

# What are Email Notifications?

Several features in MyInavero can trigger a real-time email notification. You can use these settings to keep you in the loop while your survey is in the field without logging into the survey tool. If you want to receive more or less email notifications- most of these can be customized.

This guide explains the actions in MyInavero that trigger an email notification.

## Features that Trigger Email Notifications:

1. New Email Responses
2. Shout Outs
3. My Issues - status change
4. Issue is escalated

### 1. New Email Responses

All users within MyInavero have the option to receive an email notification when a contact gives a 6 or below. You have the option to receive all responses via email notification if you would like, just let your account manager know. You can set resolutions straight from the email by clicking a resolution option, highlighted with a green arrow below, and adding a note.

## New Promoter Response!

**Lauren Birtwhistle** No Change

**Sales Manager:** None  
**Email:** [lauren.birtwhistle@inavero.com](mailto:lauren.birtwhistle@inavero.com)  
**Phone:** None  
**Company:** Inavero  
**Tags:** None

Based on your most recent experience, how likely is it that you would recommend us to a friend or colleague?  
9

What is the primary reason behind the rating you provided?  
Quick response time and helpful team. They also offer me a beer when I stop by the office!

What is one thing we could be doing differently to increase the value of our services to you?  
Allow me to pay my invoice online.

Choose a resolution after following up:



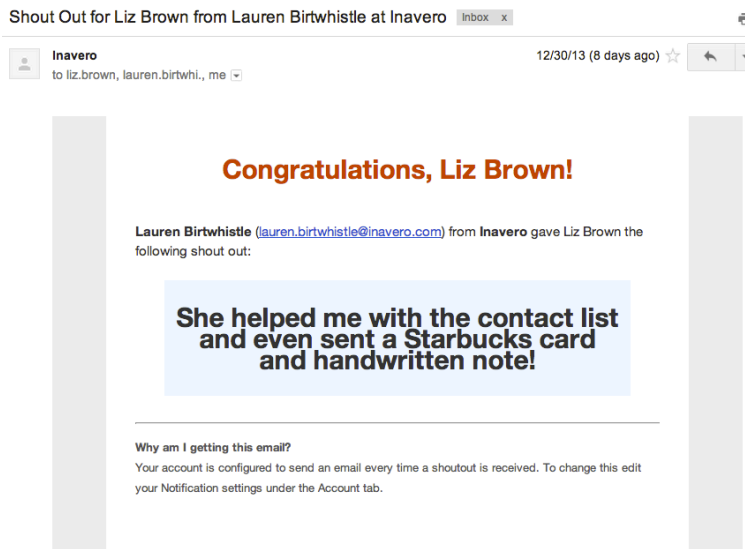
[Resolution in Progress](#) | [Can't Resolve](#) | [Not an Issue](#) | [Resolved](#) | [Escalate](#)



# Email Notification Triggers, Cont.

## 2. Shout Outs

MyInavero allows you to receive an email notifications any time a contact gives a Shout Out.



You may also allow contacts to enter the email of the employee they are mentioning and have that employee receive an email notification. This is an optional field and is not required for the Shout Out.

A screenshot of a "Thank You!" form. The form has a title "Thank You!" and a sub-header "Your survey is complete, but we have two more quick optional questions for you." The first question is "Has a Dunder Mifflin Drivers Demo employee gone above and beyond for you?" with instructions to "Fill out the form below and they will be rewarded and recognized in front of their peers for a job well done!". There are two input fields: "Employee Name (required)" and "Employee Email Address (optional)". A green arrow points to the "Employee Email Address (optional)" field. Below the fields is a text area for "What did they do to go above and beyond for you?". At the bottom, there is a "Send" button and a section for social media sharing with icons for Facebook, LinkedIn, Twitter, Dribbble, and Google+.

# Email Notification Triggers, Cont.

## 3. My Issues - Status Change

You can receive notifications when a status is assigned to you or, if you are following an issue, be notified of status changes.

**Issue Assigned to Liz Brown**

**Liz Brown** assigned the issue to themselves, set the new status to **Resolution in Progress** and added the note "Please follow up with John."

**Take action on this issue:**

[Reassign](#) | [Resolution in Progress](#) | [Can't Resolve](#) | [Not an Issue](#) | [Resolved](#) | [Escalate](#)

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**John Lincoln** No Change

**Sales Manager:** Creed Bratton · Stanley Hudson (Canada)  
**Email:** [john.lincoln@inavero.com](mailto:john.lincoln@inavero.com)  
**Phone:** 422-693-9089  
**Company:** Napster  
**Tags:** Top 50, Retail, MFA - Demo

**Based on your most recent experience, how likely is it that you would recommend us to a friend or colleague?**  
**6**

**What is the primary reason behind the rating you provided?**  
This was my first experience with this, so I am not sure.

**What is one thing we could be doing differently to increase the value of our services to you?**  
It takes you on average three days to get back to me.

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**Why am I getting this email?**  
Your account is configured to send you an email every time an issue is updated. To change this edit your Notification settings under My Account.

**What is a Net Promoter Score?**  
It is a common satisfaction metric used to understand how satisfied your clients are, [learn more here.](#)

# Email Notification Triggers, Cont.

## 4. Issue is Escalated

Within My Issues, you have the option to escalate a response. You can receive an email notification when any issue is escalated. This ensures immediate notification and allows you to follow up quickly with time-sensitive issues.

**Action Required!**

The following survey response was escalated to you by TJ Adler, with the following note:

Please handle

**Bill Bush** No Change

**Sales Manager:** Angela Martin › Andy Bernard (Southeast)

**Email:** [bill.bush@inavero.com](mailto:bill.bush@inavero.com)

**Phone:** 621-667-6228

**Company:** Pets.com

**Tags:** Software Development, 101 to 199, Pets.com, Robert Half

**Based on your most recent experience, how likely is it that you would recommend us to a friend or colleague?**

6

**What is the primary reason behind the rating you provided?**

Awful service by our account manager!

**What is one thing we could be doing differently to increase the value of our services to you?**

Because I have shared with you the frustrations of implementing the program twice and have not had any follow up to the concerns and comments.