

We are currently updating our site; thank you for your patience.

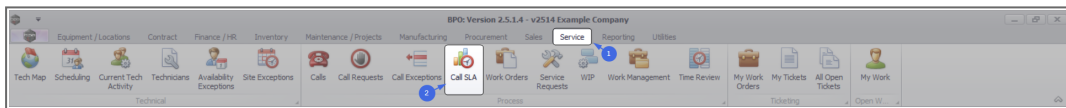
## SERVICE

### CALL SLA MANAGEMENT – EMAIL REMINDER

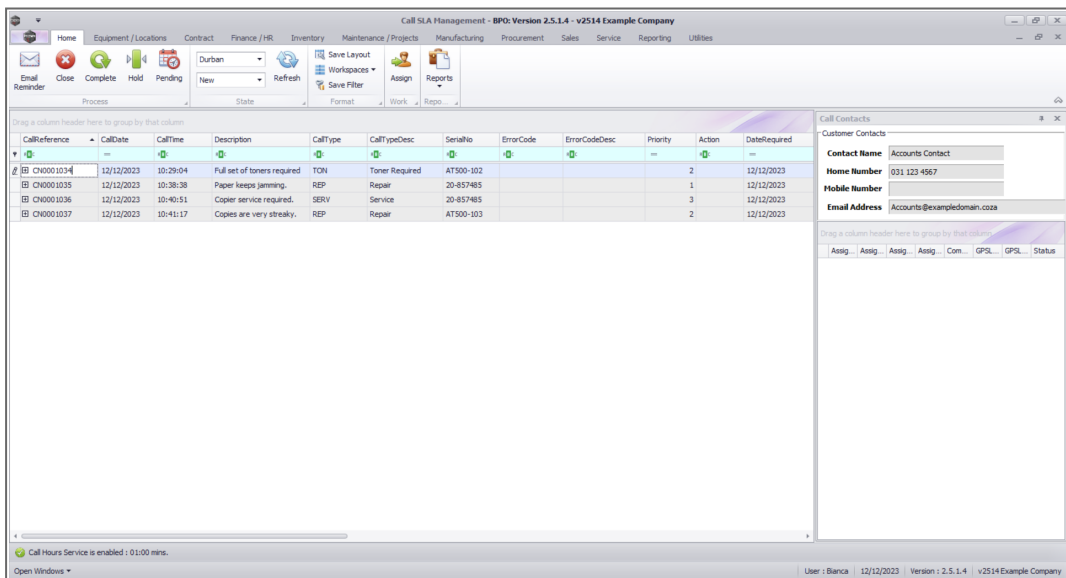
Whilst managing Call SLA, you have the ability to send Email Reminders directly from the SLA Management screen - to prompt the assigned technician or keep the customer up to date.

