

# Notification Center

## User guide





## Introduction

**Save time, serve your guests better and sell more. Be alert and react when a customer conversation requires your attention.**

We do our best to minimize the time you spend managing customer messages.



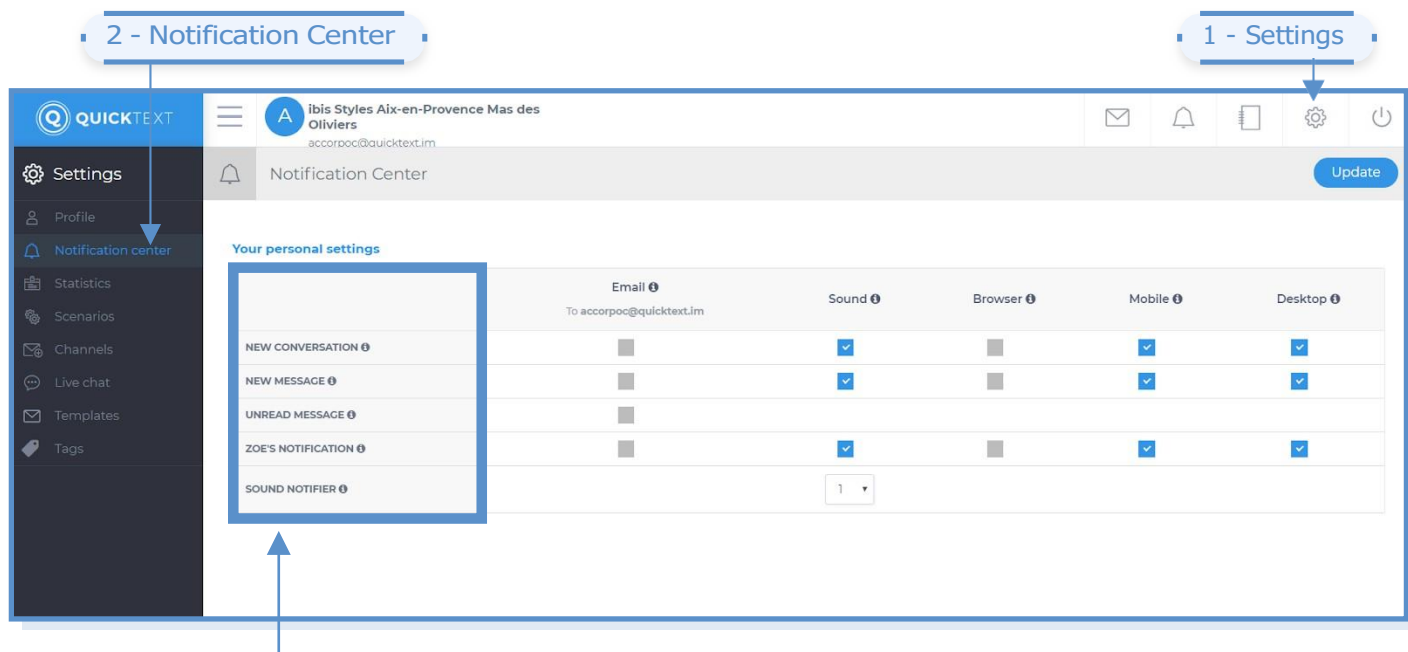
**HANKS TO QUICKTEXT NOTIFICATION CENTER** you can go about your day without minding Quicktext, be alerted according to your preferences, and react fast when action is needed.

Quicktext notification center helps you :

- Define the events that trigger a notification
- Choose the kind of notifications you would like to receive so that you focus only on what's important
- Choose notifications recipients

## Events that can trigger notifications

You can access this screen on your Quicktext account by clicking on “**Settings**” > “**Notification center**”



### New conversation:

A customer starts a conversation for the first time. If you are using the chatbot you should probably deactivate it. If you are using Quicktext without the chatbot you'll need a notification to know that a new customer wants to talk to you.

### New message:

A new message is received. If you are using the chatbot you should probably deactivate it. If you are using Quicktext without the chatbot it lets you know that a customer has just messaged you and expects an answer.

### Unread message:

Messages that remain unread in the Quicktext inbox for more than 5 minutes can trigger a notification when the chatbot is offline.

