

How to add a new Email template

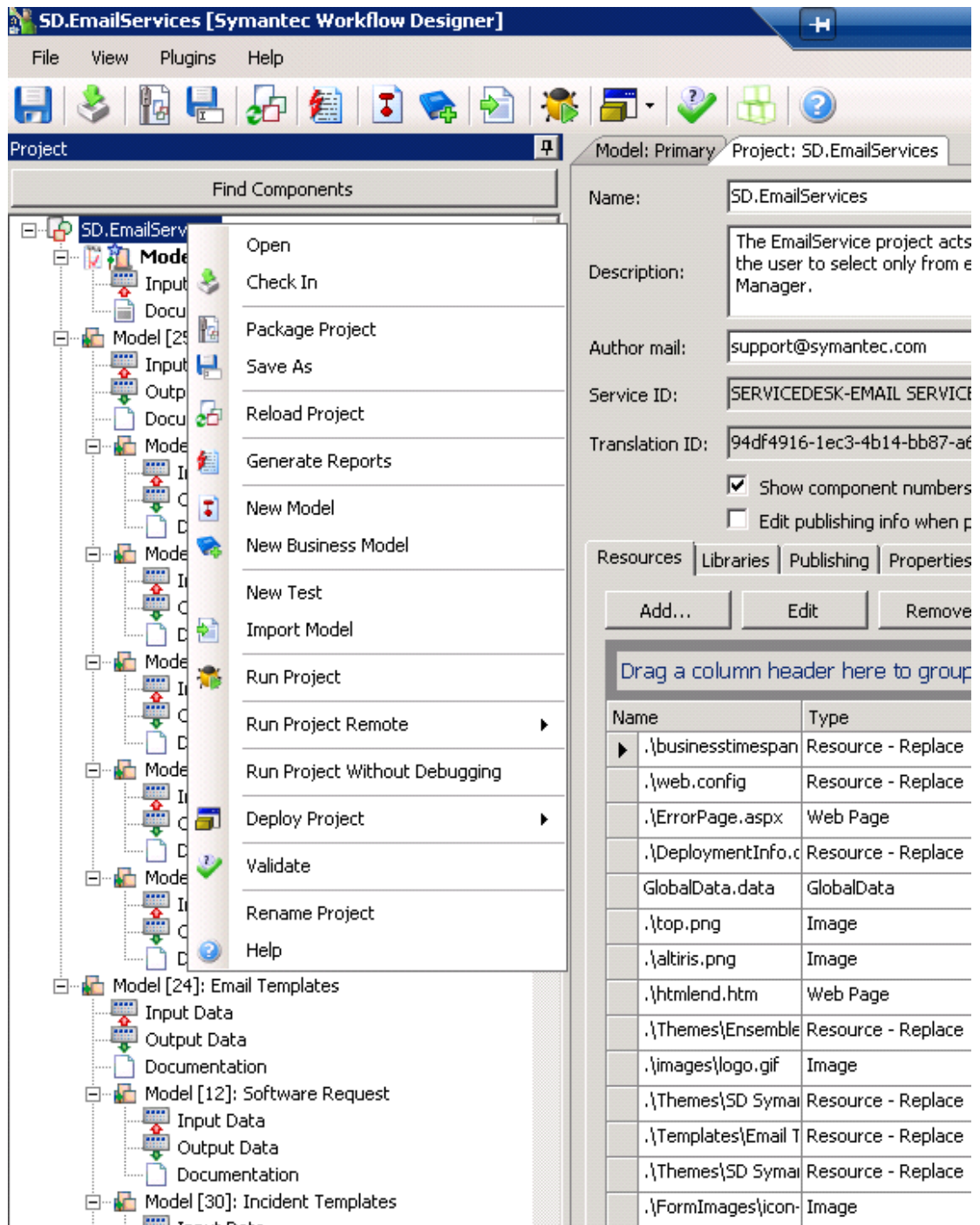
Wednesday, January 18, 2012
2:45 PM

Purpose: Show how to add a new email template that is available from the console

From Customization Guide

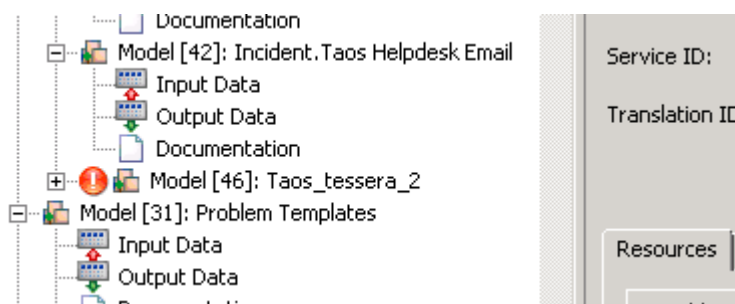
To add a new e-mail template

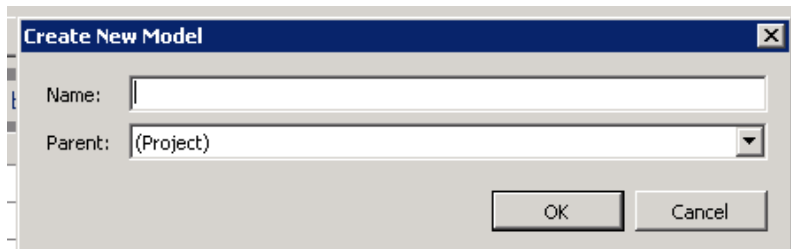
1. Open the SD.EmailServices project in Symantec Workflow. Notice that existing templates, named according to the content, only have components for the subject line, body, and header.
2. Add a new model, selecting the parent model as the respective category where the e-mail template will be used (ex: IncidentTemplates). Use a naming convention that reflects its function. It is required to use the appropriate prefix to the model name in order for that template to automatically be available; for example, Incident.XYZTemplate for a template in Incident Management.