### THE CALL SLA MANAGEMENT LISTING SCREEN

Ribbon Select **Service > Call SLA**

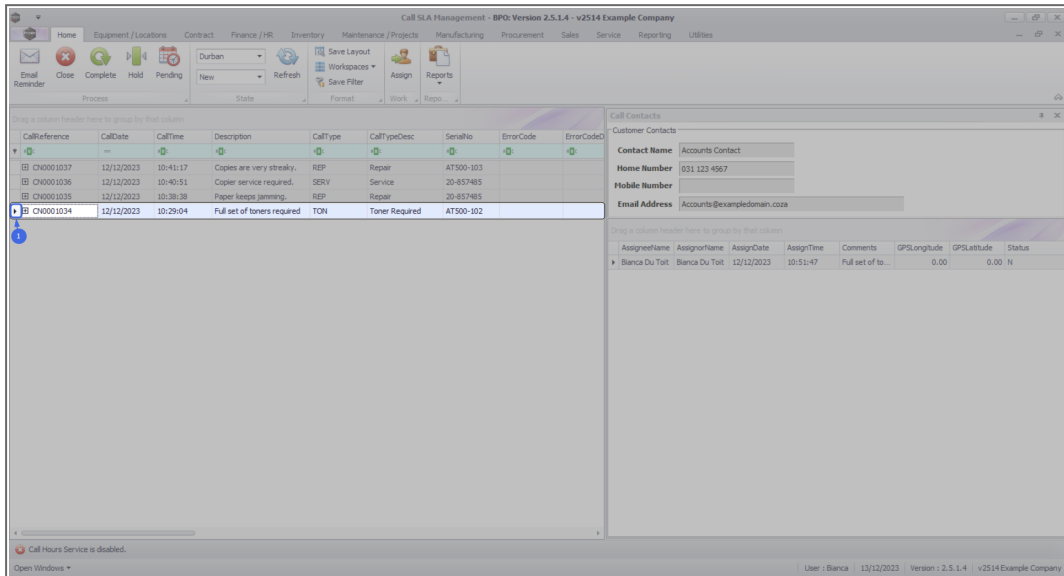


- The **Call SLA Management** Listing screen will display.

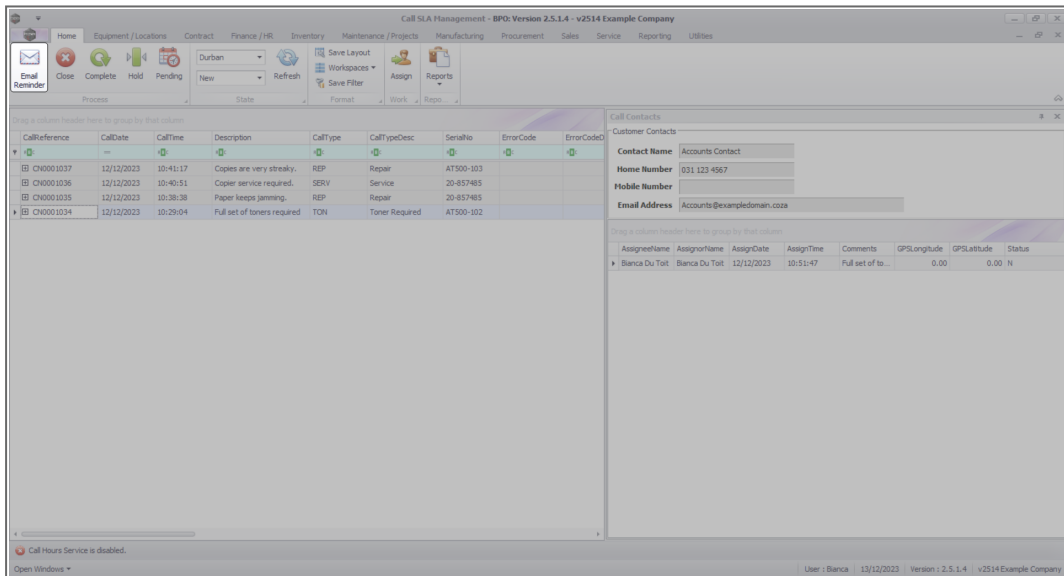


## EMAIL REMINDER

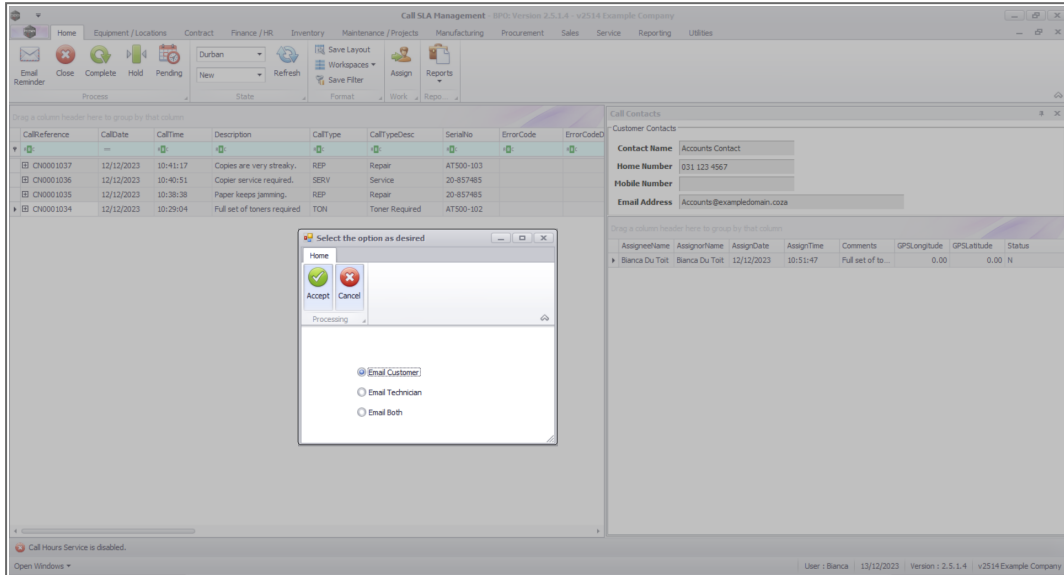
- Click on the row selector in front of the Call.



