Edit Notifications

Wed, Jan 17, 2024 Agent Actions - Reactive, Quote, PPM, Audit

Notifications are used to highlight an issue with the site that the current Work Order relates to. If a Notification is selected then this will alert any of the Building Contacts who have subscribed to this Notification, by either Email or SMS depending on their preference.
To activate a Notification follow these steps:

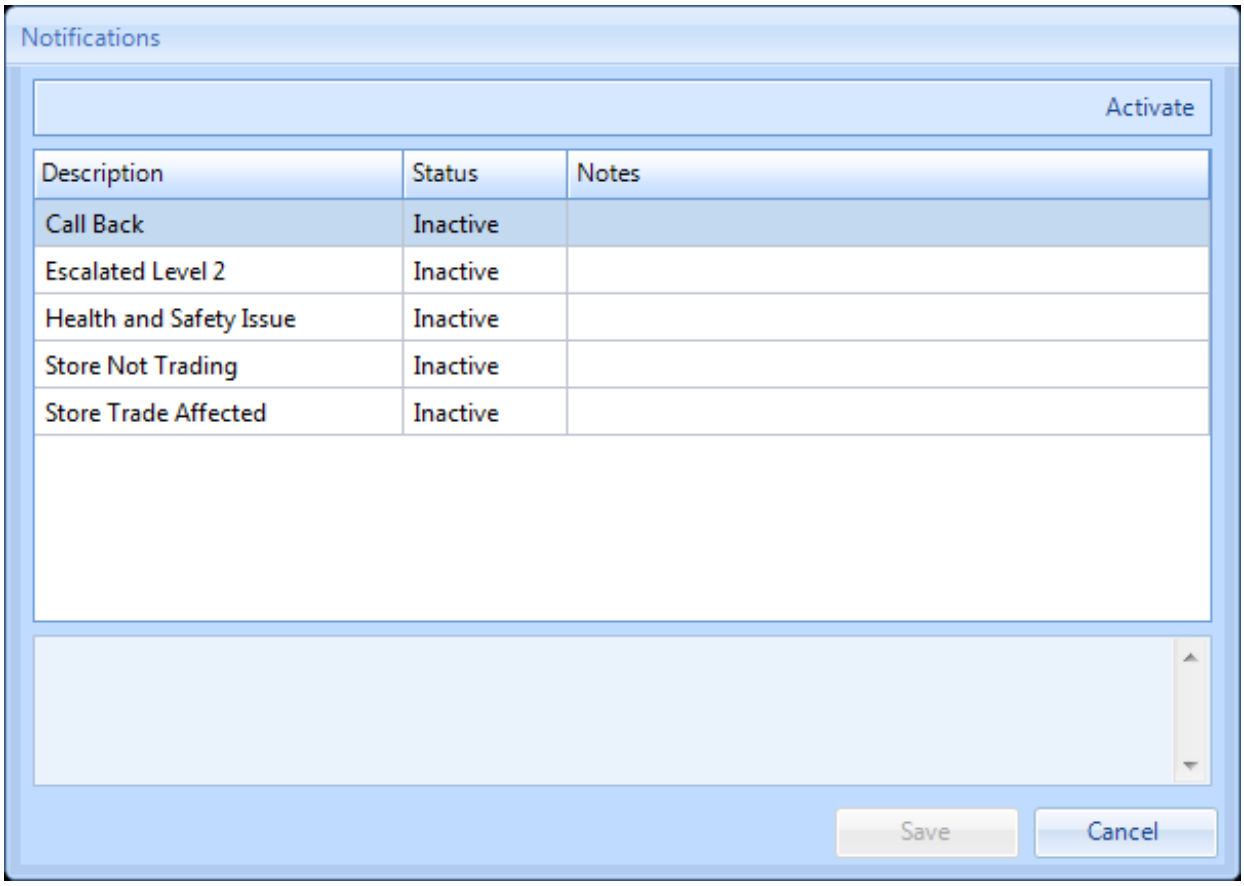
1. From the Agent Actions menu select "Edit Notifications".

2. A list of Notifications available for the Work Order are displayed. A Notification will only be shown in the list when that Notification is present against at least one Building Contact on the Building for that Work Order.

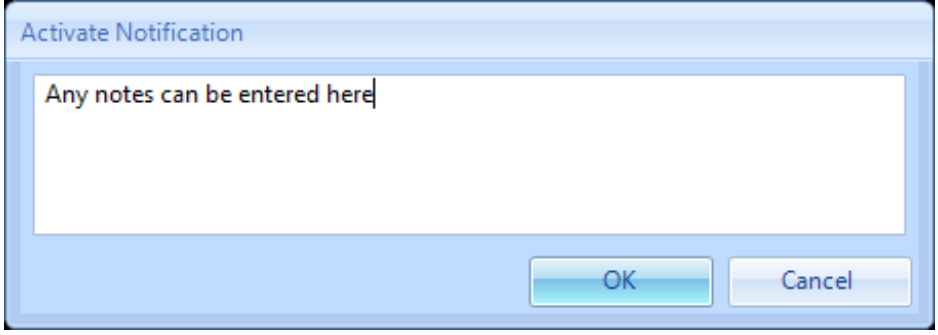
3. Highlight the row of the Notification you would like to activate.

