upload the file, then **save**.
5. Select users, then click **Link**.

How to create a service account key file (JSON file):

1. Log in to **Google Cloud Platform**. ↗
2. Create or use an existing project. ↗
3. Create a service account. ↗
4. Create a service account key file in JSON format. ↗
5. Enable the Gmail API. ↗
6. Authorize domain-wide permissions to the service account.* ↗
7. You'll be asked to enter your client ID and OAuth scope.
    - **Client ID:** The ID in the service account details
    - **OAuth scope:** https://www.googleapis.com/auth/gmail.readonly

*This step is performed from the Google Workspace domain's administrative console. (https://admin.google.com/)

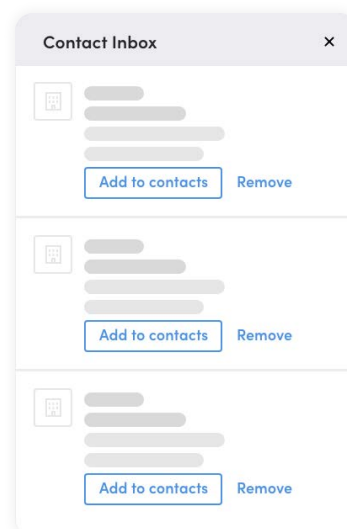# How to use Contact Inbox?

1

Click the blue icon in the bottom right to open Contact Inbox.

*Contact your company admin if you don't see the icon.

2

You'll see **contact suggestions** from Gmail.

We've tried to filter out the noise, but you still can choose which contacts to add, and remove the others.
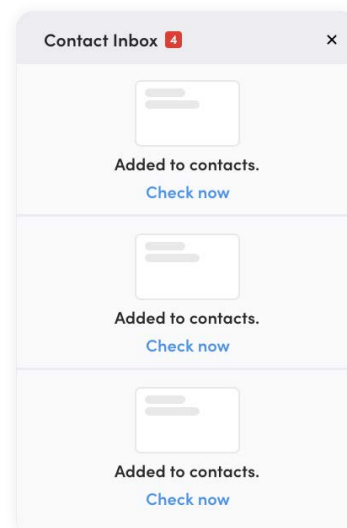

3

That's it.

Added contacts will be identified as being from Contact Inbox.

Suggestions are only displayed for 30 days, so be sure to check your Contact Inbox regularly.

*Please note that contacts imported with this feature will count towards your Sansan digitization quota.

FAQ

What information is extracted from Gmail and what are the conditions?

Contact Inbox extracts the email address, company name, and name from email conversations.

It adds this data to Sansan if you don't already have a Sansan-based contact or another Contact Inbox suggestion matching the extracted items.

Which emails does it access?

After installing the integration, all emails received in the user's Gmail Inbox are automatically scanned. The Sent, Drafts, Spam, and Trash folders are excluded.

Are email contents read?

No. Sansan's system analyzes the data/contents to extract the necessary contact info from the email body.

Does the system also scan attachments?

No, it only scans email text.

Does Sansan store my emails?

Sansan will save the email data for 1 month to prevent duplicate recommendations, and then delete the data.

sansan