### Chatbot notification:

The chatbot handles most conversations and triggers a notification when human action is needed: (book a taxi, make a reservation at the restaurant, confirm/modify/cancel a reservation, take over a conversation...)



**Quick note!** When you update your notification parameters, do not forget to save your changes by clicking on “**update**” in the top right corner of the screen.

# Notification types

Quicktext offers **5 types of notifications**. You do not need to activate them all. We just made sure that you had all kinds of alerts available so you can choose what works best for you and your organization.

- Email notification
- Chrome/Firefox browser notifications
- Desktop notifications
- Sound notifications
- Mobile notifications

The screenshot displays the 'Notification Center' settings in the Quicktext interface. The top navigation bar includes the Quicktext logo, user information for 'Ibis Budget Aix Les Bains Nord', and a 'Help' button. The left sidebar lists various settings categories, with 'Notification center' selected. The main content area is divided into 'Your personal settings' and 'Hotel settings'. The 'Your personal settings' section includes a table for configuring notifications for 'Email', 'Sound', 'Browser', 'Mobile', and 'Desktop'. The 'Hotel settings' section includes a table for configuring notifications for 'Email'. A blue arrow points from the 'Update' button in the top right corner of the settings area to a callout box below.

	Email ⓘ To sac@quicktext.lm	Sound ⓘ	Browser ⓘ	Mobile ⓘ	Desktop ⓘ
NEW CONVERSATION ⓘ	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
NEW MESSAGE ⓘ	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
UNREAD MESSAGE ⓘ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ZOE'S NOTIFICATION ⓘ	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SOUND NOTIFIER ⓘ		1 ▾			

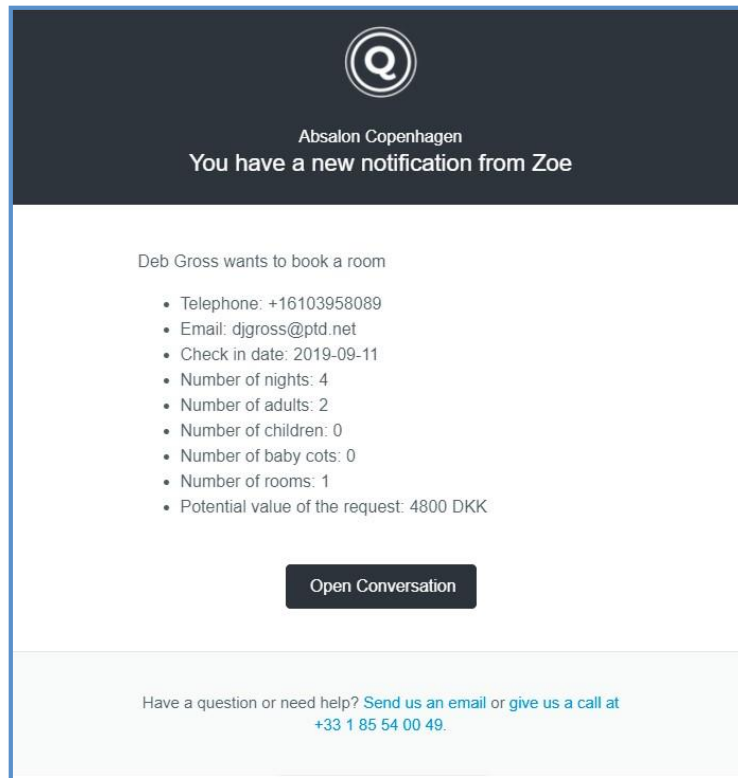
	Email ⓘ To notification emails
NEW CONVERSATION ⓘ	<input checked="" type="checkbox"/>
NEW MESSAGE ⓘ	<input type="checkbox"/>



**Quick note!** When you update your notification parameters, do not forget to save your changes by clicking on **“update”** in the top right corner of the screen.

## 1. Email notifications :

Emails notifications are very action-oriented. You will always find the key elements needed to take action.



