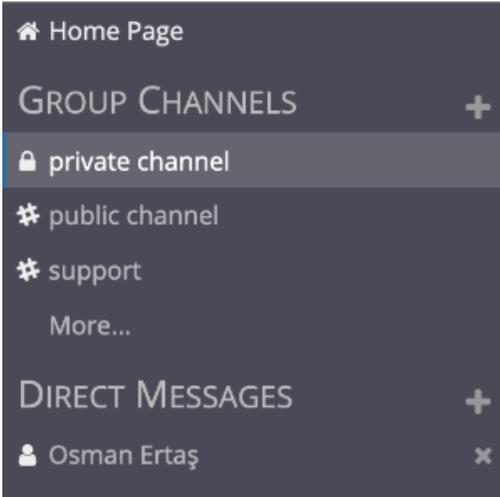


Channels

Channels are used to share information, documents and follow specific cases within the team in the messaging environment. Channels can also be integrated with e-mail and web hooks to other systems.



Channels are listed in left navigation menu by types. By clicking to the + menu new channel can be created. Private channels can be hidden by clicking to X icon but conversation is preserved until channel is deleted.

Channel Types

Public Channels

Public channels are group channels where everyone can easily join and leave. The group manager can add any person as a member of the group or any user in the system can join the group using the "More" button.

If desired, public channel can be converted to private channel by selecting "Convert to Private Channel" from the channel menu.

Private Channels

Private channels are open to a specific group of users and cannot be viewed by those who are not invited. The group manager can add any person to the channel with "Manage Members" from the channel menu. Member users can leave the channel as they wish, but they must be invited to re-join.

Private channel cannot be converted to a public channel.

Direct Messages

Direct message channels are used to start direct messaging with one or more users. Channel members are determined when creating a channel and cannot be changed later. Also direct message channels are more limited compared to other channel types.

Case Management

Channels have a case management feature to manage tracked topics in addition to messaging. Case management feature is disabled by default but can be enabled by selecting edit from channel menu.

When enabled channel view split to sections to show channel activities and case list. Please see [Cases](#) page for more details.

Cases can be created by manual user entry or automatically by email or integration with web hooks. Each case has an automatically incremented number to easy referencing. Case number starts from 1 for each channel.

General

The standard settings of the channel are made in the general section.

Name

Specifies the channel name.

Purpose

Specifies the purpose of channel.

Edit Channel

General e-Mail Options Notification Templates Message Signature Related Processes Rules Time Tasks Web Hooks

Name

Project Management

Purpose

Enable Cases

Yes, enable case management

Enable Time Tracking

Yes, enable time tracking on cases

Enable Milestones

Yes, enable milestones on cases

✓ Ok

✗ Cancel

Enable Cases

Click on to do case management in channel.

Enable Time Tracking

Click on to time tracking in case.

Enable Milestone

Click on to milestone in case.

Mail Monitoring

Channels can automatically create a case for incoming mails by periodically following one or more specified e-mail accounts.

Ongoing messages in e-mails are automatically taken into the case created earlier.

The contacts in the e-mail are automatically added to the list of contacts in the case. Changes on the case are sent to the relevant people as feedback.

E-Mail From Address for Mail Notifications

Specifies the showing e-mail address in mail notifications.

Edit Channel

General e-Mail Options Notification Templates Message Signature Related Processes Rules Time Tasks Web Hooks

E-Mail From Address for Mail Notifications

Emakin

Is Enabled ? Host

Yes

imap.gmail.com

User Name

support@6kare.com

Password

.....

Begin From

09/14/2021 12:00 AM

⚡ Test Connection

🗑

+

SSL Enabled ?

Yes

Port

0 #

+ Add New E-Mail Account

🗑 Delete All

✓ Ok

✗ Cancel

Host

Specifies the mail account server name. IMAP protocol must be supported for mail account.

Port

Specifies the IMAP port, if set to 0 default 143 or 993 port is used.

User Name

Specifies the mail account user name.

Password

Specifies the mail account password.

SSL Enabled

Specifies the SSL connection is used.

Begin From

Specifies the date of begin to create cases.

Notification Templates

Notification templates section helps to edit different notification templates of content. While sending notification emails those templates are used.

Case Open

The content of the notification message which is sent for newly opened cases is edit here.

Case Assigned

The content of the notification message which is sent for assigned cases is edit here.

