



Controlling customer and assignee communication within the Support Module.

Turn On/Off the rule to send an email when the Case log is updated.

Organization / Contact ▾
Setup Organization / Contact options, relationships, page layouts, and other parameters.

Case ▾

- ▶ [Setup Dropdown Menu Options](#) ▾
- ▶ [Setup Page Layout](#) ▾
- ◆ [Access: View All Cases](#)
- ◆ [Default Close Status](#)
- ◆ [Default Link Mode](#)
- ◆ [Case Comment Log Externally Viewable](#)
- ◆ **Email Notification when Assigned, Updated**
- ◆ [Freeze Case # After Creation](#)
- ◆ [Organization Autofill](#)
- ◆ Send Contact an Email when Creating a Case: [Manual](#)
- [Email Transfer](#)
 - ◆ [Close case when clicking on close icon](#)
 - ◆ [Hide Assignee in Case Log](#)
 - ◆ [Create Case as Externally Sharable](#)
 - ◆ [Case Snapshot Layout](#)
 - ◆ [Automatic Email Transfer to Case Process Log](#)
 - ◆ [Automatic Email -> Case Creation](#)
 - ◆ [Email From & Reply To Address](#)
 - ◆ [Case Notification - Advanced](#)

Solution ▾
Setup Knowledge options, and other parameters.

External Portal ▾
Setup your external self-service support portal.

Get Update

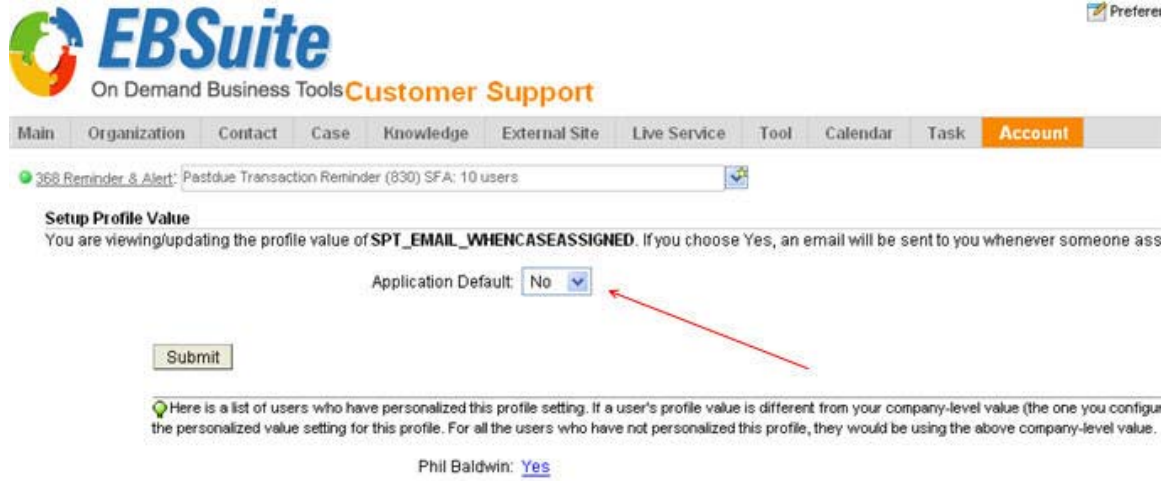
Call Adjust param

Task Setup

Time Setup

Snap Setup


Open and choose yes or no.



EBSuite
On Demand Business Tools **Customer Support**

368 Reminder & Alert: Pastdue Transaction Reminder (830) SFA: 10 users

Setup Profile Value
You are viewing/updating the profile value of **SPT_EMAIL_WHENCASEASSIGNED**. If you choose Yes, an email will be sent to you whenever someone ass

Application Default: **No** 

Here is a list of users who have personalized this profile setting. If a user's profile value is different from your company-level value (the one you configu the personalized value setting for this profile. For all the users who have not personalized this profile, they would be using the above company-level value.

Phil Baldwin: [Yes](#)

Customize your out going email.

Include as much information as you want in the email or send the customer to your web portal for information. The email may include links and case information.

application.

relationships, page layouts,

transfer, page layouts,

parameters.

1 portal.

s, Patches, Reports, for

and work on your CRM

Organization Profile ▼
Update your company information, Email server setting, Help URL, and Billing Information.

General / UI ▼
Update UI parameters, tweak the application to suit your needs.

Calendar ▼
Adjust TimeZone, Appointment Options, and other Calendar parameters.

Task ▼
Setup Task Options, and other parameters.

TimeSheet ▼
Setup Timesheet related parameters.

Snapshot Layout ▼
Setup Snapshot Layout for key entities.

ERP / Backend ▼
Setup Products, Users, Accounting Calendar, and other backend parameters.

Security ▼
Setup Roles, Role Access, Access Control Profiles, and territory engine.


Setup Identifying # Pool ▼
Use your own number pool to control the entity number range.

Background Workflow Engine ▼
Setup Calendar Reminder, Escalation Engine, Territory Engine, and other background processes.

Custom Field ▼
Setup Custom Fields for the main business entities.

Email Templates ▼



















- [Organization](#)
- [Contact](#)
- [Opportunity](#)
- [Case](#)**
- [Support Portal](#)
- [Lead](#)
- [Appointment](#)
- [Task](#)
- [Bug](#)
- [Customer/AR](#)
- [Quote](#)

368 Reminder & Alert: Pastdue Transaction Reminder (833) SFA: 10 users 

Email Templates

[Turn On/Off Explanations](#)

Case

-  [Contact Email: Self-Service Ticket Creation](#): The Email sent to the contact when they create a case through the self
-  [Support Agent Email: Self-Service Ticket Creation](#): The Email sent to the support agent when a Contact creates a
-  [Support Agent Email: Self-Service Ticket Update](#): The Email sent to the support agent when a Contact update a ca tracking URL.
-  [Support Agent Email: Case Assigned](#): The Email sent to the support agent when a Case is assigned to him.
-  [Contact Email: New Case Created By Agent](#): The Email that can be sent to the contact when a new Case is created
-  [Contact Email: Case Updated](#): The Email that can be sent to the contact when a Case has been updated.
-  [Contact Email: Close a Ticket](#): The Email that a support agent can send to a Contact when the agent closes a case
-  [Case Escalation Email](#): The Email that is sent to the user specified when a Case is escalated.
-  [Case Owner Update Email](#): The Email that is sent to the case owner whenever the case is touched.
-  [Case Survey Letter](#): The Email that a support agent can send to a Contact for case survey
-  [Case Processing: Generic Template 1](#): Generic case processing template: please customize.
-  [Case Processing: Generic Template 2](#): Generic case processing template: please customize.
-  [Case Processing: Generic Template 3](#): Generic case processing template: please customize.
-  [Case Processing: Generic Template 4](#): Generic case processing template: please customize.
-  [Case Processing: Generic Template 5](#): Generic case processing template: please customize.
-  [Case Processing: Generic Template 6](#): Generic case processing template: please customize.
-  [Case Processing: Generic Template 7](#): Generic case processing template: please customize.
-  [Case Processing: Generic Template 8](#): Generic case processing template: please customize.

Create New

Advanced: Template Groups

Edit to suit your message