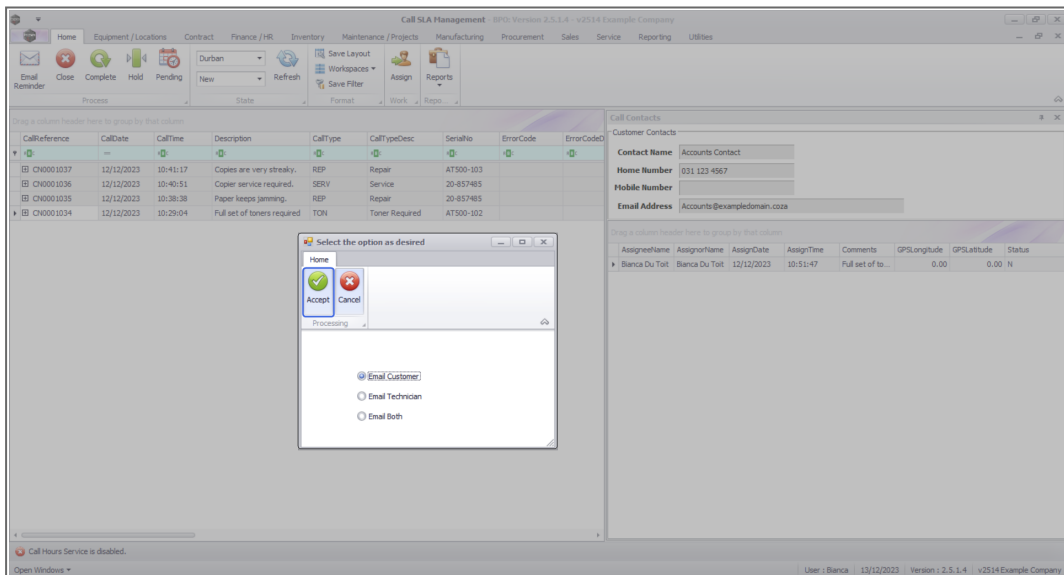
- Click on the **Email Reminder** button.



- A message box will come up with three options for Emailing:
  - **Email Customer**
  - **Email Technician**
  - **Email Both**

