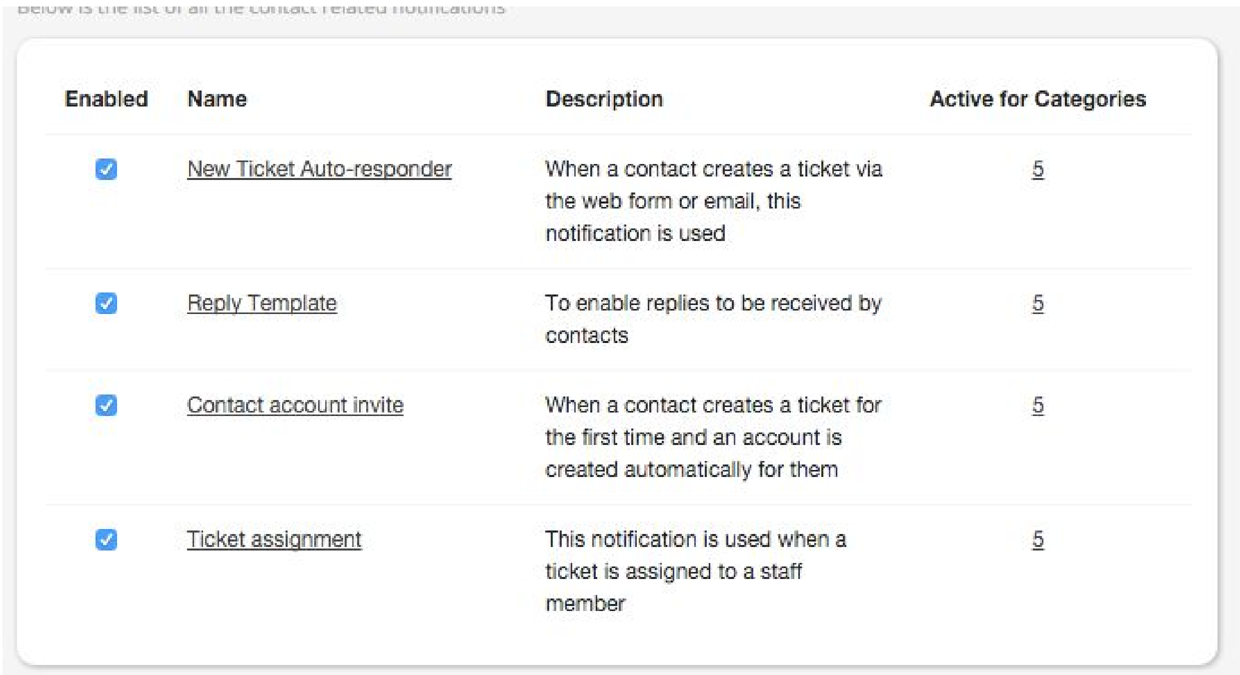
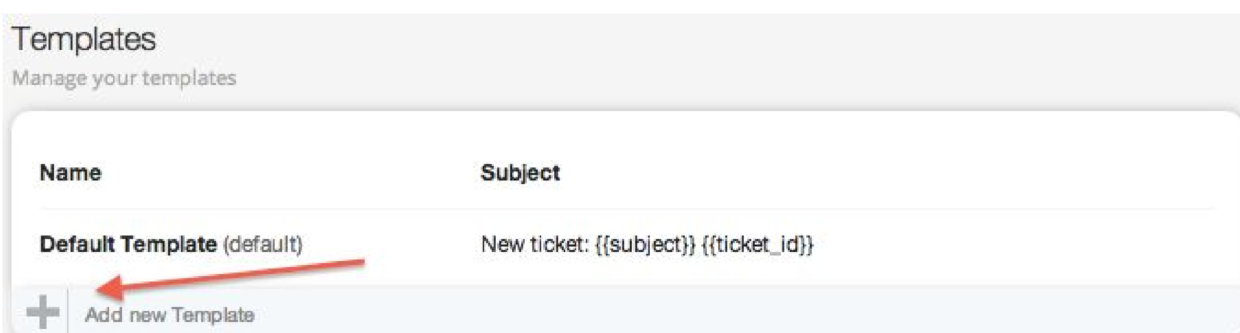
Notifications are email alerts that your help desk staff and contacts receive when important events happen on your HappyFox helpdesk system. These notifications are sent to the email address in each staff or contact's profile.

