Question

What are the possible ways to trigger the notifications

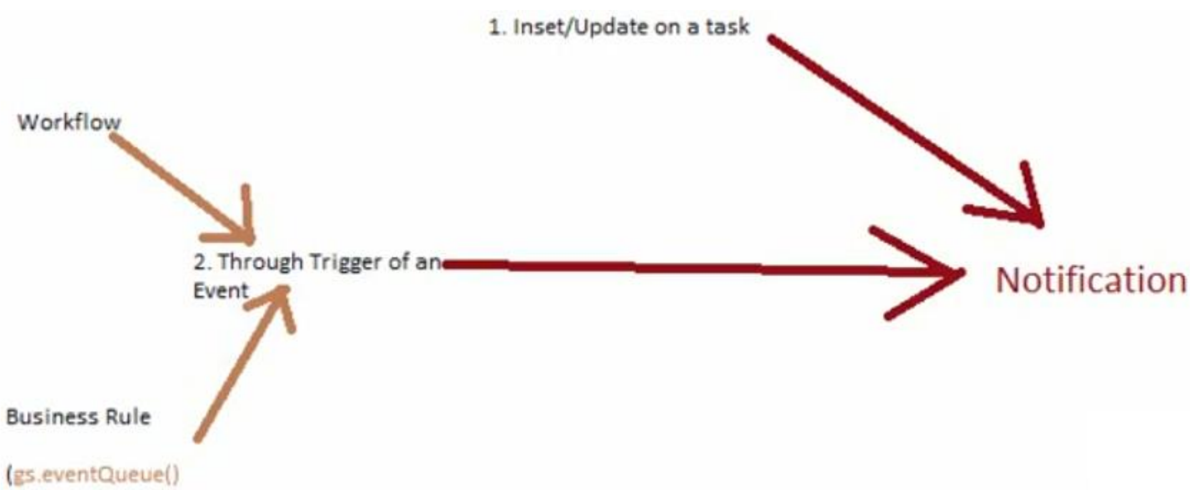
by jaiku
created 2y ago (edited 2y ago) in **Service Management**

tony.barratt • 2y ago

Hi Jai,

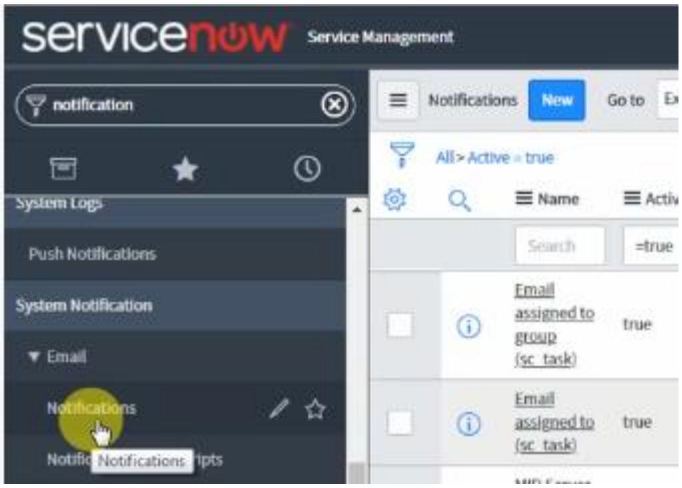
You can define when to send a notification based on the type of triggering event. The instance can send a notification in either of these circumstances.

- When a record is inserted or updated
- When a specific event runs



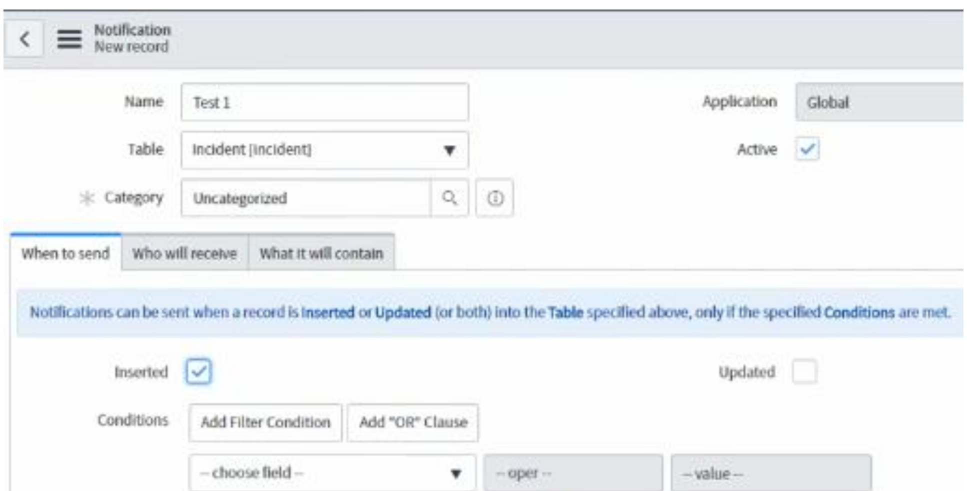
Let’s configure a Notification triggered by **Insert** of Incident:

<u>Step One</u>: Create a new Notification under System Notifications > Email:



