



## CM.com Customer Contact - Notifications

When you are on the road, or don't always have Customer Contact open, you might find a delay in your response to your incoming messages. There are several solutions we offer to this problem, one is that you can receive notifications per email. Another solution we offer is browser notifications, which works when you are online, but working in various applications.

**By the way**, did you check out the function to set-up out of office notifications in customer contact? This way you can easily inform customers when you are away, and when they can expect a reply from you.



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### Notifications per email

When you are on the road, or don't always have Customer Contact open, you might find a delay in your response to your incoming messages. There are several solutions we offer to this problem, one is that you can receive notifications per email.

In the CM.com Channels app, underneath your business profile, you can configure to which applications you want us to send the messages. From now on you can add an email address here. You can have as many email addresses included as you demand, this is something you can change on the go.

Leave the check-box for Customer Contact on as well, so you can pick-up the conversations and answer your customers at a later stage. You will receive the messages in the systems you have activated.

**Heads-up:** we cumulate messages which are send per 10 minutes. When it is a busy period you might receive many emails. Since this feature is so simple to switch on and off you might want to use it for particular occasions only.

Try it out: <https://www.cm.com/en-gb/app/channels>

The screenshot shows the 'Inbound Messages' configuration page in the CM.com Channels app. The page title is 'Channels' and the user is 'Saskia Customer Contact'. The main heading is 'Inbound Messages' with a sub-heading: 'Here you can define where you want incoming messages to be sent to. Via the "more information" button you can find how this solution works, and determine what is best for your situation.'

There are four configuration options, each with a checkbox and a 'More Info' link:

- Messaging Log**  
CM application. Gives you real time insight on all sent and received messages. Includes status, content and channel information. Used for in-depth analysis of separate messages. [More Info](#)
- Customer Contact**  
CM app, offering one dashboard to have one-on-one conversations with your customers, 3 users included. [More Info](#)
- Webhook**  
Receive incoming messages in your own systems. [More Info](#)  
A text input field contains the URL: `https://yoursystem.com`
- Email**  
Receive messages in your email. Used by users as alerts. When set-up, you can also reply to the messages per email. [More Info](#)  
A text input field with a red border contains the placeholder: `+ Enter an email address`

At the bottom right, there is a chat icon.



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### Browser Notifications

While you are working on various applications on your PC, you do not always see when new messages have arrived in customer contact. This you might cause a delay in your response, which you obviously want to avoid. There are several solutions we offer to this problem, depending on the occupancy of your teams and the amount of messages being received. In this article we describe How can receive notifications via your browser.

We will send you notifications for the following scenario's :

1. You have Customer Contact open in one of your browsers, but not as a main screen
2. New messages come in to a conversation which is assigned to you

Or:

1. You have Customer Contact open in one of your browsers, but not as a main screen
2. And a new conversation is started (and thus not assigned to anyone yet)

We send you one notification for all messages/conversations within a range of 5 seconds.

When you are working in the customer contact application, you will also receive notifications. These are called toasters, and can be found on the top, right of the app. These come and go, and update the badges with the amount of conversations per tab.

**Try it out:** In the Customer Contact application, go to Settings, and then Desktop Notifications. Make sure that these are activated.

The screenshot shows the CM.com Customer Contact application interface. The top navigation bar includes the CM logo, the text 'Customer Contact', and user information 'Saskia testService'. Below the navigation bar, there are tabs for 'CM Frankrijk', 'My conversations', 'New conversations', and 'All conversations'. The main content area is titled 'Settings' and has a sidebar menu with options: 'Quick Replies', 'Opening Hours', 'Out of Office', 'Desktop Notifications', 'Tag Management', 'Teams', 'Channels', and 'Routing'. The 'Desktop Notifications' section is expanded, showing a green checkmark and the text 'Desktop notifications are already active'. Below this, there is a 'Support' section with links for Firefox, Chrome, and Safari.