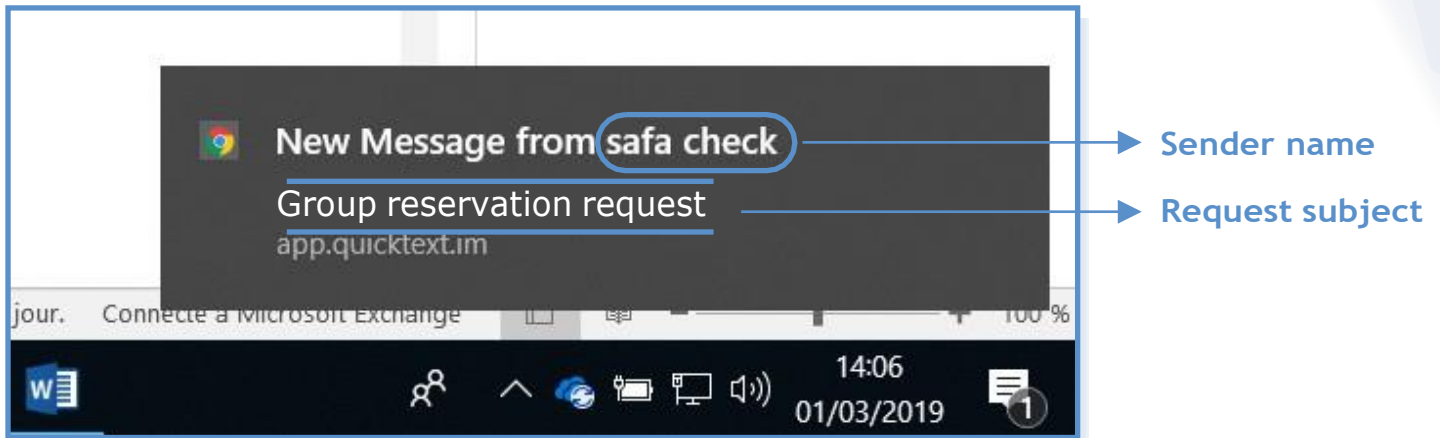
## 2 . Chrome/Firefox browser notifications :

A pop-up alert appears on your screen and tells you the event that triggered the notification so that you can take action very fast. Browser notifications are visible but not disruptive so that you can finish what you were doing and then take action.



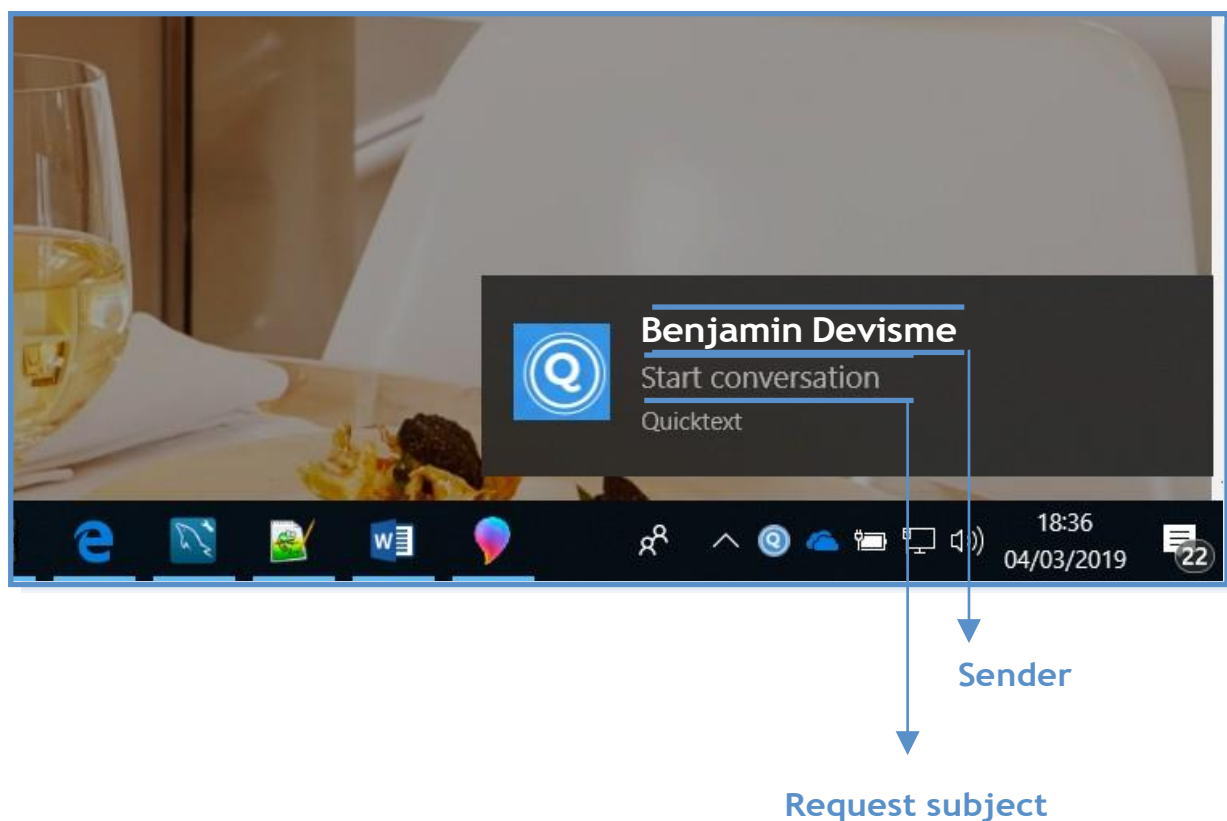
**Quick note!** Chrome/Firefox notifications only appear if:

- 1- Quicktext is on and
- 2- Chrome or Firefox are active on your computer.
- 3- It is possible for you we recommend that you download Quicktext desktop notification center which only requires internet connection to run.



### 3 . Desktop notification center :

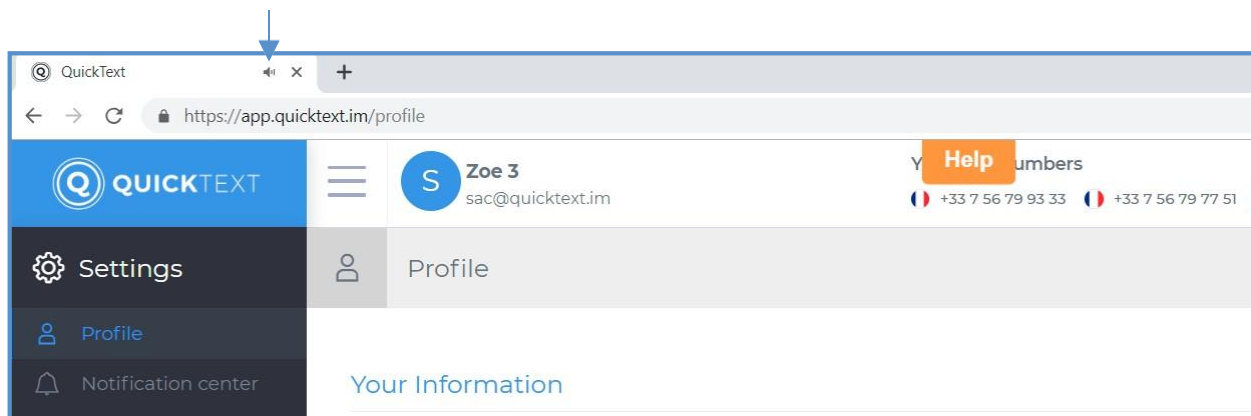
Desktop notifications look the same as browser notifications but are better. Browser notifications are great, but your browser needs to be active and logged in Quicktext. With Quicktext Desktop notification center the only requirement is that your computer is on and you have an internet connection.



For more details on how to download Quicktext desktop notification center:  
<https://www.quicktext.im/download/>