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.



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

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
Default Template (default)	New ticket: {{subject}} {{ticket_id}}

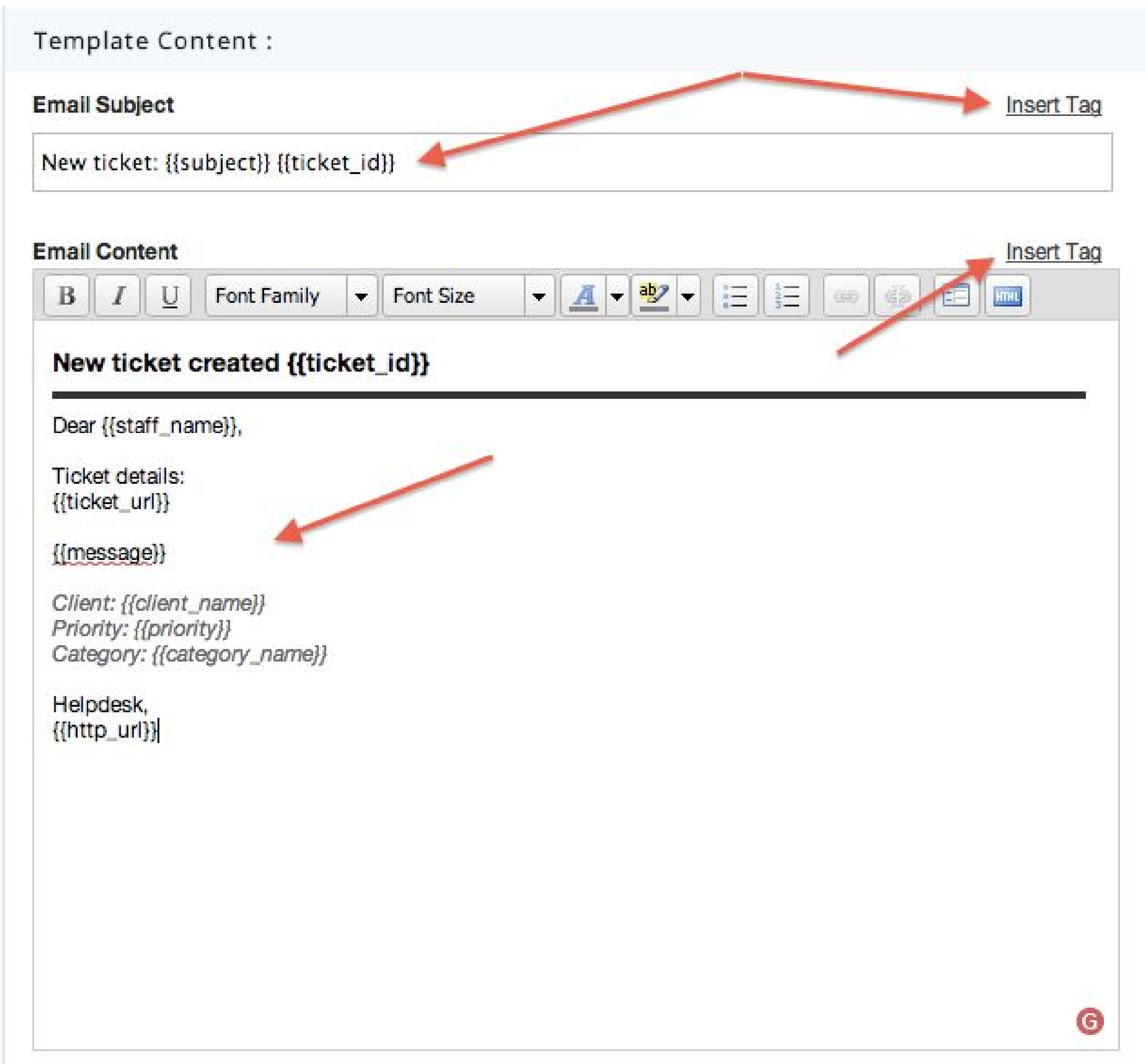
+ Add new Template

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



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.