

Add/Edit Contact (Accounts) - New Request Notification Field Added (16819) [New Feature]

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A new 'Request Notification Method' field has been added to the Add/Edit Contact screen. The following options are available:

- None: Contact will not receive request notifications in text or email. Customer must check the portal for request updates.
- Text Message: Contact will receive request notifications as a text only.
- Email: Contact will receive request notifications as email only.

The screenshot shows the 'ADD CONTACT' form with a blue header bar containing a help icon and a close icon. Below the header are four tabs: 'Details', 'Customer Portal Access', 'Tags', and 'Activity History'. The form fields include: TITLE, NAME, EMAIL, EMAIL 2, PHONE 1, PHONE 2, PHONE 3, PHONE 4, NOTE, RECEIVE SERVICE NOTIFICATIONS (set to Yes), SERVICE NOTIFICATION METHOD, and REQUEST NOTIFICATION METHOD. The 'REQUEST NOTIFICATION METHOD' dropdown is highlighted with a red box and is open, showing three options: 'None' (highlighted in green), 'Text Message', and 'Email'. A 'SAVE' button is located at the bottom right of the form.

Pathway: Accounts > Customer Service Screen > Add/Edit Contact