Email Creation

Last Updated: February 23, 2021

<https://jairo.visualstudio.com/Stevensons/_workitems/edit/34584/>

<https://jairo.visualstudio.com/Stevensons/_workitems/edit/41454>

Screenshots of the flow:

<https://docs.google.com/document/d/1-ofeENCio78a4kZ6ftxPr5qJzuqdS9Tkh6Sf3yUrJK4/edit>

Scenario #1: **As an SSI administrator, I want to start communication with the client.**

1. Go To<https://dev-myaccess.stevensonsystems.com/login>
2. Input Valid Email and password
3. Click on Order Menu

***New / Pending / Cancelled /Completed Order***

1. The admin will click on the communicate button
2. The system will bring up the communicate overlay
3. The admin will input what they want to say to the client in the comments box and add attachments
4. The admin will keep the private box unchecked
5. The admin will press submit
6. The system will send the contents of the overlay as an email to the client
7. The system will send the contents of the overlay as a ticket to the clients order log history
8. The system will send a notification to the client with attachment

Scenario #2: **As an SSI administrator, I want to Add Attachment field to Order Completion Email overlay**

1. The Files attached are only included in file dropbox and are NOT sent to client
2. If email to client checkbox is checked, only the email is sent to the client
3. If email to client checkbox is unchecked, order log ticket is created, file is displayed under files.

https://jairo.visualstudio.com/Stevensons/\_workitems/edit/52232

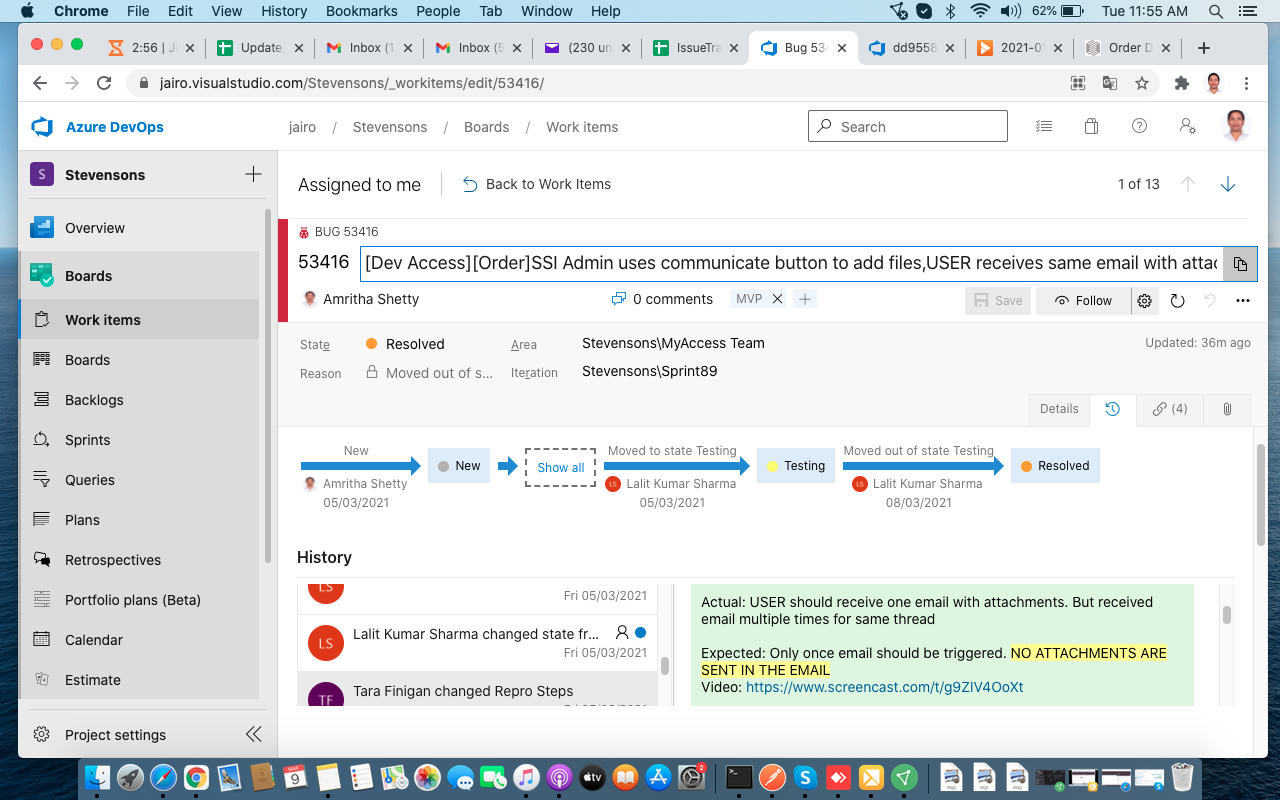
Scenario #3: **As an SSI administrator, I want to Add Attachment field to Order Completion Email overlay**

1. The admin will click on the communicate button
2. The system will bring up the communicate overlay
3. The admin will input what they want to say to the client in the comments box and add attachments

Scenario #4: **As an USER, I want to reply to the order confirmation by SSI Admin.**

1. User can reply to email sent
2. System creates new order log ticket
3. All email contents are included in order log ticket
4. Any attachments included in email reply by user are included in Files under client.
5. Order Status on order log ticket is “New” with updated time and date.
6. Order log tickets are reflected in the user account.

[**https://jairo.visualstudio.com/Stevensons/\_workitems/edit/53416/**](https://jairo.visualstudio.com/Stevensons/_workitems/edit/53416/)

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