Managing Notifications

https://help.reputation.com/knowledgebase/managing-notifications/ | Last Updated:March 9, 2021

> Configure your own alerts or alerts for your team.

Notifications allow you or other users on your account to receive an alert (via email and/or mobile push) for various platform events related to:

- Actions
- Reviews
- Social
- Surveys

Your Notifications

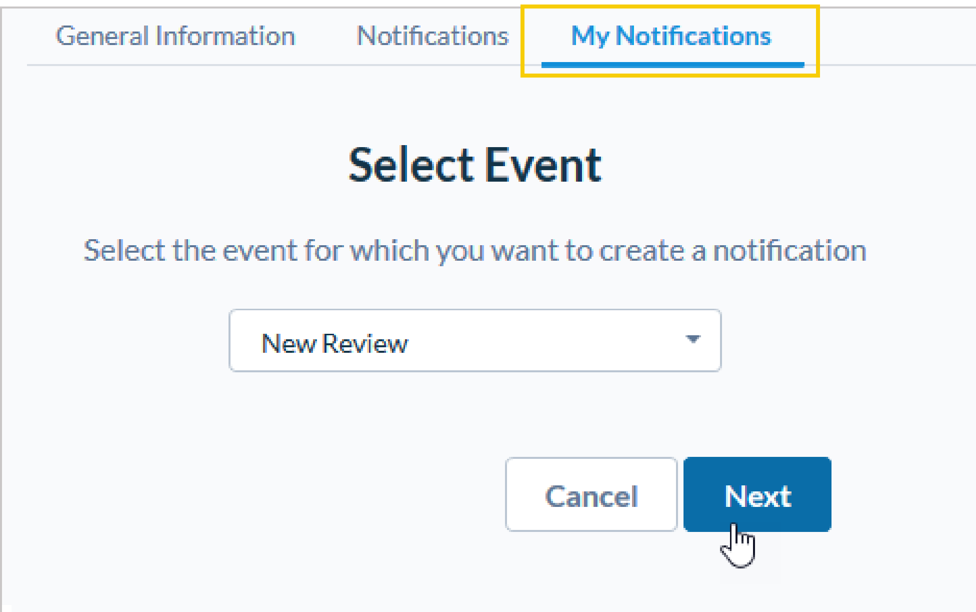
You can configure your own notifications or modify the properties of notifications that have been set up for you by an administrator.

To configure your own notification:

1. Click **Settings** from the upper right corner of the platform.
2. From the Admin menu (My Account tab), click **My Notifications**.
3. From Notification Settings, click **Add Notification**.
4. From the **Select Event** drop-down, choose the event for which you want to create an alert.

The available events depend on the features of the platform you have access to.

5. Click **Next**.



6. Modify the notification settings. Settings vary depending on alert type. *Not all settings are listed here.*
    - **Rule Name** – Set a name for the notification to help you identify it in your list.
    - **Channel** – Channel availability may vary: Email, Mobile Push Notification, Platform Notifications Tray

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- **Frequency** – The frequency with which to receive the alert: Immediate, Daily, Weekly, Monthly. Immediate sends emails each time the notification process finds one or more items that meet the conditions. All other options send a digest email according to the selection.
- **Group Similar Emails** – Group similar notifications generated in the same timeframe into one email. Selecting “No” sends individual emails for each event (new review, new simple survey, new Q&A).
- **Email Subject** – Choose the subject line of the email when it arrives in your inbox. Inserting variables allows you to identify the source, location, or other information about the ticket to help manage/group multiple alerts arriving in your inbox.
- **Email Custom Message** – Enter verbiage to add to the beginning of the email, which can be used to set context for why the alert was sent or what the expectation is for taking action.
- **Alert For** – Receive alerts for all locations (click All), or select individual locations. If you have more than one Alert For filter option, your account has custom filters, which allows you to choose custom segments to associate with the alert.
  If authorized locations are already specified in your user profile, do NOT specify them again in the alert settings. The user profile level automatically cascades location settings to all related alerts, which prevents you from having to modify individual alert properties. If you do modify location settings within an alert, changes at the user profile level no longer apply to the selected alert.
- **Sources** – Receive alerts for all sources associated with your account (click All), or select individual sources.