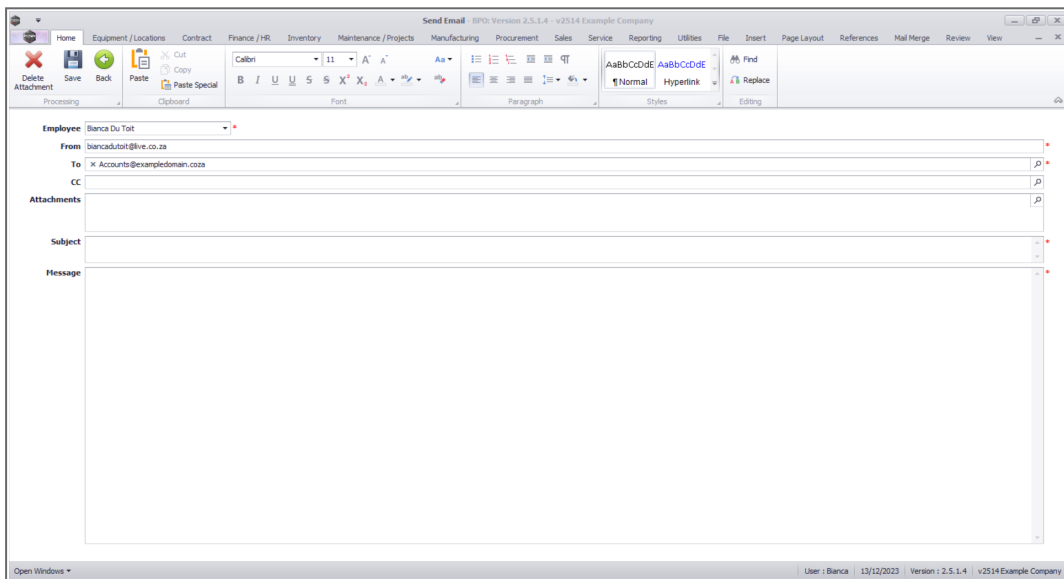


- Select the radio button for the required option.
- Click on **OK**.



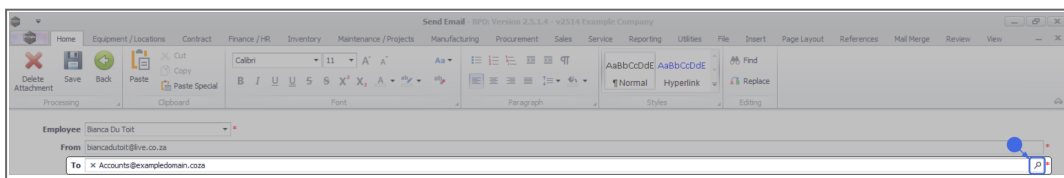
## EMAIL CUSTOMER

- The **Send Email** maintain screen will come up with the following fields populated:
  - **Employee:** The name of the employee logged in and sending the Email Reminder.
  - **From:** Email address of the employee sending the Email Reminder.
  - **To:** The email address of the customer contact linked to the call.

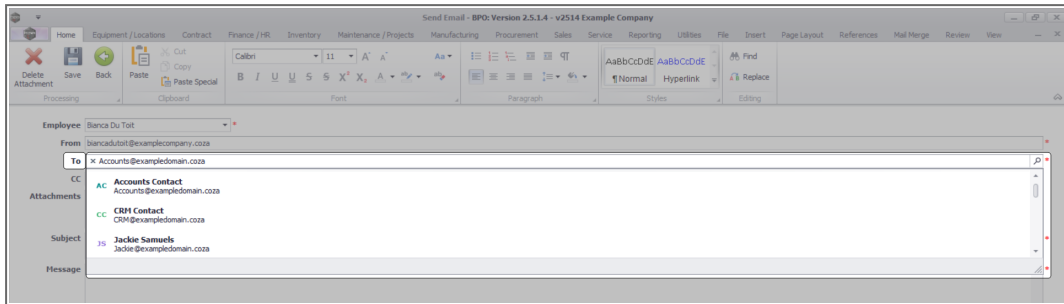


## To

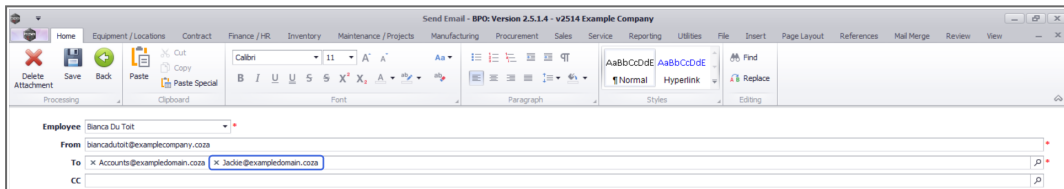
- You can include additional **Customer Contacts** to the **To** field by clicking on the **Search** button.



- This will bring up a list of **Customer Contacts** linked to the Customer for the selected call.

