

3.4 Send Notification

This action allows internal notifications to be sent to system users viewable in the “Notifications” section marked by an icon depicting a bell in the top right menu.



Figure 1

MAIN FIELDS

- **Description** -> represents the body of the notification; specific text can be set with static and/or dynamic data belonging to the entities involved in the process.
- **Created by** -> represents the user who will turn out to be the creator of the notification (sender)
- **Assigned to** -> represents the user who will turn out to be the recipient of the notification
- **Attached to** -> represents the entity (instance of a module) to which the notification will be attached

A screenshot of a web form titled "Action: Send notification". The form has a "Save" button and a "Cancel" button in the top right corner. The "Action title" field contains "Closed Ticket Notification". The "Notification Information" section includes a "Description" field with a text area containing "Dear \$10-{assigned_user_id : (Users) last_name} \$10-{assigned_user_id : (Users) first_name}, we inform you that the ticket has been closed successfully." Below this are fields for "Creator" (Users List, admin@vtenext.com (User)), "Assigned To" (Other, \$10-assigned_user_id), and "Related To" (Other, \$10-crmid). The "Mail information" section is titled "la mail viene inviata agli utenti che hanno scelto di essere notificati via Email" and includes fields for "Subject" (Ticket No, Successful Ticket \$10-ticket_no Closing), "Sender name" (VTENEXT Notification System), and "Sender mail" (admin@vtenext.com).

Figure 2 (click on the image for a higher graphic resolution)

Depending on the user’s preferences, notifications can be sent as real internal notifications in the mode described above or as classic emails (Figure 3)

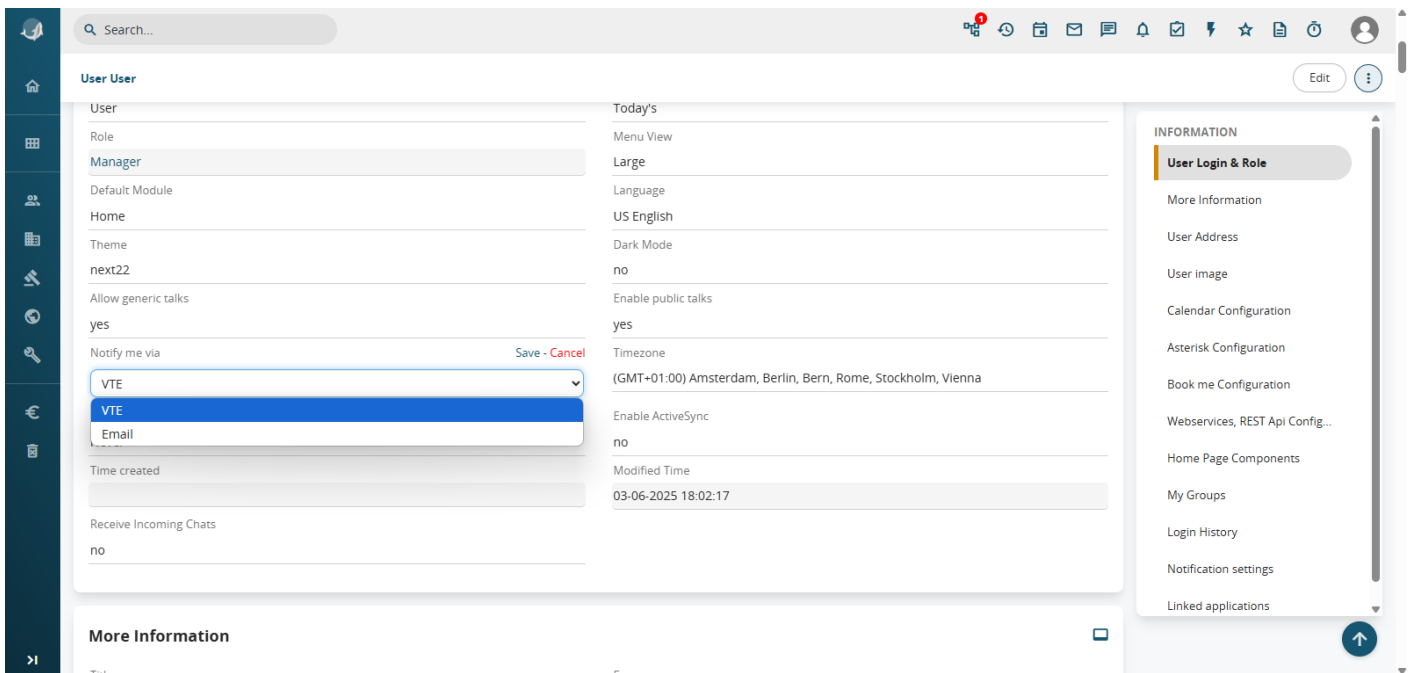


Figure 3

If the "Email" mode has been set, the following additional fields must be filled in (Figure 4)

- **Subject** -> represents the object that will be sent to the mail
- **Sender mail** -> represents the sender's mail
- **Sender name** -> represents the alias relative to the sender

Mail information - la mail viene inviata agli utenti che hanno scelto di essere notificati via Email

Subject Select Option... ▼ Successful Ticket \$10-ticket_no Closing	Sender mail Select Option... ▼ admin@vtenext.com
Sender name Select Option... ▼ VTENEXT Notification System	

Figure 4

Revision #3

Created 2025-05-20 15:31:03 UTC by Riccardo

Updated 2025-06-03 16:02:58 UTC by Tommaso