

Notifications by email

The following table details, for each action made (Trigger), the email notification generated.

Action (Trigger)	Condition to send notification by email	Mail To	Mail CC	E-mail Subject	Mail Body
Add Case	If check box "Send notification" is selected	Case Assignee		[App4Legal]-[New Case] % Case ID% has been added	Dear %Case Assignee%, You have been assigned on the %Case ID% Case Subject: %Case Subject% Note: this is an automatic email generated by App4Legal. Please, do not reply.
Edit Case	If check box "Send notification" is selected	Case Assignee	Case Created By	[App4Legal]-[Case Updated] % Case ID% has been updated	Dear %Case Assignee%, The %Case ID% has been updated by %Created By%. Case Subject: %Case Subject% Note: this is an automatic email generated by App4Legal. Please, do not reply.
Add Case Note	If check box "Send notification" is selected	Case Assignee	Case Created By, Note Created By	[App4Legal]-[New Note] on % Case ID % by %Created By%	Dear %Case Assignee%, A new Note has been added to %Case ID% by %Created By%. Case Subject: %Case Subject% Note: this is an automatic email generated by App4Legal. Please, do not reply.
Add Case Note (Case originated from Customer Portal)	<ol style="list-style-type: none"> Customer Portal Features is enabled Note is being added by App4Legal User Visible from Customer Portal is checked. If check box "Send notification" is selected. 	Customer Portal User Created by	None	Notification - Customer Portal	%User name% added the below comment: %Comment%
Add Case Note (Case originated from Customer Portal)	<ol style="list-style-type: none"> Customer Portal Features is enabled Note is being added by Customer Portal User 	Case Assignee	None	Notification - Customer Portal	%User name% added the below comment: %Comment%
Change Status (Case originated from Customer Portal)	Customer Portal Features is enabled	Customer Portal User Created by	None	Notification - Customer Portal	%User name% changed status of the Ticket % number% to "2-In Progress" on %Date and time%. Ticket Subject: %Ticket Subject%
Add Task Meeting	If check box "Send notification" is selected	Invitees	Task Created By	[App4Legal]-[Meeting Request] %Task ID% New meeting on % Date-Hour%	Dear %Task Assignee%, A new Meeting Request has been sent to you. From : %yyyy-mm-dd% - %HH:MM% To: %yyyy-mm-dd% - %HH:MM% Description: %Description% Note: this is an automatic email generated by App4Legal. Please, do not reply.

Add Task Not Meeting (To-Do)	If check box "Send notification" is selected	Task Assignee	Action Maker (User Logged in)	[App4Legal]-[New Task] %Task ID% has been assigned to you	Dear %Task Assignee%, A new Task has been assigned to you. Task ID: %Task ID% Task Type: %Task Type% Priority: %Priority% Due Date: %yyyymm-dd% Task Description: %Description% Note: this is an automatic email generated by App4Legal. Please, do not reply.
Edit Task	If check box "Send notification" is selected	Invitees	Task Created By	[App4Legal]-[Task Updated] %Task ID% has been updated	Dear %Task Assignee%, The Task %Task ID% has been updated by %Created By%. Task Type: %task Type% Priority: %Priority% Due Date: %yyyymm-dd% Task Description: %Task Description%
Add Hearing	If check box "Send notification" is selected	Lawyers Assigned on Hearing		[App4Legal]-[Hearings] on Case C00000017 By Hearing Assignee	Dear Jessica Fletcher, Hearings updated on the Case C00000017. Case Subject: Litigation Case 1 Note: this is an automatic email generated by App4Legal. Please, do not reply.
Broadcast an "ADHOC" Notification for Users		Notify Users		[App4Legal]-[Notification] New message for your attention	Message Notification
Forgot your password		The email address that is inserted	None	Reset Password	Dear %User Name%, The reset password request was successful. Please follow this %link% to insert your new password of your profile. App4Legal team, Note: this is an automatic email generated by App4Legal. Please, do not reply.