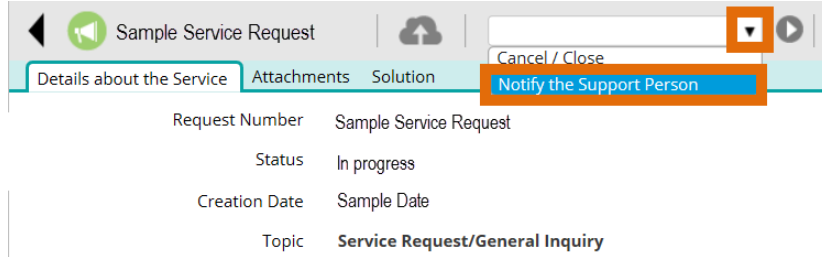




Use the email notification features in ESP to communicate with the support person assigned to your ticket. ESP will update the ticket and guide you through the steps using automated workflow.

1. Select: Notify the Support Person.





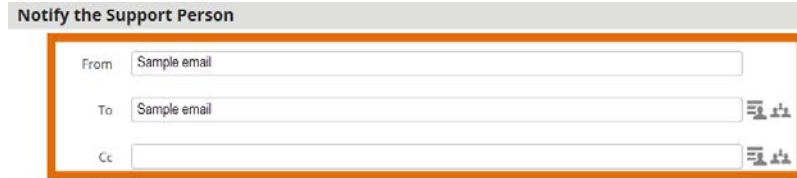
ESP will auto-fill email addresses based on information in the ticket. If you need to include more email addresses:

2. Select:  person icon.  
--and/or--

Select:  group icon.  
--and/or--


Input: email address(es).

The  person icon and  group icon will only use email addresses contained in the ESP directory.



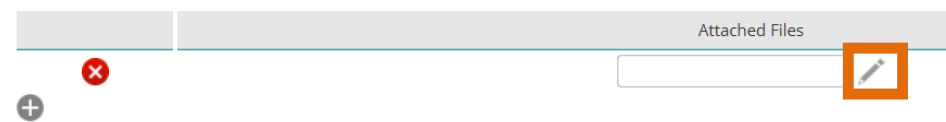
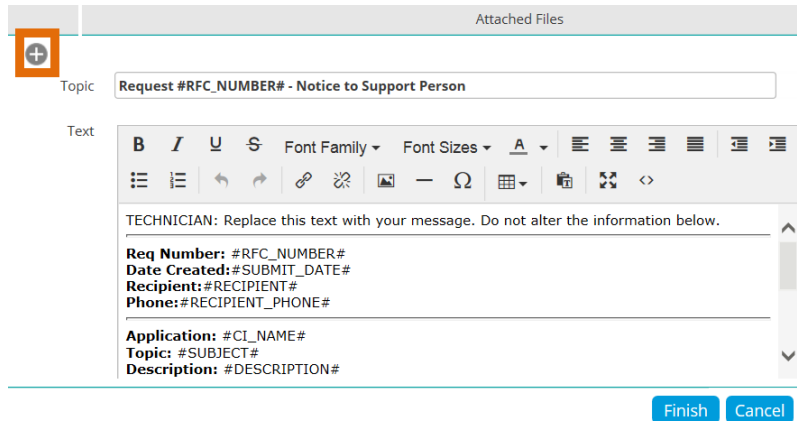
→ If you input multiple email addresses, you need to separate them by a comma or semicolon (;). ESP will send email notifications to valid addresses in the 'to' and 'cc' fields.

If you need to add/delete attachments:

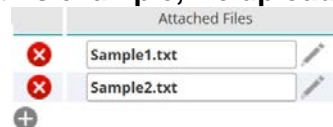
3. Select:  add icon to add attachments.



4. Select:  edit icon to upload an attachment.

→ ESP uses standard upload steps for browsing, finding and selecting.



In this example, we uploaded two attachments.



If you need to	Then select
Add attachment	 add icon
Delete attachment	 delete icon

**5. Input:** Information for the support person.

**Warning!** Do not modify information in the Topic field. ESP will auto-fill information when the email notification is sent.

➔ Remember to replace the text with information for the technician (support person).

**Warning!** Do not modify information below the text line. ESP uses this area to auto-fill information for the email notification and update the ticket history of actions.

Text

**B I U S** Font Family Font Sizes A [List Icons]

Sample information.

Req Number: #RFC\_NUMBER#  
Date Created: #SUBMIT\_DATE#  
Recipient: #RECIPIENT#  
Phone: #RECIPIENT\_PHONE#

---

Topic Request #RFC\_NUMBER# - Notice to Support Person

Text

**B I U S** Font Family Font Sizes A [List Icons]

TECHNICIAN: Replace this text with your message. Do not alter the information below.

Req Number: #RFC\_NUMBER#  
Date Created: #SUBMIT\_DATE#  
Recipient: #RECIPIENT#  
Phone: #RECIPIENT\_PHONE#

Application: #CL\_NAME#  
Topic: #SUBJECT#  
Description: #DESCRIPTION#

Finish Cancel

**6. Select:** Finish.

➔ ESP will send the email notification and update the ticket history of actions.

**Notify the Support Person**

From Sample email

To Sample email [List Icons]

Cc [List Icons]

Attached Files

Sample1.txt [Edit]

Sample2.txt [Edit]

Topic Request #RFC\_NUMBER# - Notice to Support Person

Text

**B I U S** Font Family Font Sizes A [List Icons]

Sample information.

Req Number: #RFC\_NUMBER#  
Date Created: #SUBMIT\_DATE#  
Recipient: #RECIPIENT#  
Phone: #RECIPIENT\_PHONE#

Application: #CL\_NAME#  
Topic: #SUBJECT#  
Description: #DESCRIPTION#

Finish Cancel

Filter: Detailed View Compact View [+/-] Display All [-] Hide All

Date	Assigned To	Action
Sample Date/Time	Sample Employee	Reminder from User

From: Sample Email  
To: Sample Email  
Subject: Request Sample Service Request - Notice to Support Person  
Sample information.