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payx**

Crypto PayX Sprint 197 Release Notes

(January 15, 2026)

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Email Support Management

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Note: During this sprint, only API expansion and CRM configuration are completed. The planned release date for the full-featured communication functionality is **29.01** (Sprint 198).

Crypto PayX enables email capture and notifications in its payment flows, including both Iframe and API methods. These features are configurable through the CRM and integrate with Customer.io. Notifications are sent only when merchant settings allow automated actions, such as **AutoRefund** or **AutoTopUp**.

The scope of this update is as follows:

- **Email capture & persistence**

The **API flow** is extended to accept email addresses with payment intents. The **Iframe flow** includes an email field configurable as **None**, **Optional**, or **Mandatory**. All emails are stored with the deposit intent and displayed in CRM and Customer Account dashboards.

- **CRM configuration**

A new setting in the CRM allows merchants to configure email collection for the Iframe flow as **None**, **Optional**, or **Mandatory**.

- **Notifications & automation**

Notifications trigger only if the **AutoRefund** or **AutoTopUp** toggles are active. If a deposit is less than expected, customers receive secure **Top-Up** or **Refund** links. The links remain valid while the payment status is '**Action Required**' and expire after **120 hours**.

Reminder emails are sent on **Days 3, 7, 14, and 21**, stopping automatically once resolved.

Confirmation emails are sent after successful completion, using generic templates for all merchants.

Customer.io sends scheduled email notifications with a link that allows customers to complete the transaction.

- **Email sending & deliverability.**

All emails are sent from info@cryptopayx.tech using a **no-reply** address.