

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**.
- \succ Click the Hamburger icon \equiv , 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.			
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Template Name	Content Type	Ticket Type		From	Created Date	Updated By System User			
			Created By	From			Description	Status	Actions

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- 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.

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> 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.

