Notifications

About Service Accent Notifications

Service Accent Notifications allows you to automatically send configurable messages by email or SMS text message to engineers, customers and/or specific named recipients based upon specific events such as call assignment or job closure. Working in partnership with our inbound Remote Email module Service Accent Notifications can play a valuable role in keeping customers, engineers and internal staff up to date on the status and progress of jobs within Service Accent.

This flexible solution can also work in conjunction with Service Accent Wireless, Mobile and/or the Remote Engineer/Customer web modules to ensure that jobs logged online via your website or jobs allocated to specific engineers generate a reminder message to the appropriate individual(s) concerned.

Flexibility and control

Service Accent Notifications gives you:

- Reassurance that Customers will receive regular, timely updates regarding the status/progress of their jobs

- Confidence that engineers/support staff are notified when important events occur, such as a customer logging a new service call via. your website

- Flexibility to communicate with individuals by either email or by SMS text message (requires a subscription to our SMS provider)

Quick facts

How it works

You can send emails and/or SMS messages to your customers, engineers and/or named individuals in your organisation based on certain triggers. For example, when an job is allocated to an engineer, an SMS can be sent to that engineer informing him of the new job. You can send an email to a customer when a job is logged informing the customer of the job details. When the job is closed, you can email the customer with that information too.

Emails are sent using your own email infrastructure (e.g., SMTP, Outlook etc), while SMS messages are sent using our preferred SMS provider. If you sign up for SMS, you will be allocated your own account which you will need to keep in credit in order to send SMS messages.

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