


## 5.3 Email Templates

The vtenext admin user can make email templates available to other users for use for single emails and for newsletters. The general characteristics of email templates applicable to both mails and newsletters are described below, while specific functions concerning emails are shown in the subsequent sections.

To create a new Email template go to **Settings > Customer Tools >Template Email**.


**Settings > Email Templates**  
 Manage email templates used for Campaigns and Mass mailing

Delete

New Template

Show 10 entries

Search:

Select	Type	Email Template	Description
	<input type="text" value="Search for Type"/>	<input type="text" value="Search for Email Template"/>	<input type="text" value="Search for Description"/>
<input type="checkbox"/>	Email	Cambio indirizzo	Cambio indirizzo
<input type="checkbox"/>	Email	Ordine accettato	Conferma ordine e diritto di recesso
<input type="checkbox"/>	Email	Ringraziamenti	E-Mail di ringraziamento
<input type="checkbox"/>	Email	Obiettivo raggiunto!	Grande impennata delle vendite!
<input type="checkbox"/>	Email	Successione	Incontro
<input type="checkbox"/>	Email	Dati di registrazione ed accesso	Inoltra al cliente i dettagli utente
<input type="checkbox"/>	Email	Il contratto di assistenza scade tra un ...	Manda una email al cliente un mese prima che scada l'assistenza
<input type="checkbox"/>	Email	Il contratto di assistenza scade tra una...	Manda una notifica al cliente che il suo contratto di assistenza scade entro una settimana
<input type="checkbox"/>	Email	Merce ricevuta	Merce ricevuta e pagamento
<input type="checkbox"/>	Email	Nuova Release in uscita	Nuova Release in uscita

Showing 1 to 10 of 25 entries

Previous

1

2

Next


The email templates configuration mask contains an initial internal information section and a second section (grey box) composed of the body of the email and the data visible to the recipients.

**Settings > Email Templates > Editing "[AUTO TEMPLATE] - NWS-2"**  
Manage email templates used for Campaigns and Mass mailing

**Properties of "[AUTO TEMPLATE] - NWS-2"**

Name	[AUTO TEMPLATE] - NWS-2
Description	Try VTENEXT and discover the features of the BPM Engine
Folder	Public
Type	Newsletter
Subject	Try VTENEXT and discover the features of the BPM Engine

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<b>Name</b>	Template name
<b>Description</b>	Template description (optional)
<b>Folder</b>	Public: the template is available to all Personal users: only the template is available only to admin users
<b>Type</b>	Email: templates available for emails (Messages Module) Newsletter: templates available for the Newsletters module
<b>Subject</b>	Email subject
<b>Message</b>	Body of the email

**Note.** If a template contains variables related to leads and is set to contacts, the variables will be displayed but not completed. We suggest creating two different templates with different variables, one for the Leads module and one for Contacts. Note that it is helpful to inform users of the module for which the template is available, providing the information in the Description, for example.

**N.B.** For additional information on new newsletter editor refer to the chapter **6.1.6 New Newsletter editor**.

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Revision #2

Created 25 May 2022 17:25:50 by Alberto

Updated 6 June 2022 12:30:15 by Alberto