



Community Events

Help Documentation

Community Events

Administrators and agents can receive notifications or automate actions based on the following Community event:

- New Community Thread Created
- New Reported Abuse

Conditions

Depending on the event selected, the following event criteria are available:

- Name - The friendly name for the event. Note: The Enabled checkbox must be marked in order for this event to trigger. Use this setting to temporarily disable events.
- Event Type - The event that triggers the action.
- Time of Day - The time frame during which the event occurs.
- Day of Week - The day(s) of the week during which the event occurs.
- Thread Type - The Type of thread that triggers the event.
- Display Name - The display name of the user that triggers the event.
- User's Email - The email address of the user that triggers the event.
- Type - The activity in the thread that triggers the event.
- Type of Abuse - The type of abuse in the thread that triggers the event.
- Reported By - The reporter's display name that triggers the event. Note: If the user's display name is not set this will revert to the username.
- Email of Reporter - The email address for the reporter that triggers the event.

Actions

Depending on the event selected, the following actions are available:

- Call Web Page - Calls a web page that you specify, and that page can execute specific actions, queries or other methods based on whatever is coded on the page. For example, calling a web page that then initiates adding a task to a third-party task management application.
- Log to File - Logs an action to a text file. This occurs once based on the max frequency set, regardless of how many times the event is fired.
- Notify External Provider - Calls an external provider that is created by the customer. For more information, see External Providers .
- Send Email - Sends an email to a set of recipients. This occurs once based on the max frequency set, regardless of how many times the event is fired.
- Use My Notification Profile - Uses any custom email addresses and/or SMS addresses that are

used as part of a personal Notification Profile. This occurs once based on the max frequency set, regardless of how many times the event is fired.