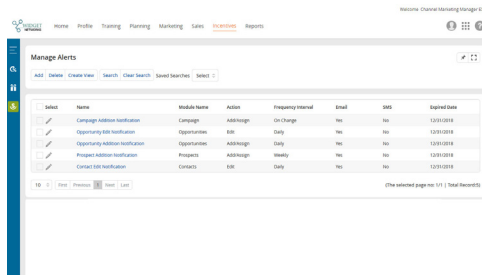# Alerts & Notification Management

UCM Alerts enhances mobility to administrators by letting them easily display alerts to their users' and partners' devices when specific business events occur in the customers' UCM instance. UCM alerts utilize the connected aSaaS (adaptive SaaS) framework to set up localized alert templates which can be activated and sent over predetermined time intervals to specific users.

Manage Schedule Alerts

UCM Alerts let your users know when certain events occur in UCM or when you want to impart information to your users. For example, alerts let users know when they receive approval requests or when someone replies to a user's comments.

UCM makes it easy to set up custom alerts for instant or scheduled notifications. Alerts can be based on system actions, partner functions such as email opens, system operations and user/partner activities, such as the establishing of a new account or a deal registration.
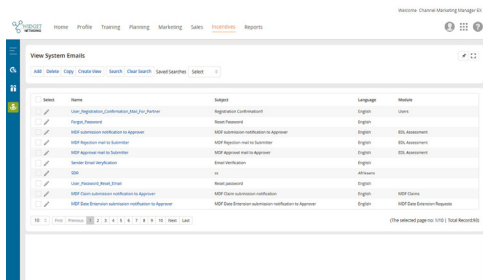
Key Features Include:

✔ Configurable to work with all UCM record types

✔ Create and maintain multiple alerts

✔ Integrated to UCM's workflow engine

Alerts Management

Alerts management enables UCM users to create and maintain alerts, so end-users are promptly notified when they need to be. UCM's native functionality provides configurable business or ad-hoc alerts, including custom entities, and take the form of in-app alerts, push notifications, email alerts and SMS alerts.

Alerts lists are displayed with options to create, edit, delete and search. For each alert, UCM shows the module name, action, frequency interval, whether the alert is an email or SMS or both and the expiration date. Users can view and respectively manage the metadata associated with the alert, the message recipients see when they receive the alert and the alert assignment history, where advanced users also have the option of managing that history.

Key Features Includes:

✔ Manage Alert metadata

✔ Configurable alerts carriers

✔ Access assignment history

Australia · China · Hong Kong · India · Indonesia · Japan · Korea · Romania · Singapore · UK · USA