

# 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="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

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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"

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

Save Cancel

vtnext

CRM + BPM

Discover the full potential of the BPM engine for the implementation of your processes

Buongiorno \$Contacts[salutationtype\$ \$Contacts[firstname\$

1 Section

1/2 Section

1/3 Section

3/7 Section

Button

Divider

T

|                    |   |
|--------------------|---|
| <b>Name</b>        | Template name   |
| <b>Description</b> | Template description (optional)   |
| <b>Folder</b>      | Public: the template is available to all<br>Personal users: only the template is available only to admin users        |
| <b>Type</b>        | Email: templates available for emails (Messages Module)<br>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**.