

## **Overview:**

### ***Receiving on Screen Notifications on Creation and Updation of Records***

Users typically work on different areas of the Applications. However, there are scenarios wherein case of creation and updation of records they want to get a notification immediately. This is a fairly common scenario for Sales as well as Customer Service Team Members. A Sales Team Member may want to get a notification for any new lead that has been input in the system as well as in case an existing lead has been updated. Similarly, the relevant Sales Members may also want to be updated about change of status of an opportunity in case of a high value deal.

Extending this to Customer Service, it is very important for the Customer Representatives to get notifications whenever a new case is created and assigned to them. Additionally, it is equally important for the Managers to receive a notification on their screens in case there is an update on the case or if there is an escalation in case of SLA breach. The Solution primarily creates notifications on creation and updation of Case records. However, the same can be easily extended for records of any other entity.

Smartstatz Notification Popup is a Dynamics 365 add-on which enables delivery of notifications to end-users in a pop-up window on top of Dynamics 365 application to inform the end-users of creation and updation of Case records created in last Five minutes.

#### ***Some of the Key Features of Notification Popup solution are:***

- Receiving Notifications in a popup window in case of creation of new case
- Receiving Notification in a pop-up window in case of updation of the case.
- The Notification pops up even in case the Users in not on the specific entity screen
- The solution is configurable and customizable and can be reused for records of any of the entities in the application
- The solution can be extended to create popup notifications for as many screens as required
- Finally, the popup window can be configured/customized to display as many data points as required