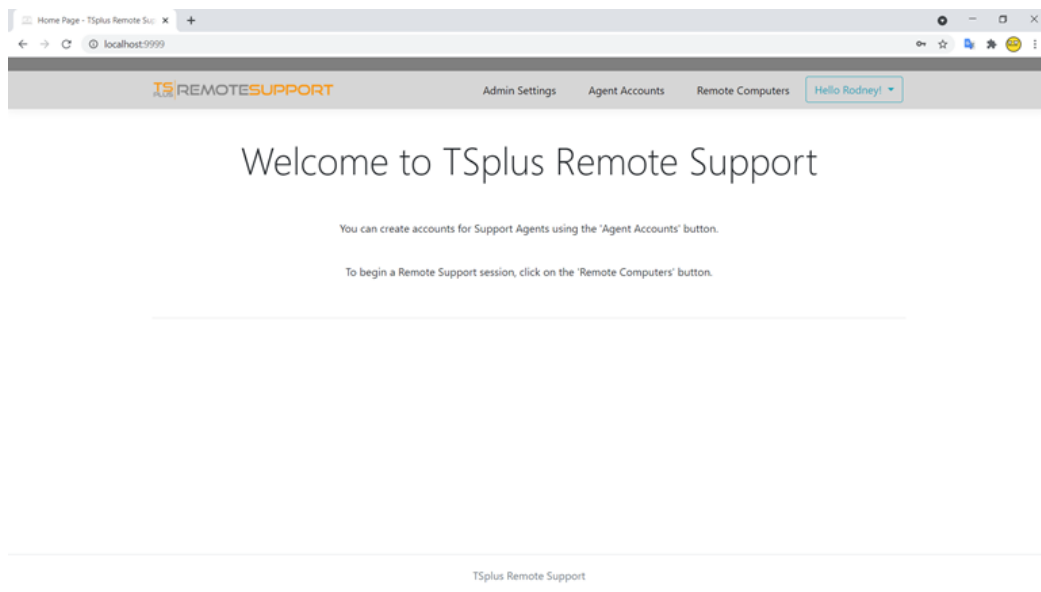


Administrator Settings - Email

Overview

Once logged in, the Administrator is greeted by a simple set of menus that gives them full control over the support environment.



The first menu item is Admin Settings. Here, Administrators will find 4 sections - [Email](#), [Server](#), [Customization](#) and [Advanced](#).

Email

Configure the SMTP Client and customize the email content sent to the end-user.

Settings

- Email
- Server
- Customization
- Advanced

Email Settings

SMTP Configuration

Hostname

Port

- Use SSL
- Require authentication

Username

Password

Send Email From

[Validate SMTP settings](#)

Email with URL template

These templates will be used to generate email sent to the customer when you click on 'Send via email', to send them the URL to share their session/computer.

These can be customized using special strings listed below, to retrieve specific values.

- To retrieve the URL sent: use %URL%
- To retrieve the current agent first name: use %AGENTFIRSTNAME%
- To retrieve the current agent last name: use %AGENTLASTNAME%
- To retrieve the current agent title: use %AGENTTITLE%
- To retrieve the product name: use %PRODUCT%
- To retrieve the customer name (available only in the share session mail customization): use %CUSTOMERNAME%
- To retrieve the ticket number (available only in the share session mail customization): use %TICKETNUMBER%

Share your session using this URL email

Email title

Email content template

Hi %CUSTOMERNAME%,

This is %AGENTFIRSTNAME% %AGENTLASTNAME% from %PRODUCT%.

In order to troubleshoot your current issue regarding ticket #%TICKETNUMBER%, we will need to connect to your computer.

To do so, please click on link below and start sharing your screen.

%URL%

Best regards,

%AGENTFIRSTNAME% %AGENTLASTNAME%

[Reset](#) [Reset to default](#)

Allow unattended access to your computer using this URL email

Email title

Email content template

Hello,

This is %AGENTFIRSTNAME% %AGENTLASTNAME% from %PRODUCT%.

In order to troubleshoot your current issue, we will need to connect to your computer.

To do so, please click on link below and allow unattended access to your computer for our support team.

%URL%

Best regards,

%AGENTFIRSTNAME% %AGENTLASTNAME%
%AGENTTITLE% - %PRODUCT%

[Reset](#) [Reset to default](#)

[Save](#)