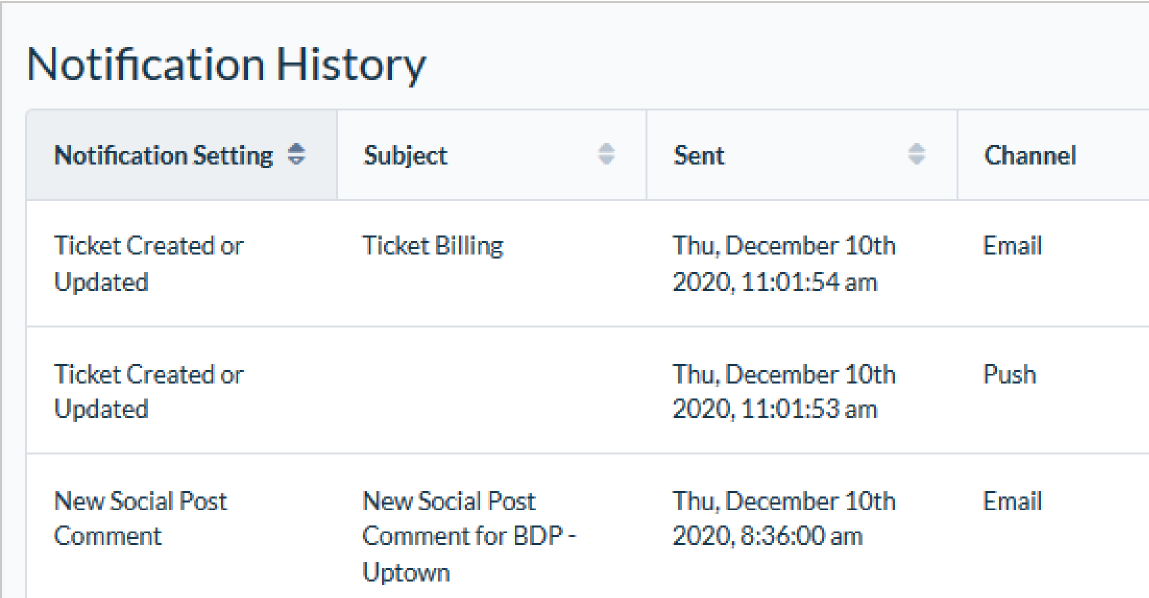
7. Click **Save**.

The alert becomes active and will notify you via the selected channel(s) and frequency when the notification conditions are triggered. You can also disable the alert or edit, copy, and delete.

Name	Mode	Frequency	Status	Actions
Review Notification	Push	Immediate		

Notification History

Within the Notification Settings below any configured alerts, view the historical log of each notification.



Notification History

Notification Setting	Subject	Sent	Channel
Ticket Created or Updated	Ticket Billing	Thu, December 10th 2020, 11:01:54 am	Email
Ticket Created or Updated		Thu, December 10th 2020, 11:01:53 am	Push
New Social Post Comment	New Social Post Comment for BDP - Uptown	Thu, December 10th 2020, 8:36:00 am	Email

Role-Based Notifications

Manage user-level notifications in bulk by applying role-level notifications. For example, all “Accounting” members can share notification settings whenever a ticket is assigned to the Billing queue.

Alternatively, you can add alerts on behalf of another user one-by-one by accessing the Admin menu (**Users** tab) and click the **My Notifications** tab for that user.

To configure a role-based notification:

1. Click **Settings** from the upper right corner of the platform.
2. From the Admin menu, click **Roles**.
3. Click on the role you want to edit.
4. Within the role settings, click the **Notifications** tab.

The platform prompts you to confirm any settings you apply to the notifications within the role, as they will apply to all users who have that role assigned.