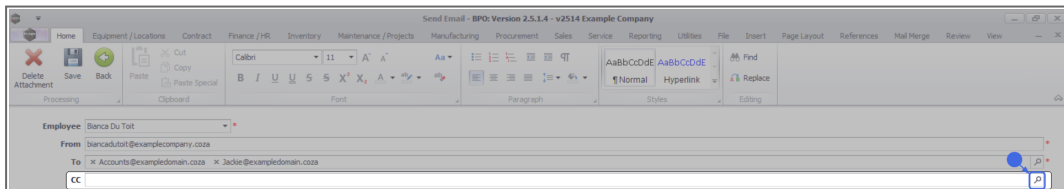


- Select a **Customer Contact** to include, and this Contact will be appended in the **To** field.

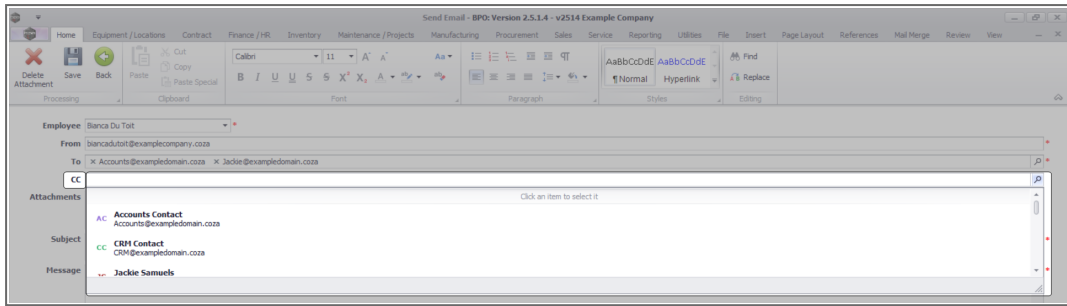


## CC

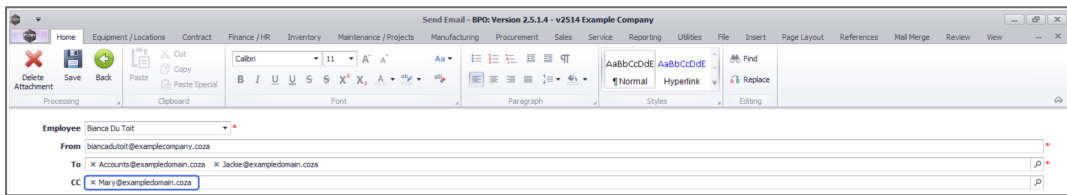
- You can include **Customer Contacts** to **CC** by clicking on the **Search** button.



- This will bring up a list of **Customer Contacts** linked to the Customer for the selected call.

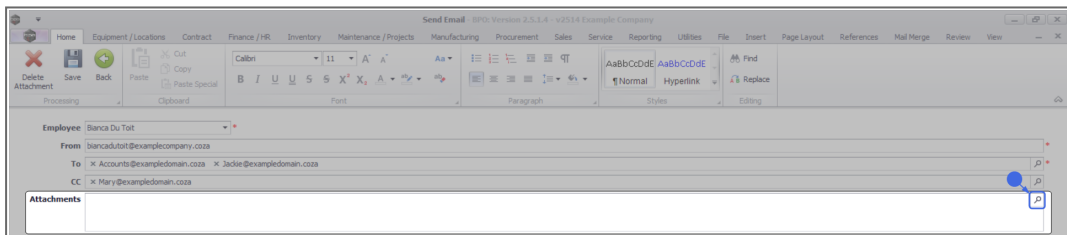


- Select a **Customer Contact** to include, and this Contact will be appended in the **CC** field.

