

Using Event Alerts

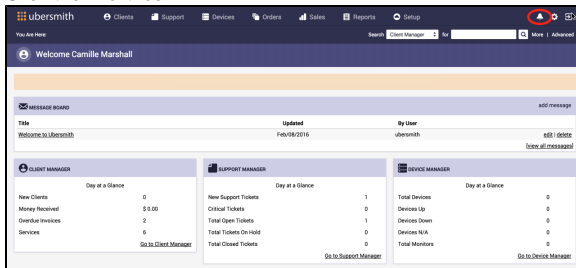
Ubersmith can send you alerts based on system events, when another user or automated process you are interested in occurs. Alerts also contain links to the items they reference. For example, you can receive an alert each time a new support ticket comes in, and it will contain a link to the Support Manager Dashboard.

Once enabled, you will immediately start getting alerts based on the alerts you have selected. When you have alerts, the Alert icon shows a count of the number of alerts you have not read.

Alerts remain in the list for two weeks before they are automatically removed, regardless of whether they have been read or not. You can select one or more alerts and mark them as read, or you can mark all as read at once.

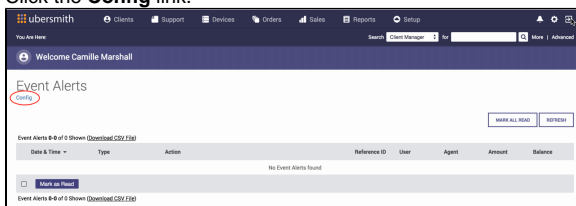
Creating Alerts

1. Click the **Alert** icon.



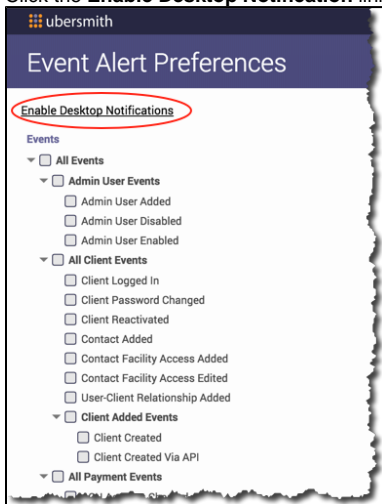
The *Event Alerts* page appears.

2. Click the **Config** link.



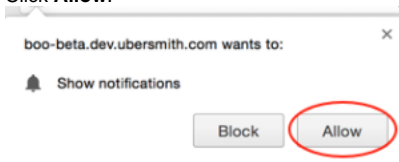
The *Event Alert Preferences* page appears.

3. Click the **Enable Desktop Notification** link.



A window to either show or block notifications appears.

4. Click **Allow**.

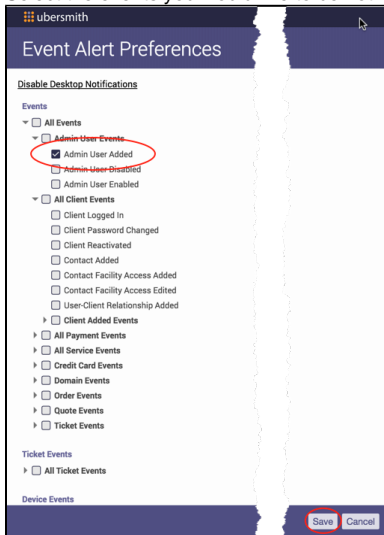


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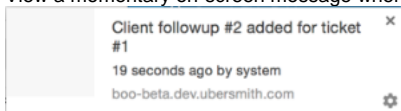
- Select the events you would like to be notified of and then click **Save**.



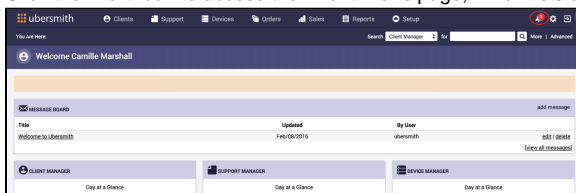
Viewing Alerts

When you have an alert, the Alert icon displays a count. There are multiple ways you can view alerts.

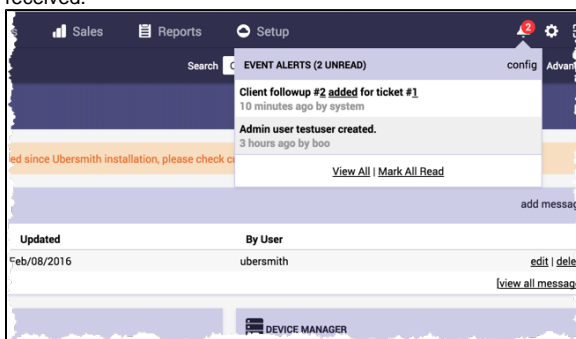
- View a momentary on-screen message when you receive a new alert.



- Click the **Alert** icon to access the *Event Alerts* page, which lists all the alerts you have received.



- Hover your mouse over the **Alert** icon to view the *alert pop-over* which lists the alerts you have received.



Related Topics