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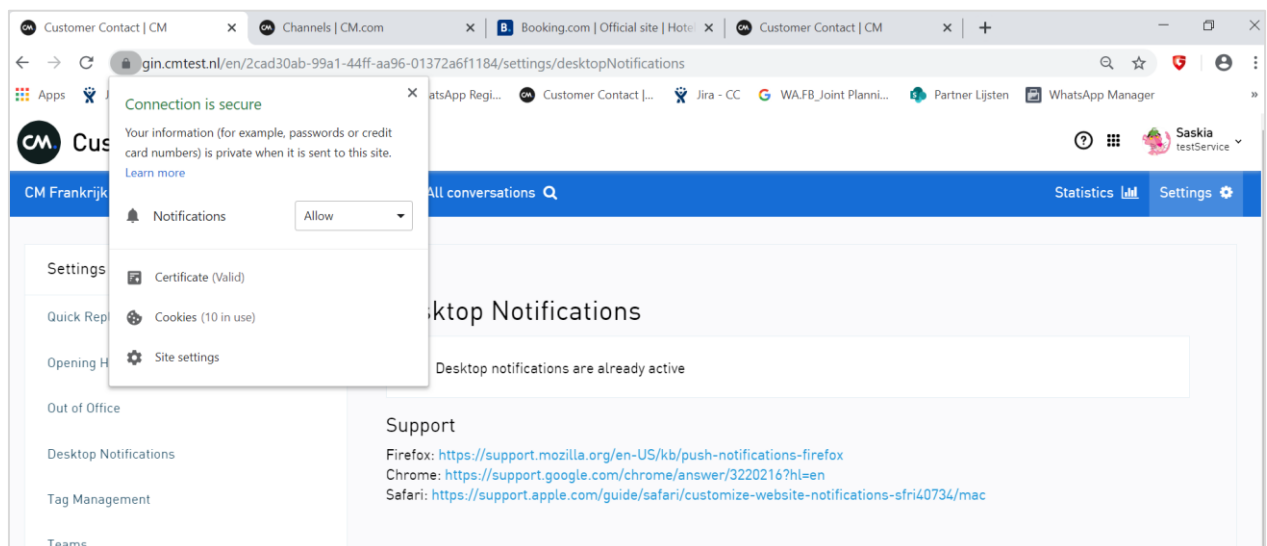
### Heads Up:

Since each browser works different, you might need to check a few items on your settings. You can find browser specific information here:

- Firefox: <https://support.mozilla.org/en-US/kb/push-notifications-firefox>
- Chrome: <https://support.google.com/chrome/answer/3220216?hl=en>
- Safari: <https://support.apple.com/guide/safari/customize-website-notifications-sfri40734/mac>
- Microsoft Edge (not Explorer)

Not receiving notifications yet? Please take a look at those quick checks:

1. Make sure that you allow your browser to receive notifications:





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2. The focus assist feature helps you to reduce the amount of triggers you get from the various applications. Though this is the opposite of what you want; You want to be notified when new messages come in. Make sure you have this feature switched OFF
3. Alternative is to use it to Priority only.

The screenshot shows the Windows Settings application. On the left is a navigation pane with a 'Settings' header and a back arrow. Below it are 'Home' and a search bar labeled 'Find a setting'. A list of system settings includes Display, Sound, Notifications & actions, Focus assist, Power & sleep, Battery, Storage, Tablet mode, Multitasking, and Projecting to this PC. The 'Focus assist' setting is selected and highlighted in blue. The main content area is titled 'Focus assist' and contains the following text: 'Choose which notification you'd like to see and hear so you can stay focused. The rest will go straight to action center where you can see them any time.' Below this are three radio button options: 'Off' (unselected), 'Priority only' (selected), and 'Alarms only' (unselected). The 'Priority only' option has a link to 'Customize your priority list'. Under the heading 'Automatic rules', there are two settings: 'During these times' (23:00 - 07:00; Priority only) with a toggle switch set to 'Off', and 'When I'm duplicating my display' (Alarms only) with a toggle switch set to 'On'.



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And you can click on Customize your Priority list. Here you need to add the url for customer contact or more generic, the browser you are using for customer contact.

### Priority list

Manage which notifications are allowed. The rest will go straight to action center. Alarms will still work.

Have a question?  
[Get help](#)


#### Calls, texts, and reminders

- Show incoming calls, including VoIP
- Show reminders, regardless of app used

#### People




Only apps that support this feature will show notifications from people you choose, including Mail, Skype, Calling, Messaging, and a few others.

