

Case notifications

Case resolution notifications

Version 7.17



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Table of Contents

Case resolution notifications

4

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PRODUCTS: SERVICE CREATIO

Service Creatio enterprise edition, Service Creatio customer center edition, and Financial Services Creatio, customer journey edition products can send your customers email notifications, informing them about changes in their support case status.

To enable automatic email notifications on case resolution:

1. Go to System Designer → [*System settings*].
2. Open the “**Website URL**” system setting.
3. Specify the full URL of your Creatio website in the [*Value*] field, e.g., <http://mydomain.com>.
4. Click [*Save*].