Deadline Occurs

The content of the notification message which is sent for deadline cases is edit here.

Case Closed

The content of the notification message which is sent for closed cases is edit here.

Edit Channel

General
Monitored Mail Accounts
Notification Templates
Message Signature
Related Processes
Rules
Time Tasks
Web Hooks

Type	Recipients
<input type="checkbox"/> When a case opened	<input type="text" value="Created By"/> ✕ +
<input type="checkbox"/> Reminder	<input type="text" value="Assigned To"/> ✕ +

+ Add new notification
✕ Delete All

Reminders

First Reminder <input style="width: 40px; text-align: center;" type="text" value="0"/> Day <input style="width: 40px; text-align: center;" type="text" value="0"/> Hour <input style="width: 40px; text-align: center;" type="text" value="5"/> Minute	Repeating Reminder <input style="width: 40px; text-align: center;" type="text" value="0"/> Day <input style="width: 40px; text-align: center;" type="text" value="5"/> Hour <input style="width: 40px; text-align: center;" type="text" value="0"/> Minute
--	--

✓ Ok
✕ Cancel

Recipients

Specifies the recipients of notification.

Subject

Specifies the subject of notification.

Content

Specifies the content of notification.

Reminders

The content of the notification message which is sent for reminders is edit here.

First Reminder

Specifies the time of first reminder.

Repeating Reminder

Specifies the time of repeating reminder.

Message Signature

Specifies the signature to be attached to the end of the message in the notifications made by e-mail. Signature is in rich text format to include text decorations or images etc. Signature may contain variables in the format %NAME% to include the information of the relevant case in the signature. The following fields can be used as variables.

Variable Name	Description
%NUMBER%	Assigned unique number of case
%SUBJECT%	Subject of case
%URL%	Hyperlink of case to access. Requires a valid user to view case.

Edit Channel

General | e-Mail Options | Notification Templates | **Message Signature** | Related Processes | Rules | Time Tasks | Web Hooks

i You can specify the signature to be attached to the end of the update messages. You can also use the {{Number}}, {{Subject}}, {{Url}} parameters in signature.

Paragraph **B** *I*

The CHQ Building, Dogpatch Labs Custom House Quay, Dublin 1, D01 Y6H7 Ireland
Phone: +353 874663038
Customer Service: +90 850 255 18 30



Related Processes

Related processes are list of attached processes to channel. Attached processes help to start workflow instances on cases. Please see process administration for more details.

Edit Channel

General | Monitored Mail Accounts | Notification Templates | Message Signature | **Related Processes** | Rules | Time Tasks

Web Hooks

Process

Find Manager Is Enabled ?

XML

Is Enabled ?

Specifies the selected process is enabled on channel. When the selection is removed, the process is temporarily disabled.

Process

Selected process to attach. All installed processes are listed without any restriction.

Rules

This part is used for creating rules to decide on case routing and priority of cases. [Decision table](#) helps to define to inputs and outputs. When a case comes to channel, rules automatically work.

Edit Channel

General | Monitored Mail Accounts | Notification Templates | Message Signature | Related Processes | **Rules** | Time Tasks | Web Hooks

R	Inputs +				Outputs +							Description		
	Created By	Subject	Customer	CreatedBy Domain	Assigned To	Content Type	Deadline At	Priority	Is Closed	Customer	Status.Id		Source.Id	
	string	string		string	identity	contenttype	duration	string	boolean	string	string			
1	-	-	-	-	Type to se	"Service Desk Entry"	-	-	-	-	"New"	"Email"	-	
2	-	-	""	"6kare.com"	Type to se	"Service Desk Entry"	-	"Critical"	-	"6Kare"	-	-	-	

Time Tasks

Time tasks part helps to define task name of cases. Time tasks are used for adding time type to case.

Edit Channel

General | Monitored Mail Accounts | Notification Templates | Message Signature | Related Processes | Rules | **Time Tasks**

Web Hooks

Name

Setup

Test

Analysis

Web Hooks

Web hooks are used to integrate channels or cases with third-party applications. Web hook URL is automatically generated by system and cannot be changed. Please see the [Channel Web Hooks](#) page for more details.

Edit Channel

General | Monitored Mail Accounts | Message Signature | Related Processes | **Web Hooks**

Web hooks are used to integrate channels with other third-party apps.

[Show more details about web hooks](#)

Url

Purpose