

Organization Email Templates

This page contains instructions on how to edit email notifications and the tags required for the customization of organization email templates.

- [Overview](#)
- [Edit a template](#)
- [Template types](#)
- [Restore default settings](#)


Overview

To access the **Email Templates Management** page, go to **Unified Communications** option in the side menu and click on the [Email Templates](#) icon under the **System Templates** area.

VoipNow can email these notifications to the system administrator(s), the service providers and/or to a custom email address.

Edit a template

To customize the subject or the content of an email notification:

1. Click the  icon corresponding to the chosen event.
2. In the **Edit Email Template** page, enter the email subject and body keeping in mind that:
 - You may use only plain text when writing the email subject and body. The email is also sent in plain text format.
 - You can include tags that will be automatically replaced by the system with the appropriate content (e.g. [recipient_name] is replaced with the name of the person receiving the notification).
3. Click **OK** to save the changes to the email template. To return to the previous page without saving the changes, click **Cancel**.

Template types

VoipNow comes with several email templates, depending on the event they are related to.

- **Organization account creation:** This email notification is sent when a new organization account is created.

Tag	Details
[contact_name]	The name of the organization that has just been created, as it was specified in the provided organization information.
[recipient_name]	The name of the person who receives the email.
[login]	The username that will be used to connect to the organization account, as it was specified in the provided organization information.
[password]	The password that will be used to connect to the organization account, as it was specified in the provided organization information.
[billing_plan]	The name of the billing plan employed for this particular account.
[template]	The name of the organization template used to create this account.
[interface_language]	The language used by the VoipNow interface when this account is logged in.
[company_name]	The name of the company, as it was specified in the provided organization information.
[phone]	The account owner's telephone number, as it was specified in the provided organization information.
[fax]	The account owner's fax number, as it was specified in the provided organization information.
[addresses]	The account owner's address, as it was specified in the provided organization information.
[email]	The account owner's email address, as it was specified in the provided organization information. Please note that the email address can contain characters from any official language script. Domain names that contain these special, so called non-ASCII, characters are called Internationalized Domain Names (IDNs). VoipNow supports IDNs .
[city]	The account owner's city of residence, as it was specified in the provided organization information.

[state]	The account owner's state of residence, as it was specified in the provided organization information.
[country]	The account owner's country of residence, as it was specified in the provided organization information.
[zip]	The account owner's postal/zip code, as it was specified in the provided organization information.
[notes]	The notes/comments that were filled in the provided organization information.

- **Organization account expiration warning:** This email notification is sent <x> days in advance before the organization account expires. The <x> **days in advance** condition is specified in the **Preferences** section.

Tag	Details
[contact_name]	The name of the organization whose account has just expired. This is the name specified in the provided organization information.
[recipient_name]	The name of the person who receives the email.
[company_name]	The name of the company, as it was specified in the provided organization information.
[login]	The username used to connect to the organization account, as it was specified in the provided organization information.
[expire_date]	The date when the account expired.

- **Organization account expired:** This email notification is sent after the organization account has expired.

Tag	Details
[contact_name]	The name of the organization whose account has just expired. This is the name specified in the provided organization information.
[recipient_name]	The name of the person who receives the email.
[company_name]	The name of the company, as it was specified in the provided organization information.
[login]	The username used to connect to the organization account, as it was specified in the provided organization information.
[expire_date]	The date when the account expired.

- **Organization charging limit exceeded:** This email notification is sent when the number of minutes available is <0> and/or the credit is <0>.

Tag	Details
[contact_name]	The name of the organization whose credit/number of minutes is below the customized limit. This is the name specified in the provided organization information.
[recipient_name]	The name of the person who receives the email.
[company_name]	The name of the company, as it was specified in the provided organization information.
[login]	The username used to connect to the organization account, as it was specified in the provided organization information.
[minutes_out]	The number of outgoing minutes left for this account.
[money_left]	The credit for outgoing calls currently available to this account.
[money]	The currency used in the system.
[money_left_incoming]	The credit for incoming calls currently available to this account.
[month]	The month when the notification is sent.
[minutes_limit]	The minutes limit specified in the Send charging limit warnings when the account is below field.
[money_limit]	The credit limit specified in the Send charging limit warnings when the account is below field.

- **Organization charging limit warning:** This email notification is sent when the number of minutes available is <0> and/or when the credit is <0>

Tag	Details
[contact_name]	The name of the organization whose credit/number of minutes exceeded the customized limit. This is the name specified in the provided organization information.

[recipient_name]	The name of the person who receives the email.
[company_name]	The name of the company, as it was specified in the provided organization information.
[login]	The username used to connect to the organization account, as it was specified in the provided organization information.
[minutes_out]	The number of outgoing minutes left for this account.
[money_left]	The credit for outgoing calls currently available to this account.
[money]	The currency used in the system.
[month]	The month when the notification is sent.
[minutes_limit]	The minutes limit specified in the Send charging limit warnings when the account is below field.
[money_limit]	The credit limit specified in the Send charging limit warnings when the account is below field.

- **Organization subscription change:** This email notification is sent when the organization has been assigned a new subscription plan. Please note that updating or editing certain subscription limits and permissions will not generate an email notification.

Tag	Details
[recipient_name]	The name of the person who receives the email.
[company_name]	The name of the company, as it was specified in the submitted service provider information.

Restore default settings

To restore the default notification settings and email contents, click the [Default](#) icon. This will not overwrite the other email address destination.

Related Topics

[Customize notification settings](#)

[Add an Organization account](#)

[Add templates for an Organization](#)

[Set User email templates](#)