Zapier

T01 / ST1512 MODULE 03

New Training Enquiry Notification

Create an automation that sends an email when a new training enquiry is submitted.

What you are going to build

Google Forms response → Zapier → Gmail notification

A new enquiry to fictional provider CurriculumReady Training sends one notification to your test mailbox, with the name, organisation, programme and message from the form.

Before you start

□ Zapier account

□ Google account with Forms and Gmail and Sheets

□ An email address you can safely use for testing

Check account access and connector permissions first. Availability and usage allowances vary. If access is blocked or an upgrade is requested, contact your administrator or platform support before continuing.

Use the fictional details in this tutorial. Do not use real personal or confidential data.

Part 1 Create the form

01 Start a blank form

Open forms.google.com. Select Blank form (+). Name it T01 Training Enquiry Form.

Select the first question, enter the title and choose its type. Use + Add question for the next one. Set all four questions to Required.

Question	Type	Test value
Name	Short answer	Alex Test
Organisation	Short answer	Northbank Services
Programme of interest	Dropdown	Level 4 AI & Automation Practitioner
Question or message	Paragraph	Please send me information about the next available cohort.

For Programme of interest, add three choices: Level 4 AI & Automation Practitioner; Data Technician; Digital Support. Allow one selection only. These are fictional tutorial options, not a list of available programmes.

02 Open the response view

Select Publish, check who can respond and publish within your test setting. Open Preview or Copy responder link in a separate tab. Older interfaces may show Send.

03 Link the response sheet

In the form editor, open Responses > Link to Sheets (green Sheets icon), or More > Select destination for responses. Create T01 Training Enquiry Responses. Keep the response columns unchanged. Zapier needs this linked sheet; it is not another Zap action.

04 Submit the sample

Enter the Alex Test values above in the responder tab and select Submit once. In the editor, open Responses and check the four answers. Check the matching row in the linked sheet too. Keep the form open for a fresh test later.

Part 2 Build the automation

05 Create the Zap

Open zapier.com and sign in. Select Create, then Zaps (or Create Zap). Choose the manual editor rather than an AI-generated workflow. Rename it T01 Training Enquiry Notification – Zapier.

An empty Trigger step followed by space for an Action.

06 Choose the form trigger

Open Trigger. Search for Google Forms and choose New Form Response as the trigger event. Select Continue. Choose the approved Google connection, or Sign in and review the requested access before authorising it.

Google Forms and New Form Response appear on the trigger card.

07 Select and test the form

In the trigger setup, select T01 Training Enquiry Form. If the selector asks for the linked response spreadsheet, choose the T01 response sheet you created. Continue to Test and select Test trigger. Select the sample containing Alex Test, then Continue with selected record.

The sample contains Alex Test, Northbank Services, the selected programme and the complete question. Stop if these do not match.

08 Add the email action

Open Action beneath the trigger. Search for Gmail and select Send Email. Continue and select the approved Gmail connection, or use Sign in for the approved account. Open the Configure section.

Fields for To, Subject and Body. There should be just two workflow steps.

Part 3 Build the email

09 Fix the safe recipient

In To, type your test email address. Check every character. Leave Cc and Bcc empty. Do not map a form response into To.

Exactly one approved address in To.

10 Insert the subject fields

Click Subject. Type New training enquiry – followed by a space. Use the field's + or Insert data control, expand the Google Forms trigger and select the Name response. Type space–space, then insert Programme of interest from the same trigger.

Two dynamic field tokens separated by the fixed text. The preview should match the subject on the results page.

11 Compose the body

Choose Plain text for Body type if shown. In Body, enter the fixed lines in the email template below. At each value position, insert the matching response through + or Insert data. Leave attachments and optional sender overrides empty. Continue to the test preview.

Four mapped response tokens and the fictional-exercise statement. Alex Test is sample data displayed by a token, not text you typed into the template.

Email template

Type the plain text. Insert the coloured bracketed fields from the data picker; do not type the brackets or sample answers.

Subject: New training enquiry – **[Name]** – **[Programme of interest]**

New training enquiry received

Name:
[Name]

Organisation:
[Organisation]

Programme:
[Programme of interest]

Question:
[Question or message]

This is a fictional training exercise using test data.

Part 4 Test it

Every email action test can send a real message. Check To before starting, then use only the Alex Test record.

12 Inspect before sending

In the Gmail test preview, check To, Subject and Body. Confirm the sample is Alex Test and each answer is beside the correct label. Correct a mapping in Configure if needed.

The preview matches the expected email and the approved test mailbox.

13 Send one action test

Select Test step in the Gmail action once. This sends a real email to the approved test mailbox. Open that mailbox and compare the message with the expected result. This is an action test, separate from the enabled run below.

A successful action result and a matching received notification.

This checks the email action; the next step checks that a new submission starts the published Zap.

14 Check the enabled workflow

When the preview is correct, select Publish and confirm the Zap is on. Submit one fresh Alex Test response through the form's responder link. Wait for its run, then check the mailbox and Zap history. Do not repeatedly submit while waiting.

A new Zap run linked to the new response and a second test email. Keep its time separate from the earlier action test.

Check before running again

Confirm the response contains all four values, the email action succeeded and one notification arrived for that run. Compare it with the completed email on the next page. If anything differs, use the troubleshooting table before sending again.

Expected result

Open the test mailbox. The subject and message should contain the following information; minor spacing may differ.

New training enquiry – Alex Test – Level 4 AI & Automation Practitioner

New training enquiry received

Name:
Alex Test

Organisation:
Northbank Services

Programme:
Level 4 AI & Automation Practitioner

Question:
Please send me information about the next available cohort.

This is a fictional training exercise using test data.

Check the run

Open Zap history from the Zapier navigation or the Zap's run view. Filter to T01 Training Enquiry Notification – Zapier, open the newest run and inspect the trigger data and Gmail action input/output. Check the run time and status against your fresh submission. Editor test results may be shown separately from published runs.

Return to the Zap and switch it off when testing is finished. Saving edits alone does not publish them; Publish the intended version before an enabled test.

Troubleshooting

Problem	What to check
Form not listed	Check the signed-in account owns the form and the selected form is T01 Training Enquiry Form.
No test response found	Submit the form, then retest the trigger.
Email field is blank	Check the response has an answer. Select that answer from the correct source step.
Wrong response inserted	Check the sample values. Insert the answer value, not a question ID, response ID or whole collection.
Email did not arrive	Check the action status and To address, then Inbox, Junk/Spam and the sending account's Sent folder.
Automation did not run	Publish and switch on the Zap.
Connection needs attention	Reconnect the correct account through the platform. If permission is blocked, contact support; keep security controls in place.

Finished

Form submission → Mapped data → Email notification

You have built a notification from a new training enquiry. Try the same T01 workflow in the other platforms to compare how each tool represents the same automation.

Product references

Product wording checked 24 September 2026. Labels and history retention can vary. Match the service and action names if a button moves.

Google form creation
Google form response storage
Zapier Google Forms connection
Zapier editor
Zapier field mapping
Zapier testing
Zapier history
Zapier Gmail connection