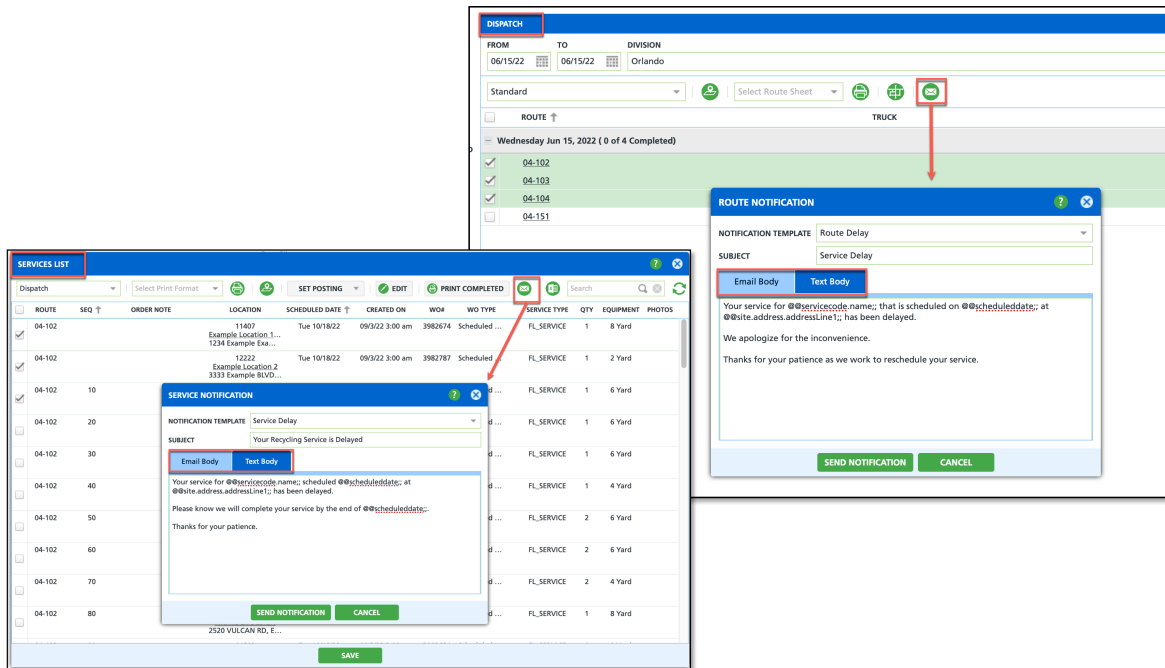# Dispatch - Route Notifications Expanded to Include Text (14213) [Enhancement]

Last Modified on 01/30/2023 3:45 am EST

The following changes have been made to the Email Notification tool in Dispatch and Services List:

1. Email Notification has been renamed to Route Notification (Dispatch) or Service Notification (Services List).

2. The notification has been expanded to include the option to text. To support this, Email Body and Text Body tabs were added. Upon selection of a Notification Template, the Subject, Email Body and Text Body fields populate with content created in the template (Setup > System > Notification Template). Before sending the notification, users can edit any of the fields.

3. The 'Send Email' button has been renamed to 'Send Notification'. Notifications are sent to the contact's service notification preference.

Pathway: *Operations > Dispatch*
Article: Route and Service Notifications