

Email Notification

The automated email notifications which are sent when the case is created , updated, or resolved is managed in the Email Notification module.

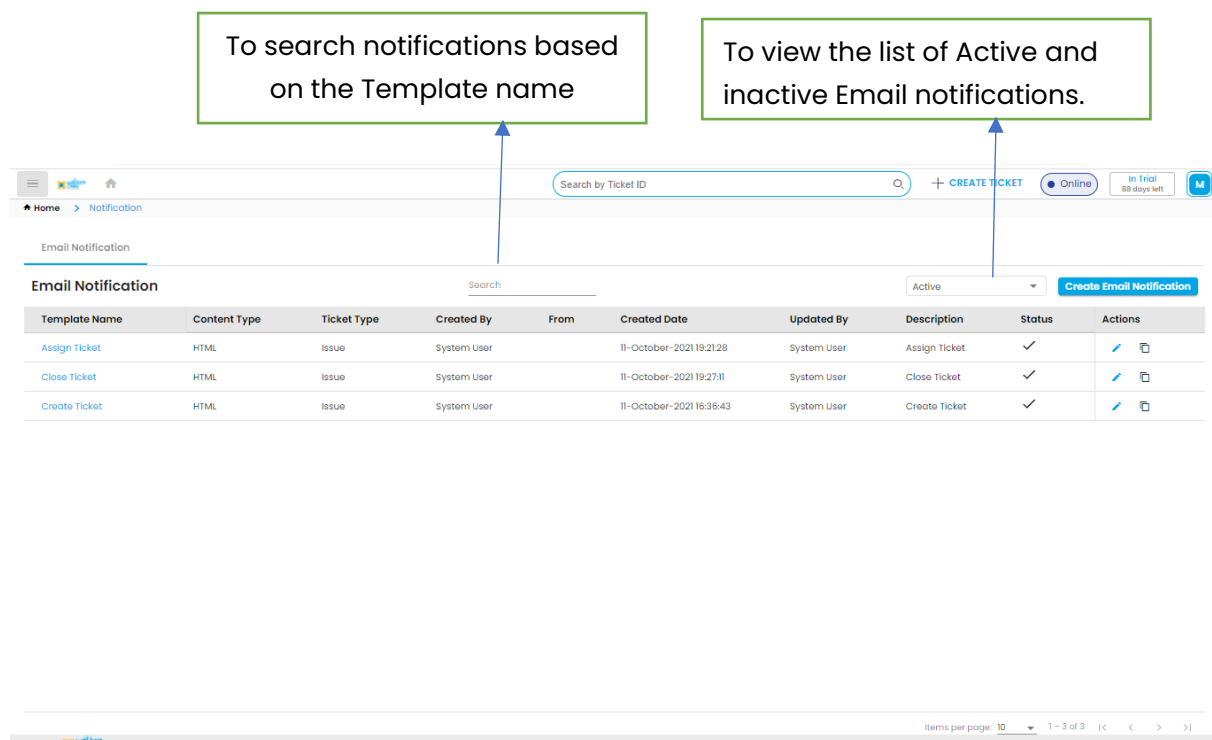
For example : Whenever a customer creates a case , an Email is sent out to the customer notifying him about the case creation.

Similarly , When the agent is assigned the case, he would receive a notification that the case is assigned to him.

Email notifications are sent at every stage of the case lifecycle

Getting started

- Login to **Wolken care**.
- Click the Hamburger icon ☰, Search **Email Notification** menu.
- Click **Create Email Notification** button, to configure Automated email notification.



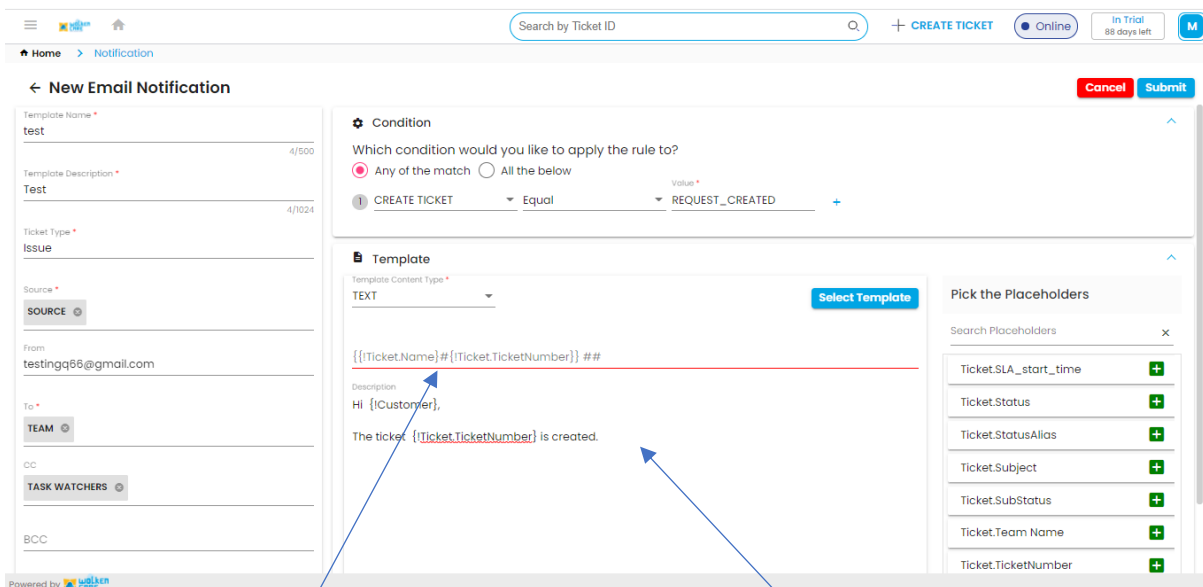
To search notifications based on the Template name

To view the list of Active and inactive Email notifications.

Template Name	Content Type	Ticket Type	Created By	From	Created Date	Updated By	Description	Status	Actions
Assign Ticket	HTML	Issue	System User		11-October-2021 19:21:28	System User	Assign Ticket	✓	✎ 🗑
Close Ticket	HTML	Issue	System User		11-October-2021 19:27:11	System User	Close Ticket	✓	✎ 🗑
Create Ticket	HTML	Issue	System User		11-October-2021 16:36:43	System User	Create Ticket	✓	✎ 🗑

Fig-01

- Enter the **Template name, Template description** as per the case requirement.
- Select the **Ticket type** from the list.
- Select the **Source (Ticket origin)**.
- Select the **From address** and **To address** from the list.
- You can add **CC, BCC** from the list.
- Add the condition based on which you would like the product to trigger the mail.
- For example: When the **condition** is **Create Request equals Request_created**, an Email notification is sent to the requestor when the case is created.
- Similarly, Wolken care has multiple conditions in the list to select from and apply at different stages of case lifecycle, to receive the Email notifications.



Subject line of the Email

Fig-02

Body content of the Email

- The templates can be of **text** format or **HTML** format.

- Placeholders are pre-defined attributes added to the mail content based on the case requirements.
- The **select template** button, enables you to pick from the previously created templates
- Click **Submit** button to save.
- In Wolken Care, the notifications can be made **Active** and **Inactive** instead of complete deletion.
- Click **Select Template** button , to select the mail template from the previously created templates.