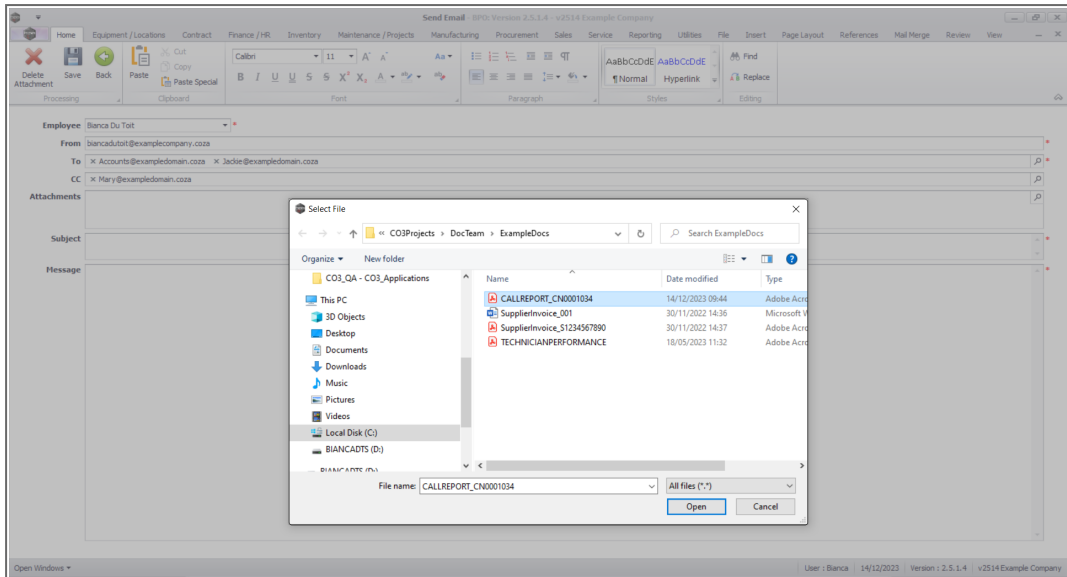


## Attachments

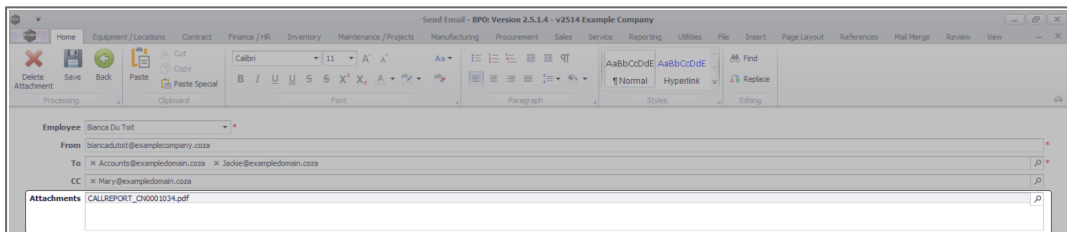
- You can include **Attachments** by clicking on the **Search** button.



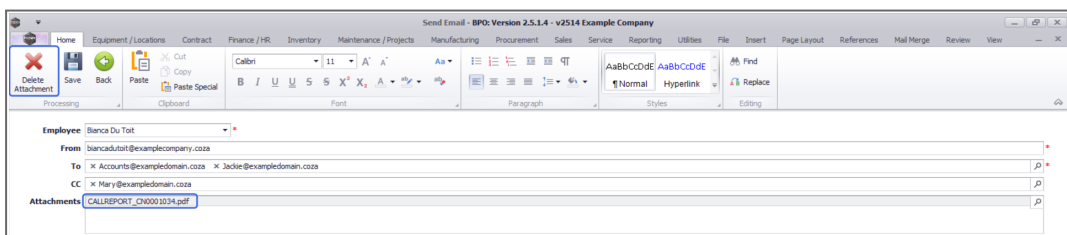
- This will open the **Windows Select File** dialogue box where you can browse for the document(s) you would like to attach.



- The selected file(s) will be appended in the **Attachments** field.

