

Technical Note: Changing E-mail address for notifications

Notifications are setup in a portal by selecting "Manage Account" from the top right of the portal, then selecting "Notifications" for the menu on the left.

MANAGE ACCOUNT

ACCOUNT	
GENERAL	
SUBSCRIPTION	
INVOICES	
NOTIFICATIONS	
AUDIT	
ANALYTICS	
TAGS	
CRM	
SALESFORCE	
HIGHRISE	

When the recording client is uncontactable?

No

Yes - let the owner know when a client is uncontactable from the internet

When the recording client has a network adapter fault?

Cable disconnected

No ethernet packets received for more than

No VoIP packets received for more than

When no calls are recorded for a period of time?

No

Yes - let the owner know when no calls have been recorded for more than

or

Notifications will notify of problems via email, using the email address listed against the portal owner's profile. To change this address, select "Manage Users" from the top right of the portal. Open the Account Owners profile by clicking on the owner's name and change the email address details. Click Apply to save the change. Any notification will now be sent to the new email address and not the owner.

NOTE: CallN will be changing this in the future so that a separate notification email address can be input in to the portal. This way the owners contact details remain valid, and they do not receive notifications.