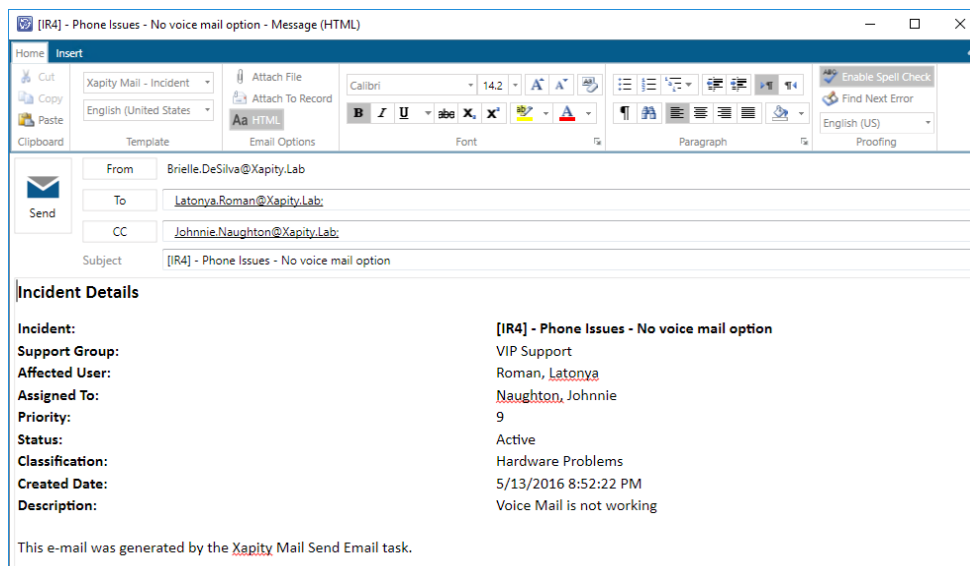


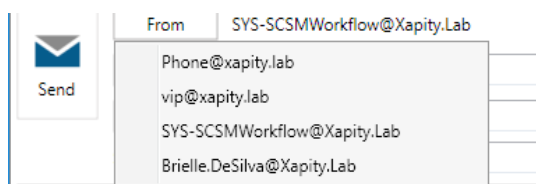
The Send Email task is a component of Xapity Mail that allows an analyst to send an email from the Service Manager Console. It does not require Outlook or any other email client to be installed and uses the Service Manager Notification Channel to send the email.

Send Email can use Service Manager Notification Templates to add details of the Work Item directly into the email. It supports rich text editing and attachments.



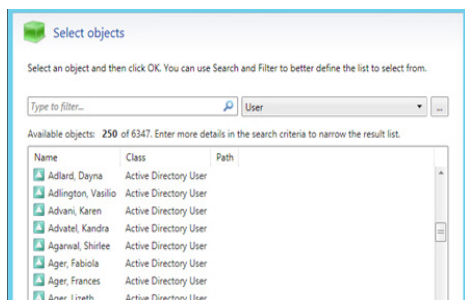
From

The **From** address is set by the administrator. This can be changed if other addresses have been enabled. With Xapity Teams integration, shared mailbox addresses would be available.



Other User

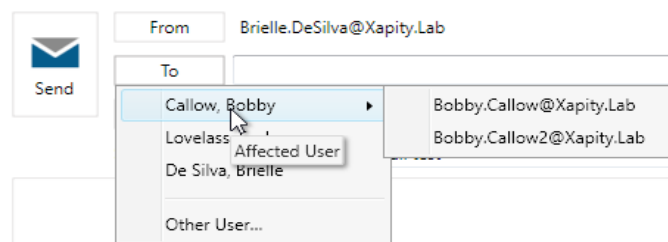
The **Other User** option in **To** and **CC** allows the analyst to choose any user that is in the Service Manager Configuration Items.



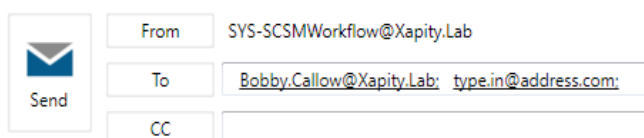
To

The **To** field will display the:

- Affected User
- Created By Analyst
- Assigned To Analyst
- Primary Owner
- Other User registered in SCSM



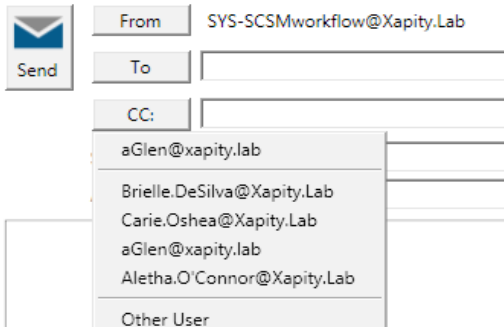
Analysts can choose the email address to use if the user has multiple addresses. Or can manually type in one or more email addresses separated by a semi-colon.