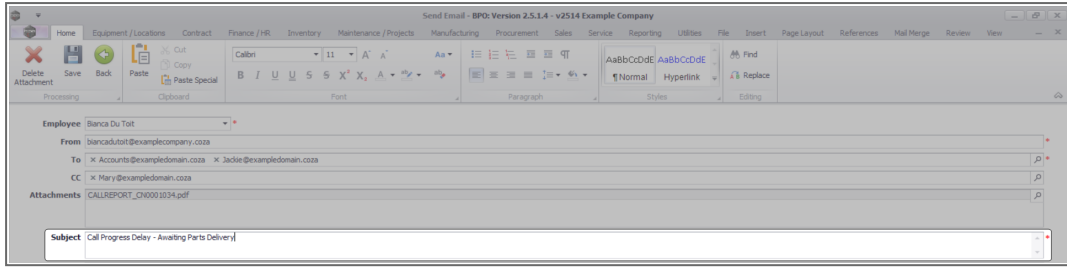


- You can delete an attachment by selecting it and clicking on the **Delete Attachments** button.

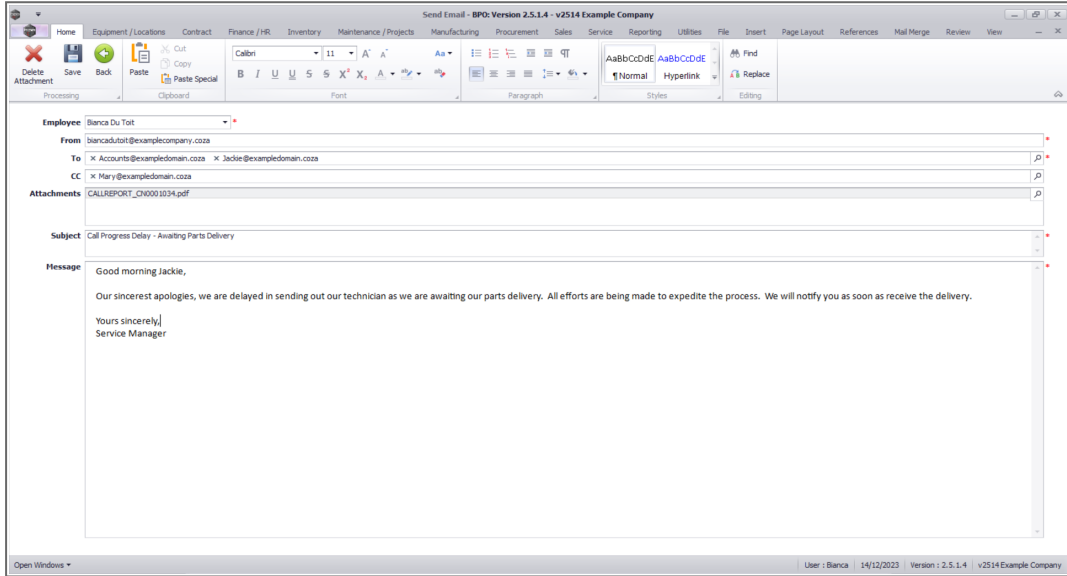


## Subject

- Type in the **Subject** of the email.