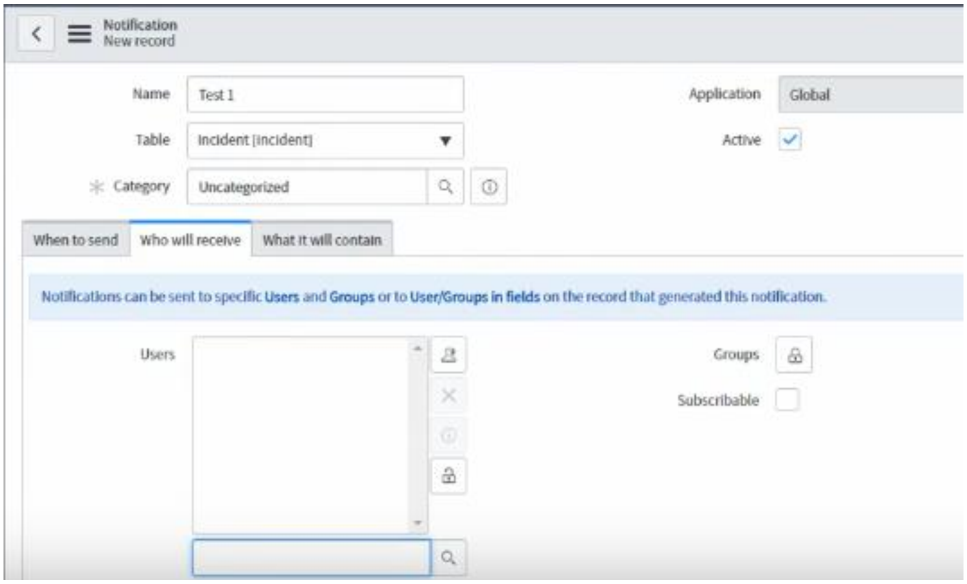
<u>Step Two</u>: Name it and set the Conditions:

When to send: Inserted



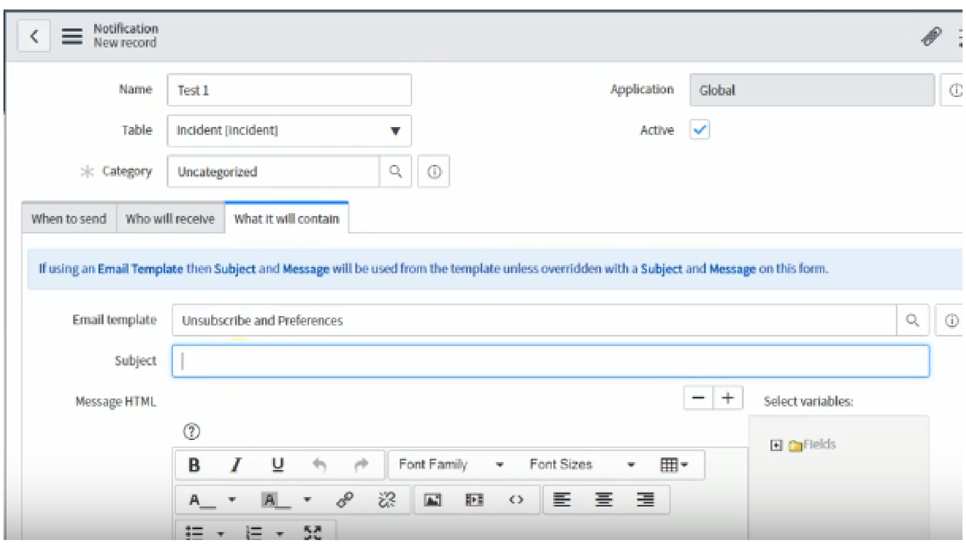
Step Three:

Who will receive: **choose the desired recipient (Users or Groups)



Step Four:

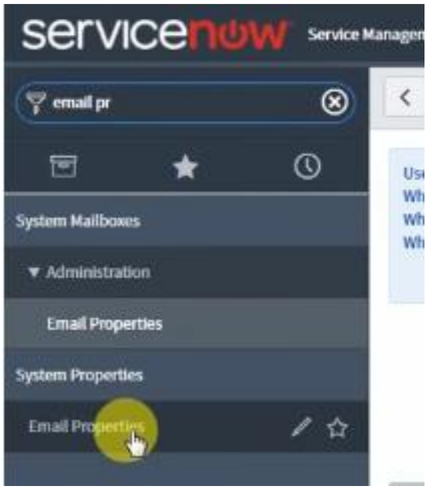
What it will contain: fill in the Subject and Message HTML as desired



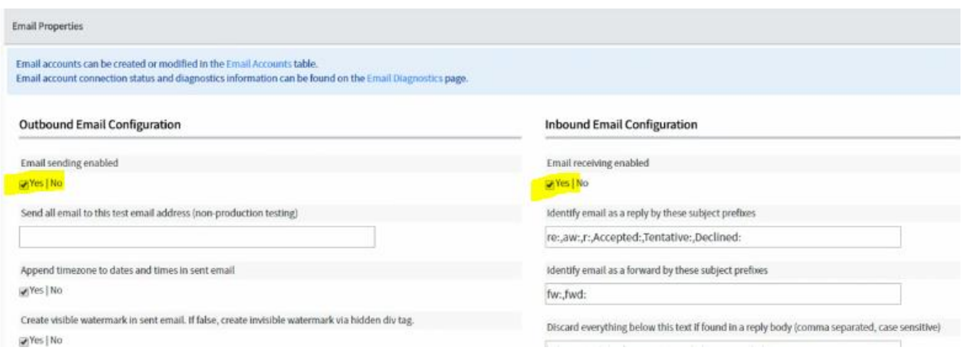
Save or Submit.

