

Acceptance Testing: Outbound Email for Service Desk

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Overview

This is a step-by-step guide for service providers who are newly subscribed to the outbound email feature of the service desk module.

Following this acceptance testing plan will assist you verify that Emersion have correctly enabled the module for your retail service provider account.

This feature is not available for wholesale service provider accounts.

Step-by-step guide

This feature is delivered via the events system. You can verify the event has been made available to you by following these steps:

Go: **Events > Templates > Mapping**

The Event Action Mapping List page will be shown.

Search for the event type *Service Desk Ticket Update Notification* (event type id: 928). You can do this by:

- entering *Service Desk Ticket Update Notification* into the **Event Type** field; or
- entering the value '928' into the **Event Type ID** field.

Press **Search**

There should be a mapping for each [account profile](#) you want to allow notifications to go to. The account profile is shown in the *Profile Used* column.

If you see a mapping for each account profile that's required, the acceptance test has passed.

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