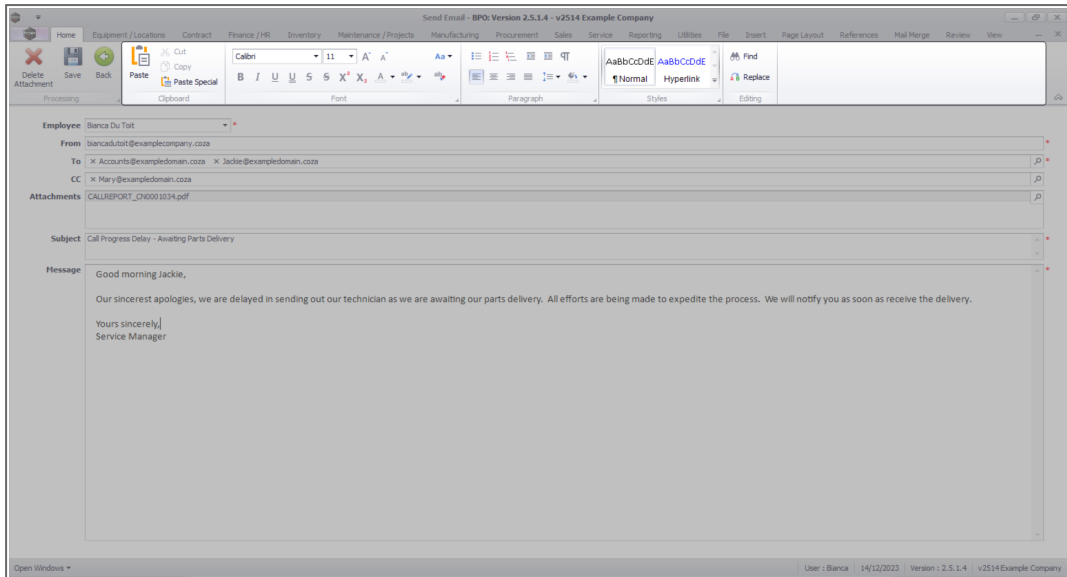


- Type in the **Description** of the email.

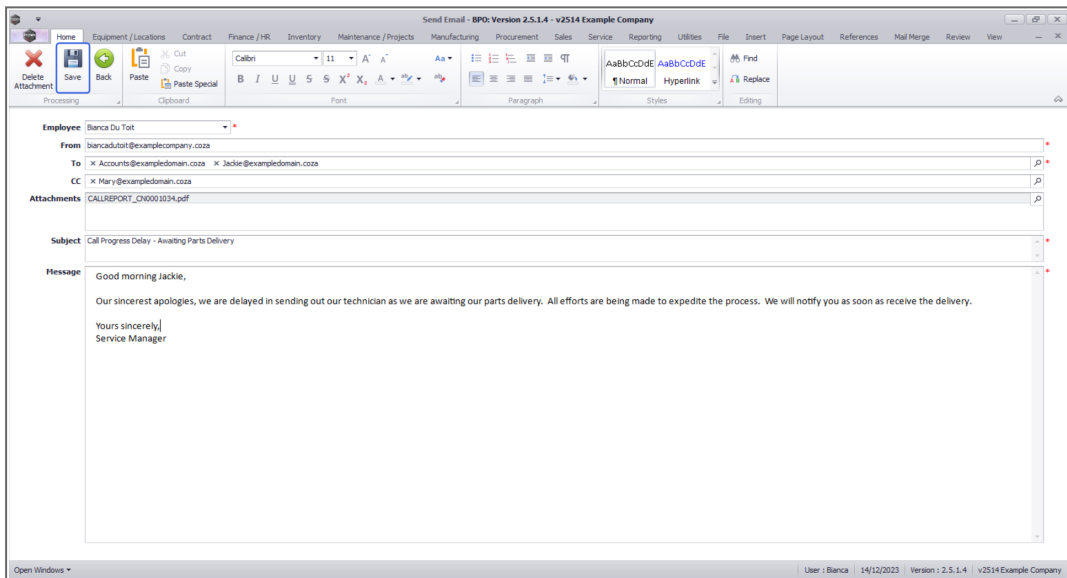


- You can apply **editing** to the email, as needed.





- Once done, click on the **Save** button to send the email.



- The **Send Email** screen will close and the email will be added to the email queue to be emailed out by the [Mail Service](#).

## EMAIL EMPLOYEE

---

- The same process applies as noted for [Email Customer](#), other than the email address populated in the **To:** field is populated with the **assigned technician's email** address.
- Searching for additional email addresses to link will bring up a list of customer contacts.

## EMAIL BOTH

---

- The same process applies as noted for [Email Customer](#), other than the email address populated in the **To:** field is populated with the **assigned technician's email** address and the **customer contact** linked to the selected call.
- Searching for additional email addresses to link will bring up a list of customer contacts.

---

### Related Topics

- [Service - Introduction to Call SLA Management](#)
- [Service - Call SLA Management - Email Reminder](#)
- [Service - Call SLA Management - Close Call](#)
- [Service - Call SLA Management - Complete Call](#)
- [Service - Call SLA Management - Hold a Call](#)
- [Service - Call SLA Management - Pend a Call](#)
- [Service - Call SLA Management - Assign a Call](#)
- [Service - Call SLA Management - Call Hours Service Status](#)
- [Introduction to Call Hours Service](#)

MNU.127.001