__Step Five__: Ensure Email Properties is configured properly

Go to Email Properties under System Properties...

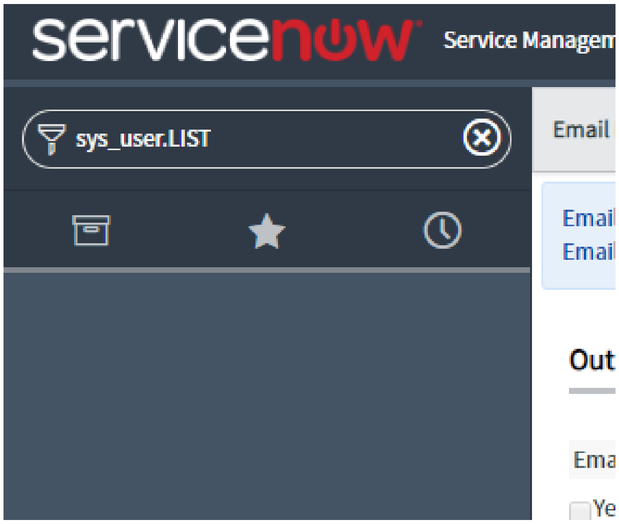


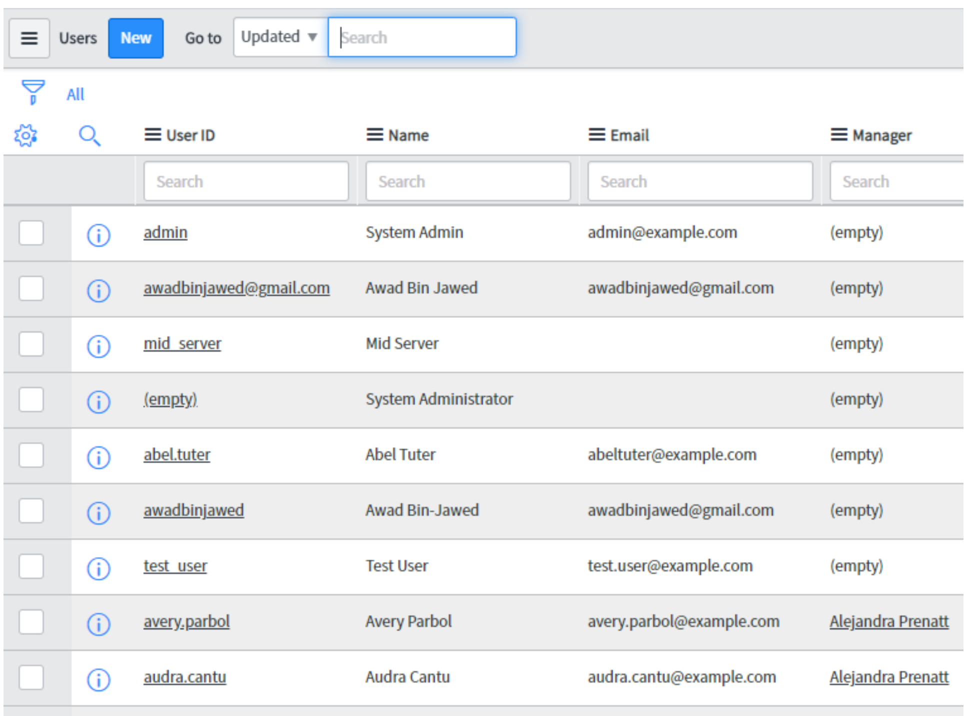
...to enable Outbound and Inbound Email:



Step Six: Ensure the recipient of the Notification has a valid email address:

Search sys_user.LIST





Users New Go to Updated Search

All

User ID	Name	Email	Manager
admin	System Admin	admin@example.com	(empty)
awadbinjawed@gmail.com	Awad Bin Jawed	awadbinjawed@gmail.com	(empty)
mid_server	Mid Server		(empty)
(empty)	System Administrator		(empty)
abel.tuter	Abel Tuter	abeltuter@example.com	(empty)
awadbinjawed	Awad Bin-Jawed	awadbinjawed@gmail.com	(empty)
test_user	Test User	test.user@example.com	(empty)
avery.parbol	Avery Parbol	avery.parbol@example.com	Alejandra Prenatt
audra.cantu	Audra Cantu	audra.cantu@example.com	Alejandra Prenatt

Step Seven: If you wish to check history of emails, go to System Logs > Email: