Specific Notification Configurations

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Application Section: Organization Management	**User Roles:** Notification Manager

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Purpose: Learn specifics about each type of notification and their unique configurations.

Status/Assignment Notifications

Figure 1: Status/Assignment Notification Configuration Fields

When configuring a **Status/Assignment**, notification. If you choose an assignable status (i.e., Review or Authorize) the **Assignment to Notify** drop-down will appear, where you can configure a notification to trigger when a case is in a user worklist, or a specific role's workbasket.

Table 1: Assignment to Notify Table

Assignment to Notify Value	Trigger Information
Not Applicable	This Notification is triggered when a case goes into the selected status (When to Notify), regardless of whether it was assigned to a User or a Workbasket.
When Assigning to a Person	This Notification is triggered when a case is assigned to a user and in the selected status(When to Notify).
When Assigning to a Workbasket	This Notification is triggered when a case is assigned to a workbasket (i.e. no available user for assignment currently) and in the selected status (When to Notify).

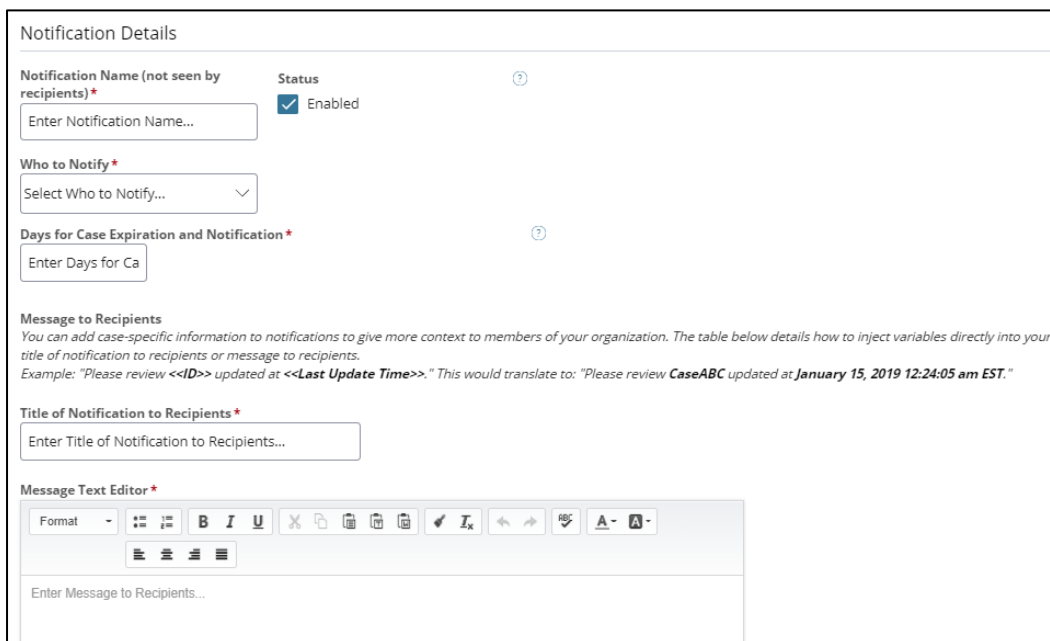## Stagnant Case Notifications

Within each **Stagnant Case** notification, you have the option to schedule three instances of notifications. For each notification, choose the recipient, and the specific role if applicable. For the first two instances, specify the amount of time you want the case to be stagnant in the phase before the notification is sent. If you choose to configure the third instance, it is preset to send the notification every 15 days for a maximum of four times, or until the case is moved out of the specific phase.

Figure 2: Stagnant Case Notification

Case Expiration Notification

When configuring a **Case Expiration** notification, the **Days for Case Expiration and Notification** defines the number of days a case can be active. The case expiration (case timer) will start once the system receives a standard form. Once the case timer counts down to 0, the case will be marked as **Expired.**
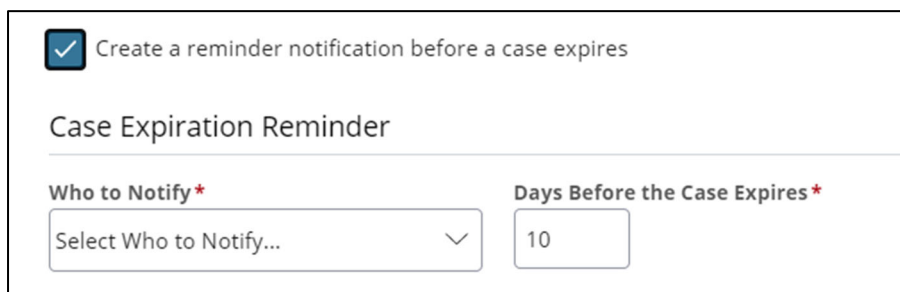

Figure 3: Case Expiration Notification Selection

When configuring a **Case Expiration** notification, a reminder message can be sent before the expiration notification is sent.

Figure 4: Case Expiration Reminder

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Org Move Notifications

After selecting **Organization Move**, you can choose to trigger the notification for an organization or team being moved. If you select **An Organization is Moved** in the **When to Notify** field, the **Who to Notify** field will auto-populate to **Organization**. You will then be able to further refine the search by selecting **Roles to Notify** and **User Levels to Notify**.

Figure 5: Migration Notification

For **External Organization Migrations**, Notifications will automatically be sent out to affected organizations. Everyone in the migrating and gaining organizations, and Organization Managers of the losing organization (parent of migration organization) will be notified.

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