5.5 Notification Module

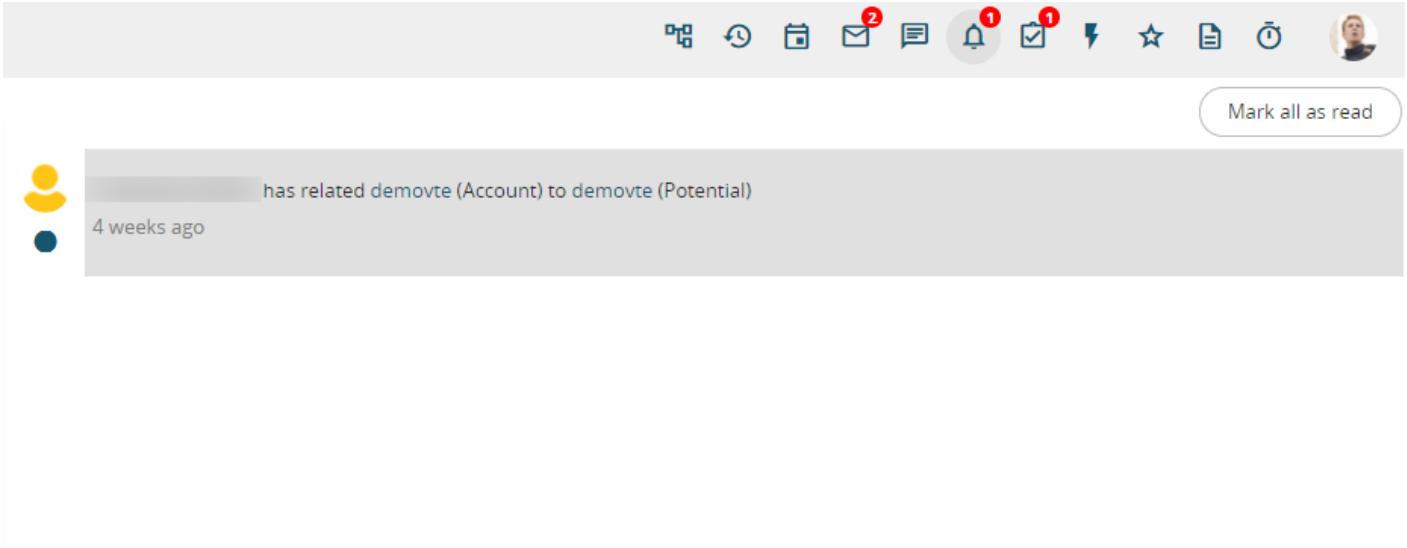
vtenext keep users informed of the data of interest by means of the Notifications tool.

Each user can define the following details from the Preferences tab:

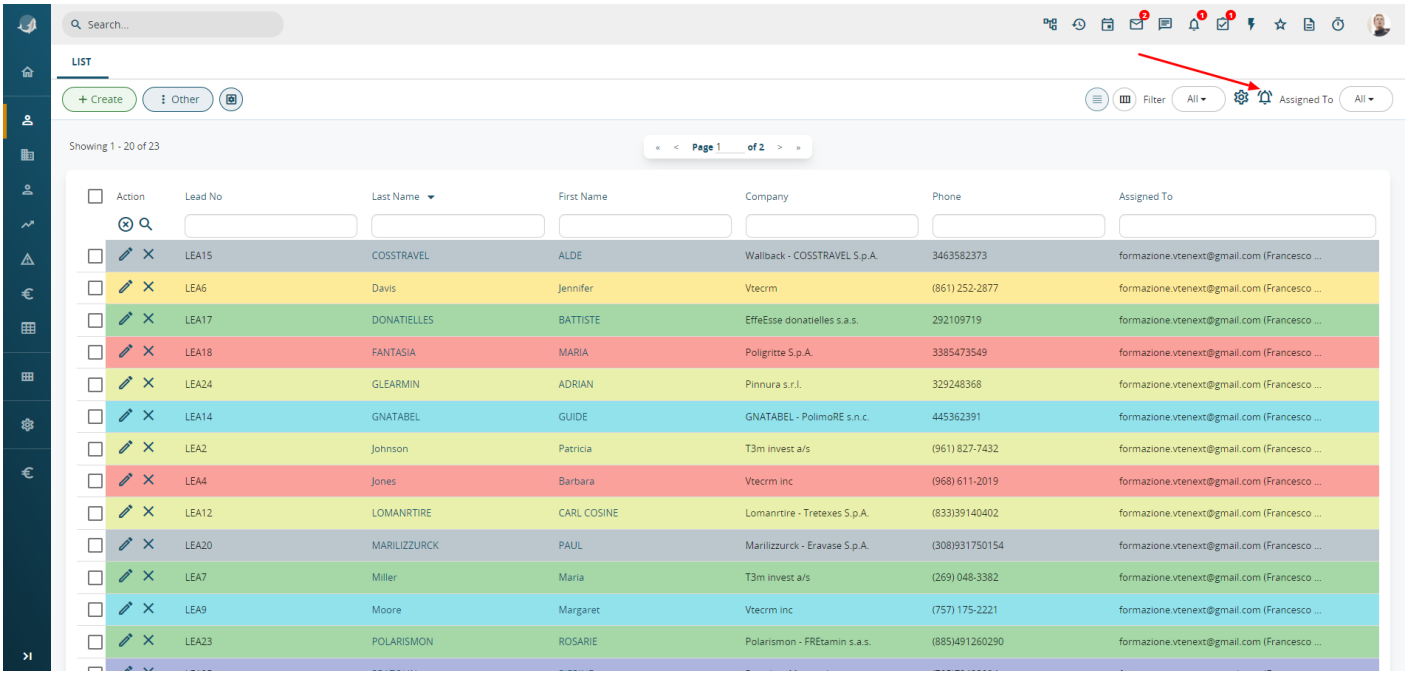
- notification method: Email/vtenext (“Notify me via” field);
- frequency of unread notifications summary emails since the latest click on the globe icon, selecting the time frame from the preset values (“Notifications summary” field);
- the topics for which you require notification (module notification Settings), selecting updates for creation and/or editing for each module.

Warning! Notifications of the Modules Notification Settings are related to the functions assigned to the user. This means you will receive a notification whenever a different user creates/edits a record assigned to you.

To display notifications click on  Unread notifications are shown by means of a red number. To mark a notification as read, click on the notification as shown in the figure:



You can also receive notifications on records assigned to other users or on updating of a filter, by selecting the bell icon alongside the list of filters or in each record.

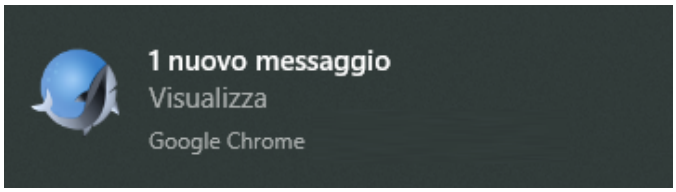


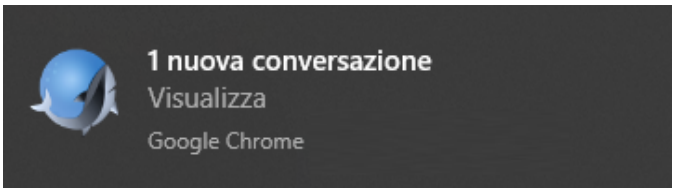
Notification disabled on record/filter

Notification enabled on record/filter

Example of use of notification on filter: receive an alert when a new Trouble Ticket enters the “Urgent Requests” filter (filter based on a priority class).

The ability to enable and receive desktop notifications will be implemented from version 19.10. Whenever a new conversation or a new email is received, the notifications will alert you with popups at the bottom right of your preferred browser.





N.B.: to enable browser notifications, refer to the official online guide for Chrome, Firefox or any other browser used on your computer. Notifications are not displayed if we are using Http protocol to reach the crm.

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