Email Templates

Please find a list of all the different emails and SMS messages that can be configured from the Template Configuration menu:

Email - Contract Emails:

Work Order Cancellation List - Sends a cancellation email with a CSV attachment containing a list of all the Work Orders that were cancelled on the Contract

Work Order List - Sends an email with a CSV attachment containing a list of Work Orders for the selected Buildings

Email - People Emails:

New User - Sends an email to the newly created User containing their login details and the systems they can log into

Password Change - Sends an email containing the newly changed password to the corresponding User

Password Reminder - Sends the User, who requested a password reminder, an email containing their login details

Password Reset - Sends an email to the User who has had their password reset

Email - Work Order Emails:

Add Notification (Reactive) - Sends an email, to Users who are setup to receive the specified notifications, once one or more notifications are activated on a Reactive Work Order

Assigned (Audit) - Sends an email, to any Users who are setup to receive assignment emails for Audit Work Orders, containing the assignment details of the Work Order

Assigned (PPM) - Sends an email, to any Users who are setup to receive assignment emails for PPM Work Orders, containing the assignment details of the Work Order

Assigned (Quote) - Sends an email, to any Users who are setup to receive assignment emails for Quote Work Orders, containing the assignment details of the Work Order

Assigned (Reactive) - Sends an email, to any Users who are setup to receive assignment emails for Reactive Work Orders, containing the assignment details of the Work Order

Assignment Details Changed - Sends an email containing the details of the adjustments made to the assignment details, to any Users who are setup to receive assignment emails

Cancelled - Sends an email containing the cancellation details of the selected Work Order to Users setup as Email Recipients of the selected Type of Work Order

Completed - Sends an email notifying Users that the Work Order has been completed. Who this email is sent to is non-configurable in the front end

Email Chase - Sends a chase email telling the Resource that they need to attend to the Work Order

ETA Update Required (PPM) - Sends an email to the Resource asking them to provide an ETA update for the selected PPM

ETA Update Required (Quote) - Sends an email to the Resource asking them to provide an ETA update for the selected Quote

ETA Update Required (Reactive) - Sends an email to the Resource asking them to provide an ETA update for the selected Reactive

Overdue ETA Update Required (PPM) - Sends an email to the Resource telling them that the SLA has past and that an ETA update is required for the selected PPM

Overdue ETA Update Required (Quote) - Sends an email to the Resource telling them that the SLA has past and that an ETA update is required for the selected Quote

Overdue ETA Update Required (Reactive) - Sends an email to the Resource telling them that the SLA has past and that an ETA update is required for the selected Reactive

Purchase Order - Sends an email containing the details of the created Purchase Order to Users who are setup to receive emails for Purchase Work Orders

Quote Rejected (Quote) - Sends a rejection email to the Resource whose Quote was not accepted

Quote Requested (Quote) - Sends an email asking the Resource to provide a Quote

Recalled (PPM) - Sends an email notifying the Resource that the PPM has been recalled and requires further attendance

Recalled (Quote) - Sends an email notifying the Resource that the Quote has been recalled and requires further attendance

Recalled (Reactive) - Sends an email notifying the Resource that the Reactive has been recalled and requires further attendance

Remove Notification (Reactive) - Sends an email, to Users who are setup to receive the specified notifications, once one or more notifications are deactivated on a Reactive Work Order

Update Notification (Reactive) - Sends an email, to Users who are setup to receive the specified notifications, once one or more notifications are updated on a Reactive Work Order

Email XML:

Resources Work Order attachment - Sends an email with an XML attachment containing the details of the Work Order. Who this email is sent to is non-configurable in the front end

SMS Messages:

Add Notification (Reactive) SMS - Sends an SMS message, to Users who are setup to receive the specified notifications, once one or more notifications are activated on a Reactive Work Order

Remove Notification (Reactive) SMS) - Sends an SMS message, to Users who are setup to receive the specified notifications, once one or more notifications are deactivated on a Reactive Work Order

Update Notification (Reactive) SMS) - Sends an SMS message, to Users who are setup to receive the specified notifications, once one or more notifications are updated on a Reactive Work Order