

Notifications are email alerts that your help desk staff and contacts receive when important events happen on your HappyFox helpdesk system. These notifications are sent to the email address in each staff or contact's profile.

To manage your notifications, first, login to your HappyFox account and under the Manage tab, click Notifications. To enable or disable a notification, check or uncheck the respective notification check box.

Below is the list of all the contact related notifications



Enabled	Name	Description	Active for Categories
<input checked="" type="checkbox"/>	<a href="#">New Ticket Auto-responder</a>	When a contact creates a ticket via the web form or email, this notification is used	<a href="#">5</a>
<input checked="" type="checkbox"/>	<a href="#">Reply Template</a>	To enable replies to be received by contacts	<a href="#">5</a>
<input checked="" type="checkbox"/>	<a href="#">Contact account invite</a>	When a contact creates a ticket for the first time and an account is created automatically for them	<a href="#">5</a>
<input checked="" type="checkbox"/>	<a href="#">Ticket assignment</a>	This notification is used when a ticket is assigned to a staff member	<a href="#">5</a>

You can customize the email that is sent as a notification using the email template. To do so, click on the respective notification, scroll down to Templates section and add/edit the appropriate template.

### Templates

Manage your templates

Name	Subject
<b>Default Template (default)</b>	New ticket: {{subject}} {{ticket_id}}

  Add new Template

Type in the name, subject and the email content.

Notifications that are sent to your staff and [customers](#) can be customized using notification tags that take information from the support ticket in question and use it in the notification template.

You can add notification tags to the subject line or the main content, by clicking Insert Tag and choosing the relevant tags. Ticket specific data such as customer name or ticket id can be used in the template using these tags.

Tick the checkboxes to select the options. Click on Save Settings to confirm

Template Content :

**Email Subject**

New ticket: {{subject}} {{ticket\_id}}

**Email Content**

**New ticket created {{ticket\_id}}**

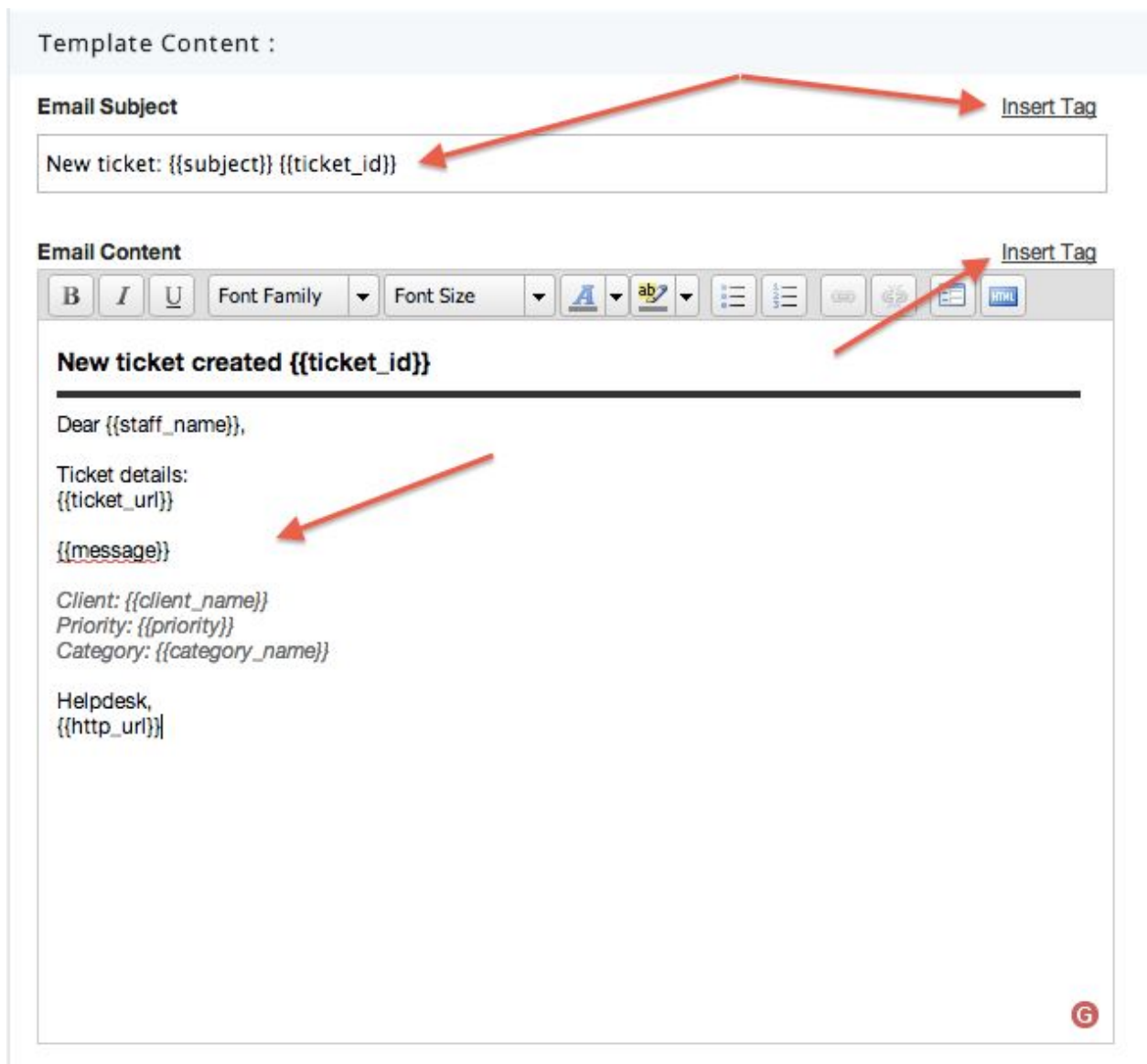
Dear {{staff\_name}},

Ticket details:  
{{ticket\_url}}

message {{message}}

*Client: {{client\_name}}*  
*Priority: {{priority}}*  
*Category: {{category\_name}}*

Helpdesk,  
{{http\_url}}



The screenshot shows a user interface for editing notification templates. It is divided into two main sections: 'Email Subject' and 'Email Content'. The 'Email Subject' section contains a text box with the placeholder 'New ticket: {{subject}} {{ticket\_id}}'. The 'Email Content' section features a rich text editor with a toolbar containing options for bold, italic, underline, font family, font size, text color, background color, bulleted list, numbered list, link, unlink, and HTML. The main content area of the editor contains the following text: 'New ticket created {{ticket\_id}}', a horizontal line, 'Dear {{staff\_name}},', 'Ticket details:', '{{ticket\_url}}', 'message {{message}}', and a list of ticket details: 'Client: {{client\_name}}', 'Priority: {{priority}}', and 'Category: {{category\_name}}'. At the bottom, it says 'Helpdesk, {{http\_url}}'. A red 'G' logo is visible in the bottom right corner. Three red arrows point to the 'Insert Tag' button in the subject line, the 'Insert Tag' button in the content editor, and the 'message' placeholder in the content area.

To set a template as active for a category, select the template from Template In Use drop down menu.

You can edit, delete or clone a template by hovering over it and clicking the relevant options.