CC

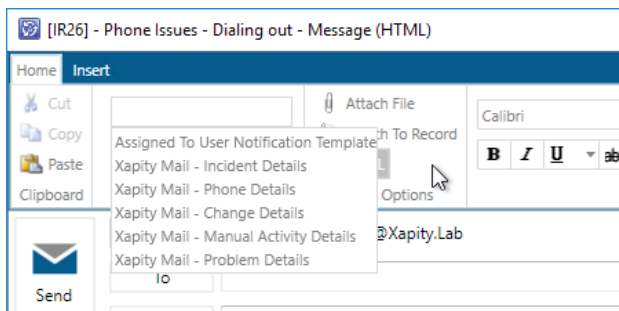
CC field has the additional option of sending an email to the current analyst or to a Team email address if Xapity Teams has been installed and configured.

In this example, the analyst is a member of 3 Teams and can see three additional emails addresses.

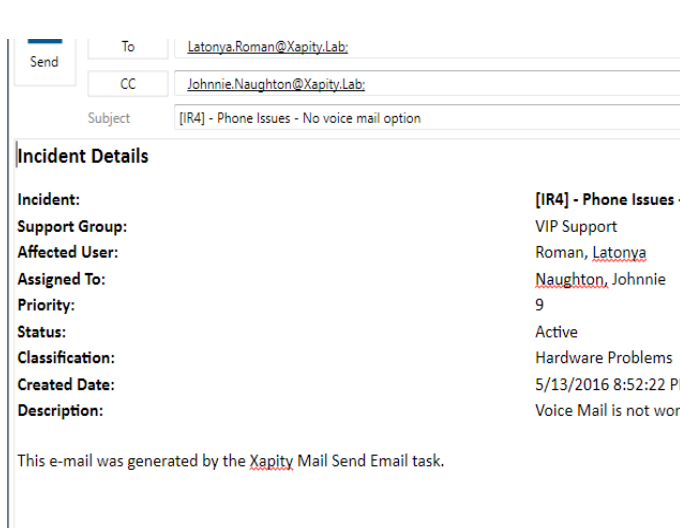


Notification Templates

Notification Templates can be created for each work item type and enabled for analysts to use.

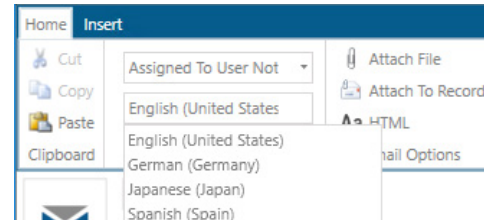


The analyst can choose the Template and details from the job will be automatically substituted in to the email.

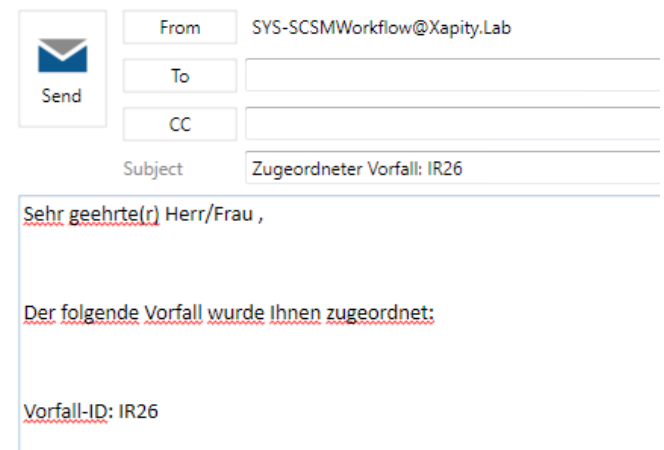


Template Language

Notification Templates support multiple languages and if configured for the selected Template, allows the analyst to change the language and apply the specific language template.

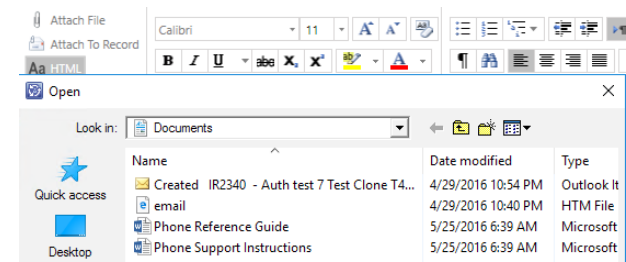


The email subject and body will update to the language template.



Attachments

The analyst can add attachments to the email.



Other Features

- Allows the Analyst to edit the email body and subject before sending the email.
- Updates the Action Log (if available on the work item) with basic details of the email.
- Option to attach a copy of the email to the work item.
- Multi language Spell Check Dictionaries