4. Click on the "Activate" button.

Note: If a Notification has already been set then highlighting that row will then give you a "Reset" button instead.



5. This screen will open:

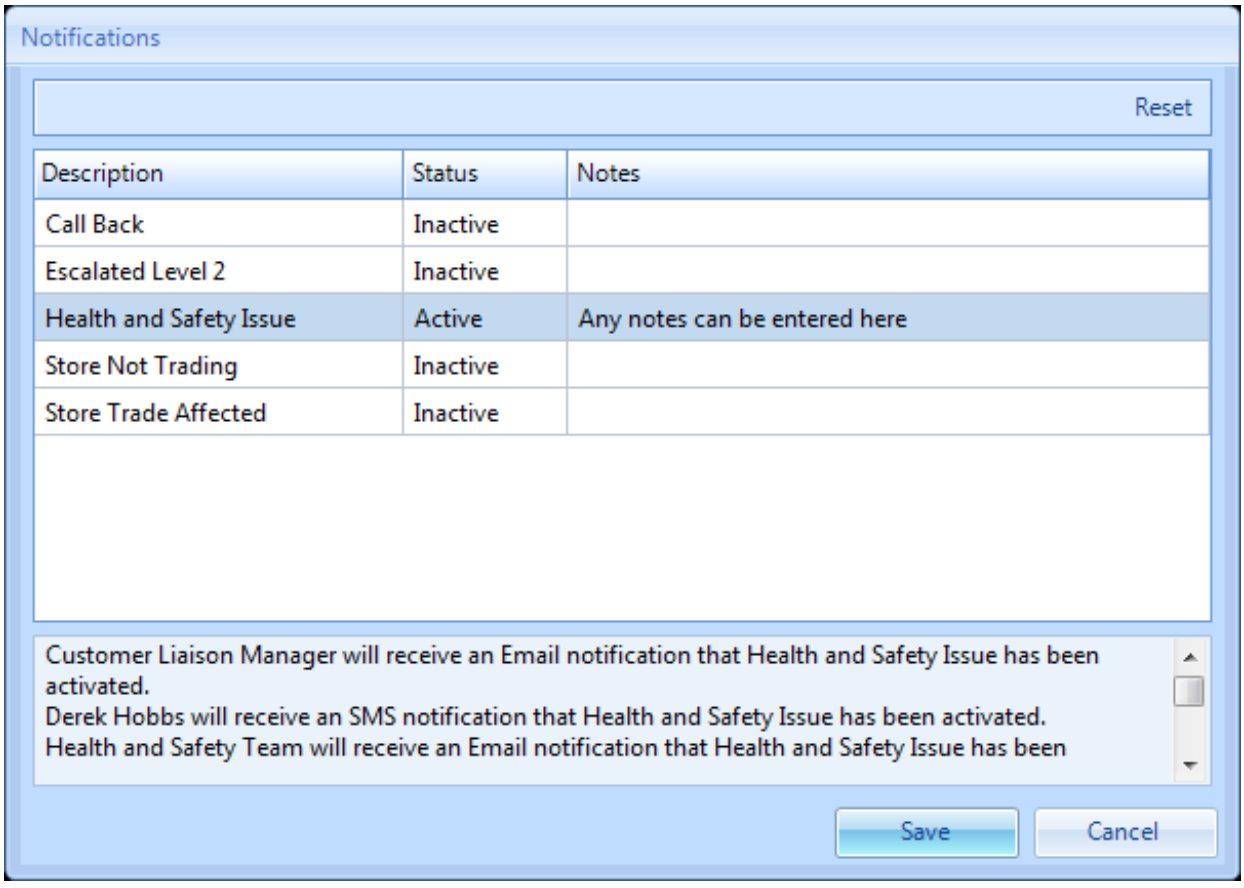


6. Enter any notes - these notes will be displayed in the events section of the Work Order and will go out in either the text message or on the email.

Note: Depending on the length of the notes it may be that only part of these are sent via text message. However, all of the notes will be sent via email.

7. Click on the "OK" button when any notes have been added.

8. The User will be taken to the previous screen. The bottom section of this screen will display all the notifications that will be sent after clicking the "Save" button.



Online URL: https://ostarasystems.knowledgebase.co/article.php?id=291