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Email Triggers

Below is a list of the email triggers that are currently available. You can set-up multiple types of emails for each one and enable or disable the emails as you wish.

EMAIL NAME	EMAIL DESCRIPTION	ACTION TYPE
Order Status Adjusted	This email is triggered when a user's order status is changed. This email can be sent to a specific user, position, Purchaser, or Order Status Adjuster.	Billing
Pending Payment Notification	This email is triggered when a user checks out using the Send Bill functionality and is subject to the Pending Payment status. This alerts them that they are in Pending Payment status. This email trigger does not fire for Training Unit purchases.	Billing
Shopping Cart Purchase	This email is triggered when a shopping cart purchase is made. This email can be sent to the shopping cart owner or the purchase actor.	Billing
Transaction Price Adjusted	This email is triggered when a transaction price is adjusted by an administrator. This email can be sent to a specific user, the Purchaser, or Price Adjustor.	Billing
Transaction Price Refunded	This email is triggered when a transaction price is refunded and a course is removed from a transcript by an administrator. This email can be sent to a specific user, the Purchaser, or Refunding Administrator.	Billing
Unpurchased Items in Shopping Cart	This email is triggered when a user adds at least one item to their shopping cart. When the email is triggered, any existing items in the shopping cart that can no longer be purchased are removed. The email can be sent to Shopping Cart Owner or a specific user. This email can be configured as a Reminder type email. This email is active by default and can be found in the Billing action type section of Email Administration.	Billing
	Users may receive this email multiple times, depending on the configuration in Email Administration. For example, the administrator configures two emails, one that triggers three days after the user adds an item to their cart without purchasing the item, and another email that triggers seven days after the unpurchased item is added to the cart.	
	This email trigger is reset each time the shopping cart is emptied or when a purchase is complete.	
	Use Case: Use this email to remind users that there are unpurchased items in their shopping cart.	
	Note: The email is not triggered if all of the unpurchased training in the shopping cart is expired.	

All certification emails can be sent to the certification candidate, certification candidate manager, or certification owner.

EMAIL NAME	EMAIL DESCRIPTION	ACTION TYPE
Approve Certification	This email is triggered when someone approves a user's request to enroll in a certification.	Certification
Assigned Certification	This email is triggered when a user is assigned a certification; the certification still requires registration and approval.	Certification
-	This email is triggered when an administrator manually adjusts a user's credits that are applied to a certification from the Certification Report page.	Certification



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