

Kommunikation

Ical option

From this release (02/21) on it is possible to include an invitation when sending an email. The recipient can automatically add this to his / her calendar. You can add this option by going to Administration-Communication templates. Here you can select a template and add the option via the dropdown menu.

The image shows a screenshot of the email template editor. On the left, there is a preview of an email template with various fields like [Client], [ClientAddress], [ClientZipcode], [ClientTown], [ClientPhone], [ClientMobile], and [ClientMail]. On the right, there is a dropdown menu for 'Select an ical event type' with options: 'Book in date', 'Est Appointment', 'Est Comp Date', and 'Book out date'. Further right, there is a list of email templates with columns for 'estimate by email', 'Invitation initial damage assessment (te)', 'Invoice email', 'Order', 'Payment car repair', 'Reminder 1', 'Reminder 2', 'Reminder 3', 'Rental agreement', 'Repair agreement', 'Repair Agreement2', 'Satisfaction survey request', and 'Selfserviceportal'.

You can send an Ical invitation for the appointment date, quote appointment, expected end date, planned delivery date. You should definitely enter this date in the job so that it can be sent via the Ical invitation. ! Important: this option is only usable if emails are sent directly from PlanManager. This will not work if the config MAIL_TROUGH_OUTLOOK is enabled. Furthermore, these Ical attachments were automatically added to the template appointment specifications and repair appointments that are used by users of the Self Service Portal. No manual adjustment has to be made for the automatic mails from the Self Service Portal.

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