

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
☐	Email	Cambio indirizzo	Cambio indirizzo
☐	Email	Ordine accettato	Conferma ordine e diritto di recesso
☐	Email	Ringraziamenti	E-Mail di ringraziamento
☐	Email	Obiettivo raggiunto!	Grande impennata delle vendite!
☐	Email	Successione	Incontro
☐	Email	Dati di registrazione ed accesso	Inoltra al cliente i dettagli utente
☐	Email	Il contratto di assistenza scade tra un ...	Manda una email al cliente un mese prima che scada l'assistenza
☐	Email	Il contratto di assistenza scade tra una...	Manda una notifica al cliente che il suo contratto di assistenza scade entro una settimana
☐	Email	Merce ricevuta	Merce ricevuta e pagamento
☐	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

The screenshot shows the email template editor interface. On the left is a sidebar with navigation icons. The main area displays the properties of the selected template '[AUTO TEMPLATE] - NWS-2'. Below the properties, there is a visual editor showing a preview of the email content. The preview features the vtenext logo, a heading 'CRM + BPM', and descriptive text about the BPM engine. At the bottom of the preview, a portion of the merge code is visible: 'Buongiorno \$Contacts[salutationtype]\$Contacts[firstname\$'. To the right of the preview is a panel containing various layout components like sections, columns, buttons, and dividers.

Name	Template name
Description	Template description (optional)
Folder	Public: the template is available to all Personal users: only the template is available only to admin users
Type	Email: templates available for emails (Messages Module) Newsletter: templates available for the Newsletters module
Subject	Email subject
Message	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](#).