- Show notifications from pinned contacts on taskbar.

 Add contacts

#### Apps

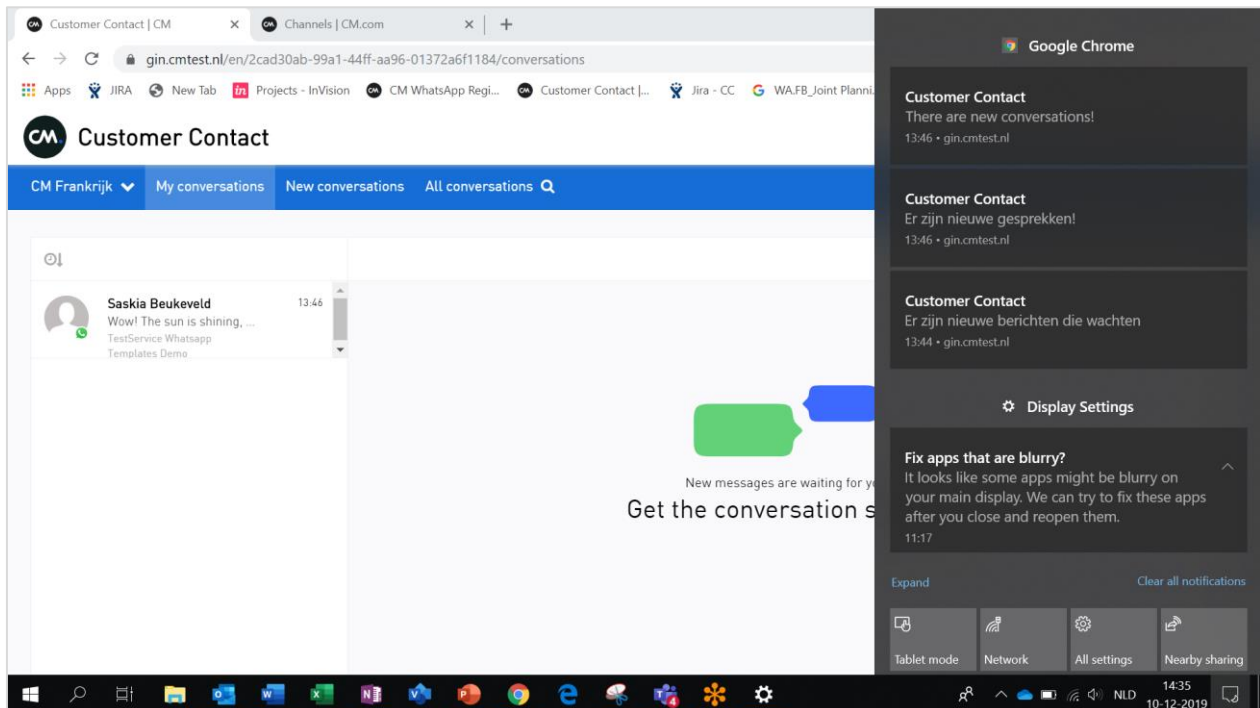
Show notifications from the apps you add to the list below.

-  Add an app
-  Google Chrome
-  Knippen en aantekenen



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What happens when you have Focus assist switched On? Then the notifications do appear the Right bottom text balloon will turn white when there are new notifications for you. But will not appear as balloon in right corner screen.





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4. Take a look if you have your notifications switched on or off, for Get notifications for Apps and other senders (lowest one) must be ON.

The screenshot shows the Windows Settings application. The left sidebar is open to 'Notifications & actions'. The main pane displays the following settings:

- Notifications & actions**
- Notifications**
- Show notifications on the lock screen:  On
- Show reminders and incoming VoIP calls on the lock screen:  On
- Show me the Windows welcome experience after updates and occasionally when I sign in to highlight what's new and suggested:  On
- Get tips, tricks, and suggestions as you use Windows:  On
- Get notifications from apps and other senders:  On
- Get notifications from these senders**
- Select a sender to see more settings. Some senders might also have their own notification settings. If so, open the sender to change them.