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.

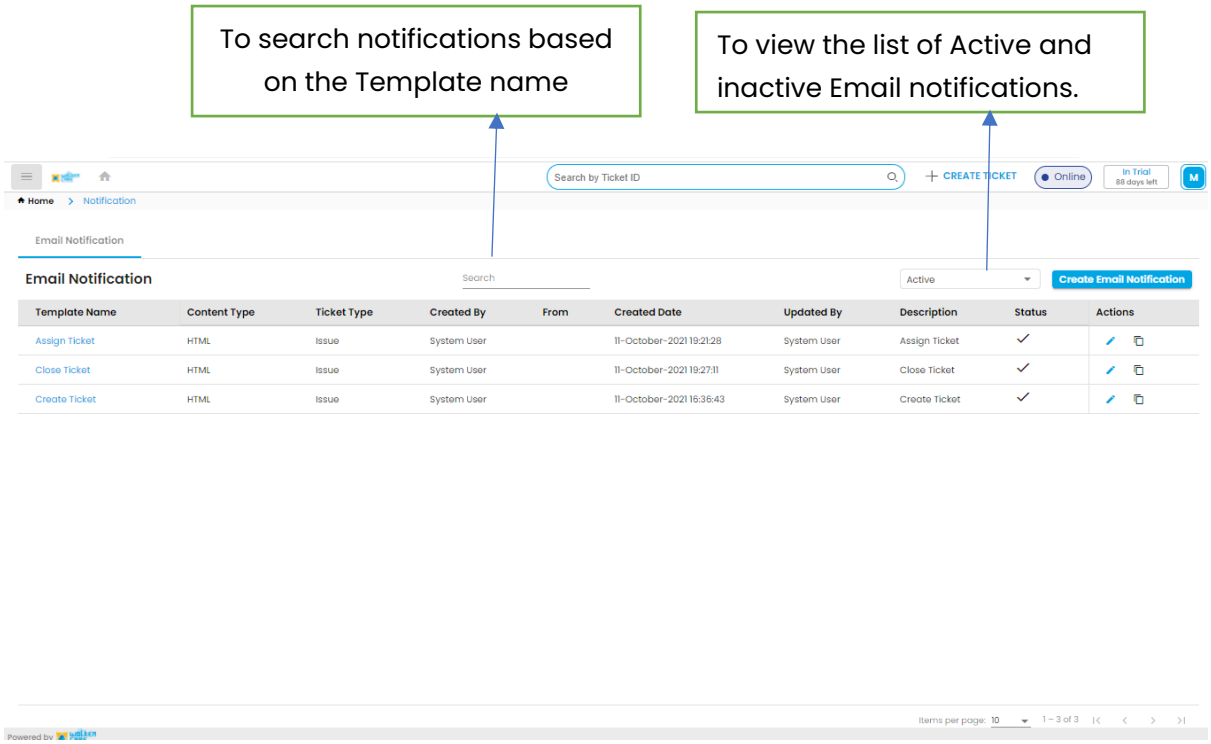

Fig-01

- 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.

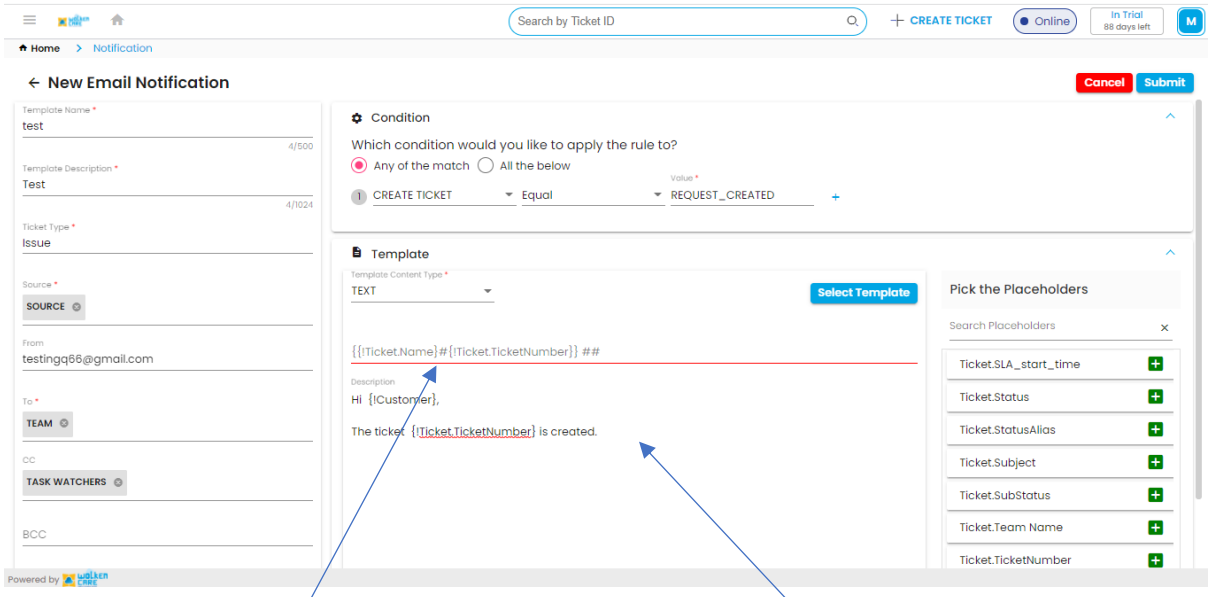

Fig-02

- 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.