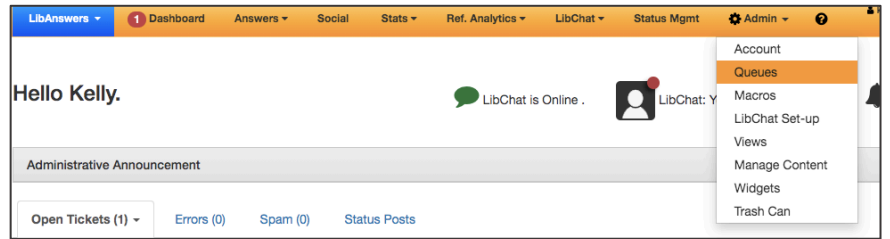


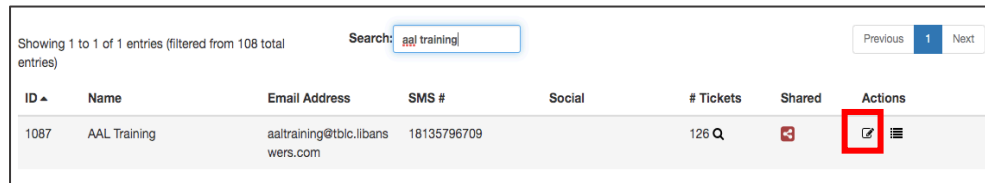
Email Notifications

Email form headers can be edited to indicate library closures or requests for information.

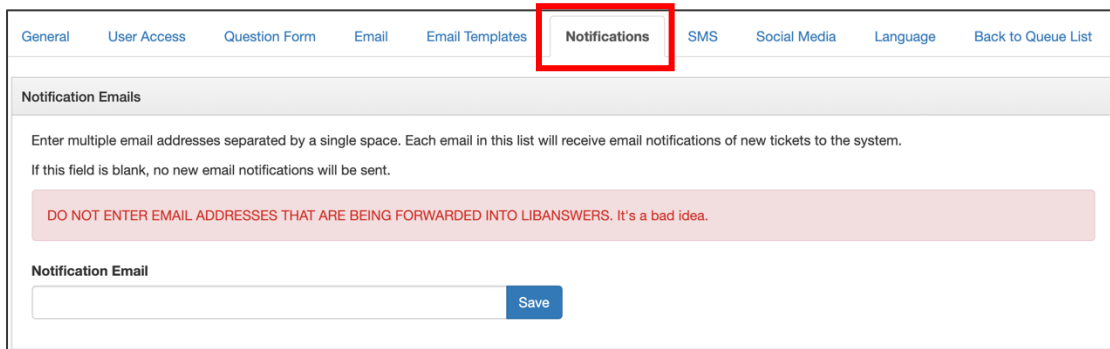
1. Log in to the LibApps dashboard
2. Under Admin on the orange toolbar, select Queues



3. Use the search bar to search for your library and select the Edit icon under Actions

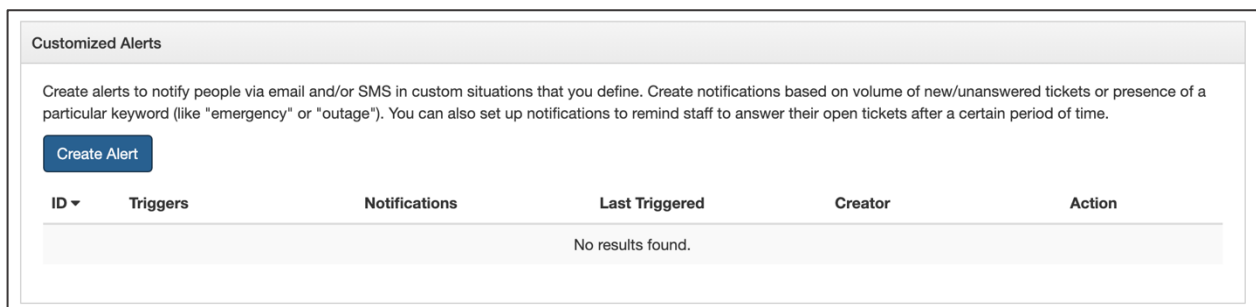


4. Under the Notifications tab, you have the option to add or edit email addresses that will receive New Ticket emails.



These emails can be responded to within your email client or you can use the link to the ticket page to visit and respond within the LibAnswers dashboard. Please remember to keep the LibAnswers email in your reply, so it can link back to the dashboard if you're answering through your own email client.

5. You can also create customized alerts that send email reminders based on the number of tickets waiting for responses, keywords found in emails sent to you, or daily alerts to various ticket statuses:



NUMBER OF UNCLAIMED TICKETS:

Alert Triggers

Choose the type of trigger, then set the options.

of unclaimed Tickets Keywords Reminders

An alert will be sent when the entered number of unclaimed Tickets occur over the entered period of time.

Unclaimed Ticket threshold

Time threshold (in minutes)

Alert Recipients

Choose the email addresses or phone numbers to receive email/sms alerts. (Note: Reminder alerts cannot be received via sms.)

Email Addresses (one per line)

Phone Numbers (one per line)

Minimum time (in hours) between alerts

KEYWORDS:

Alert Triggers

Choose the type of trigger, then set the options.

of unclaimed Tickets Keywords Reminders

Enter words or phrases (one per line) that will trigger an alert if found in a new Ticket.

Keywords

Alert Recipients

Choose the email addresses or phone numbers to receive email/sms alerts. (Note: Reminder alerts cannot be received via sms.)

Email Addresses (one per line)

Phone Numbers (one per line)

Minimum time (in hours) between alerts

REMINDERS:

Alert Triggers

Choose the type of trigger, then set the options.

of unclaimed Tickets Keywords Reminders

Daily alerts will be sent based on Tickets matching the following criterion.

Ticket Status

Days

Alert Recipients

Choose the email addresses or phone numbers to receive email/sms alerts. (Note: Reminder alerts cannot be received via sms.)

Email Addresses (one per line)

Email owner of Tickets that match the triggers.