

The Power of Ticket Notifications

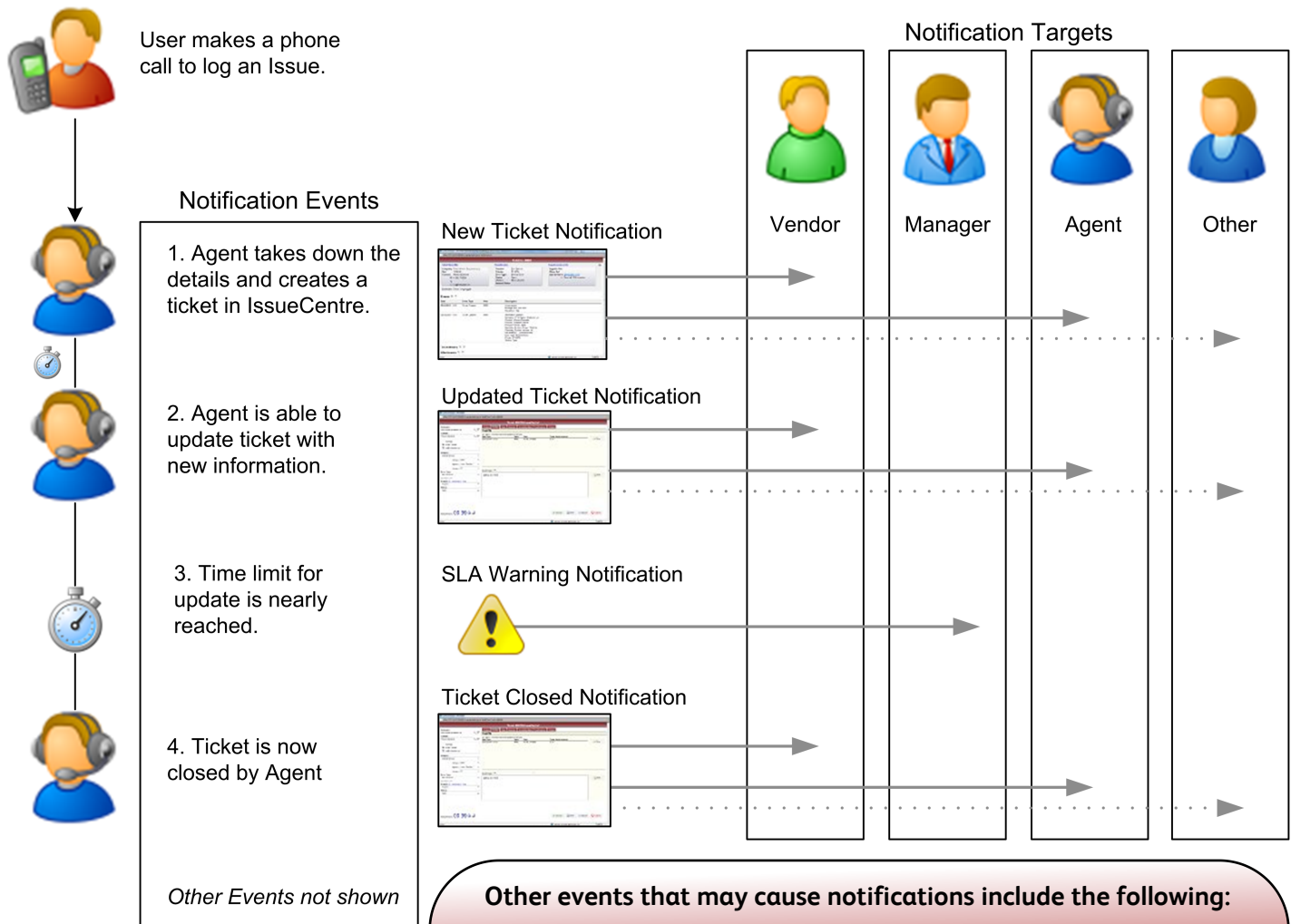
Background

IssueCentre comes equipped with a notifications engine that may be configured to allow various events to be captured and their target audience to be defined.

The diagram shown below shows how this might be used in order to allow a ticket to send notifications to key people. Notifications are sent in the form of emails which are created using the notification manager.

In this example a ticket is being created following a user calling the helpdesk. This is then followed by events being added and the ticket eventually being closed.

An example of how some core notifications may be configured.



Other events that may cause notifications include the following:

Ticket Idle, Event Added(Agent, Customer), Customer Login Contact User Created, Email Sent, FAQ Created, Password Reset, Ticket Contact Changed, Ticket Reminder Time Breached, Ticket SLA (Warning/Breached), Ticket SLA Warning, Ticket Status Change.