 2. See screen shot below -
 - a. right click on the sd.mailservices



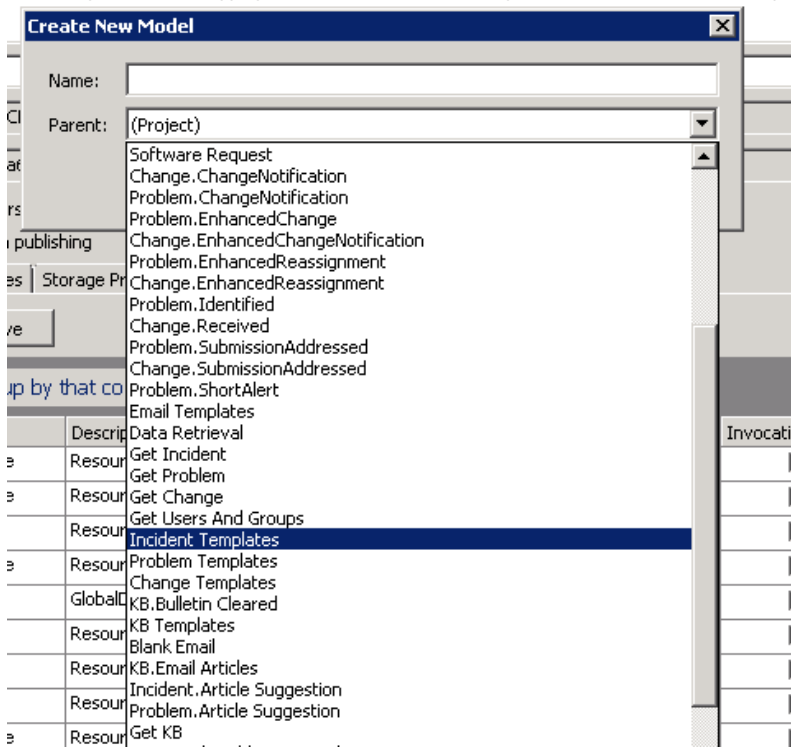
b.Click New Model

Name the template correctly with the Parent in the title in addition to selecting the Parent in the drop down window





Right Click on the Parent to select the model category



3. Copy and paste the components from an existing template as a shortcut. Or, manually add a Merge Text component for the subject line and configure.

- Use a Merge HTML component for the body of the e-mail and configure.
- Use a Merge Text component for the header and configure.

Make sure that the Model Name is correct- say Incident.Taos. Other wise the template will not be called up and displayed in the email template list

Correct and incorrect displayed

