

Kommunikation

New notification option

As of this release it is possible to receive a notification when the customer is 'late'.

You can activate this notification by going to Communication - Settings. Here you will find the following option:

Notify job admin on	
Status change	<input type="checkbox"/>
All Parts In	<input checked="" type="checkbox"/>
Ubench warnings	<input type="checkbox"/>
AXA claim state changed	<input type="checkbox"/>
Selfserviceportal: est. appointment	<input type="checkbox"/>
Selfserviceportal: appointment repair	<input type="checkbox"/>
Repairplanning: Customer is late	<input type="checkbox"/>

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If you check this option, an automatic notification will be sent as soon as the customer is late and the planning can no longer be followed. This notification system is based on the following configuration:

DELETE_SCHEDULE_X_MINUTES_AFTER_APPOINTMENT

This configuration will automatically delete the schedule as soon as the customer is late. The notification was added to inform the case manager that the customer is late and that the schedule has been automatically deleted.

Eindeutige ID: #3751

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Letzte Änderung: 2022-01-25 13:31