

Outbound Email Configuration

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Overview

This article explains how to configure the [outbound email](#) feature of the service desk module. is an optional extension to the [service desk module](#).



Updating and adding a comment to an existing service desk ticket via an email reply to an outbound message is not supported unless the outbound email includes the [queue prefix](#) and ticket ID.

This requires the prefix to be configured in the service desk queue. Please check with Emersion Support when you are enabling this feature to ensure your queues are configured correctly.

Create the Event Template

Service providers will need to customise a new [email template](#). Once the template is ready, enable the event.

To begin creating and customising your template go to the following location:

Events > Templates > Email

It is recommended to choose the *Default Account Recipient*.

For the subject, we suggest starting with the ticket ID event variable to populate the subject line with the ticket ID.

- For example: `Ticket %%serviceRequestId%% %%summary%% has been updated.`

If you are utilising ticket queue email prefixes (*to enable email responses to existing tickets to automatically add notes*), the subject will have [`<email-prefix>|<ticket-id>`] prepended to any existing text or variable output.

- For example: `SUP|12345678 Your ticket about %summary% has been updated.`

Enable the Event

Before you can use the event, it must be enabled. For more comprehensive help regarding events and event templates, click the links below.

Testing the Event

Once the event is enabled with a template configured, service providers can test it using the basic process below.

Most customers will at least one test customer (end user) account to aid in activities like training and troubleshooting. Other times, Emersion create a test customer under your service provider account for the purposes of support. If you have an exiting test account, use this for the testing of the event. If we have done this, it will most likely named "Emersion Test". If you do not have a test account, create one and give it any name you like.

Then, before you create or update any tickets, first ensure that the Primary Contact's email address is set to an email address that you have access to, such as a personal email address, or an email mailbox you set up purely for testing. Either will work, as long as you can log into it and send/receive emails from it.

Once you have your mailbox and test customer ready, use the following procedure.

Test Procedure

1. Create a [new service desk ticket](#) for this account.
2. Save the ticket.
3. Go back into the ticket and add a note.
4. Fill out your note and change the status, as appropriate.
5. Ensure you have the **Customer visible?** checkbox enabled.
6. You will now see a new checkbox **Send this response to the customer.** ⚠️ **This checkbox MUST be enabled for the event to send an email to the customer.**
7. Click **Save**

Event Templates

EmailSmsMapping

Template: Note Service Ticket Update (Sys Events Testing)

* Name: Note Service Ticket Update (Sys Events Testing)

Event Type: Notify Service Ticket Updated

Event Mapping: Notify Service Ticket Updated (System Event Testing Profile) [Event Map ID: 122023]

* Sender: noreply@emersion.com.au

Recipient: ☒ Default Account Recipient
☐ Primary Contact
☐ Billing Contact
☐ Custom ... (Use comma as a separator) :

CC:

BCC:

* Subject: %%serviceRequestid%% %%summary%% has been updated

Priority: Default Priority

Content:

Hi %%customerContact%%,

Your ticket (%%serviceRequestid%%) has been updated. Details as follows:

Service Request ID: %%serviceRequestid%%

Summary: %%summary%%

Note ID: %%noteid%%

Ticket Details: %%ticketDetails%%

Account ID: %%custid%%

Customer Name: %%customerShortName%%

Customer Contact: %%customerContact%%

Primary Phone: %%primaryPhone%%

Email: %%email%%

Mobile: %%mobile%%

Queue: %%queue%%

Note Category: %%noteCategory%%

Sub Category: %%subCategory%%

Status: %%status%%

Urgency: %%urgency%%

Regards,

- Emersion Test Supplier

An email will be sent to the customer via our standard events system.

You can monitor this via **Events > Message Queue > Email Queue** and filter on the account ID you are testing. The **Service Desk Ticket Update** event type will appear in the results.



If the system is experience heavily load (such as at the start of the month when the majority of service providers are in the middle of a bill run), be aware could be several minutes before you see the email message.

If you do not see the email message within 30 minutes, review your set up carefully and re-test after making any configuration adjustments. If you need further assistance, raise a ticket with us and include the details of your test case. We will be pleased to assist.

Related Pages

- [Outbound Email Configuration](#)
- [Service Information Record \(SIR\) Output Specification](#)
- [Service Information Record \(SIR\) Inbound Specification](#)
- [Onboarding: Retail Service Desk Module](#)
- [Service Desk Queue Configuration](#)
- [Creating service desk tickets](#)
- [Updating service desk tickets](#)
- [Multi Tier Ticket Escalation Pathway](#)
- [How to Link Disputes and Service Desk Tickets](#)
- [Service Desk](#)
- [Outbound Email](#)
- [Inbound Mail](#)
- [Inbound Email and Gmail's Security Policies](#)
- [Event: Customer Updates Service Desk Ticket](#)
- [Configure Inbound Email Mailboxes](#)