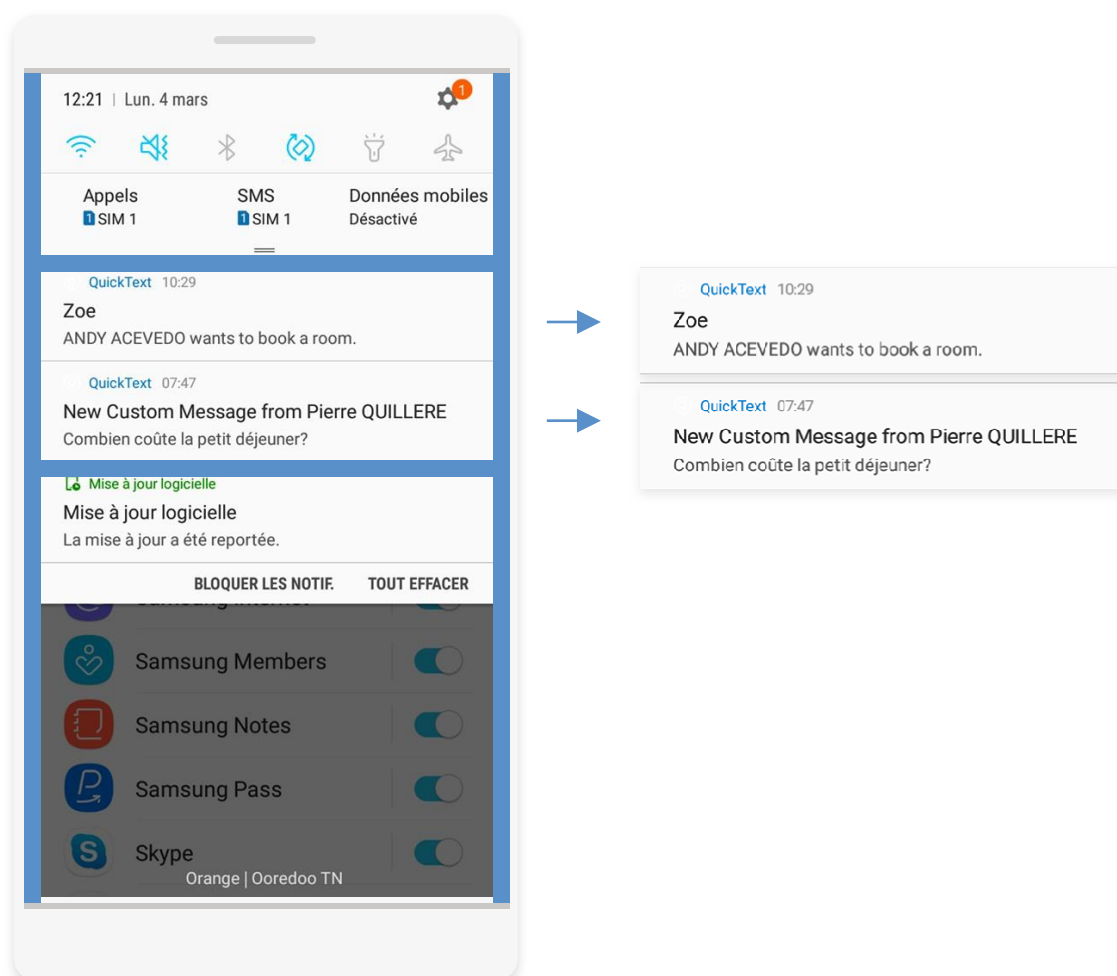
## 4 . Sound notification on the browser

Be alerted by a tone when an event requires your attention.



### 1 . Mobile notification :

Quicktext has a mobile app for hoteliers on the move. You can manage your messages and receive visual notifications on your phone.



For more details on how to download Quicktext  
for Android and iOS: <https://www.quicktext.im/download/>

Now that the types of notifications available are clear let's see how to select and set up the notifications that you want to receive.

## Activate/Deactivate notifications :

- ① Go to <https://app.quicktext.im/>
- ② Go to “Settings” > “Notification Center”
- ③ Tick the notifications that you want to activate
- ④ Do not forget to click on “Update” to save your changes

	Email ⓘ To sac@quicktext.im	Sound ⓘ	Browser ⓘ	Mobile ⓘ	Desktop ⓘ
NEW CONVERSATION ⓘ	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
NEW MESSAGE ⓘ	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
UNREAD MESSAGE ⓘ	<input type="checkbox"/>				
ZOE'S NOTIFICATION ⓘ	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SOUND NOTIFIER ⓘ		1 ▾			

We have two different kinds of notifications:  
Live alerts and email alerts.

### 1 . Live alerts:

Notifications are sent to users that are currently online. These notifications are very useful

to front desk agents that are multi-tasking. Thanks to live alert they can go about

#### Lives alerts are:

- Sound notifications:
- Browser notifications
- Mobile notifications
- Desktop notifications



**Quick note!** Live alerts are personal and every agent needs to set up his own preferences

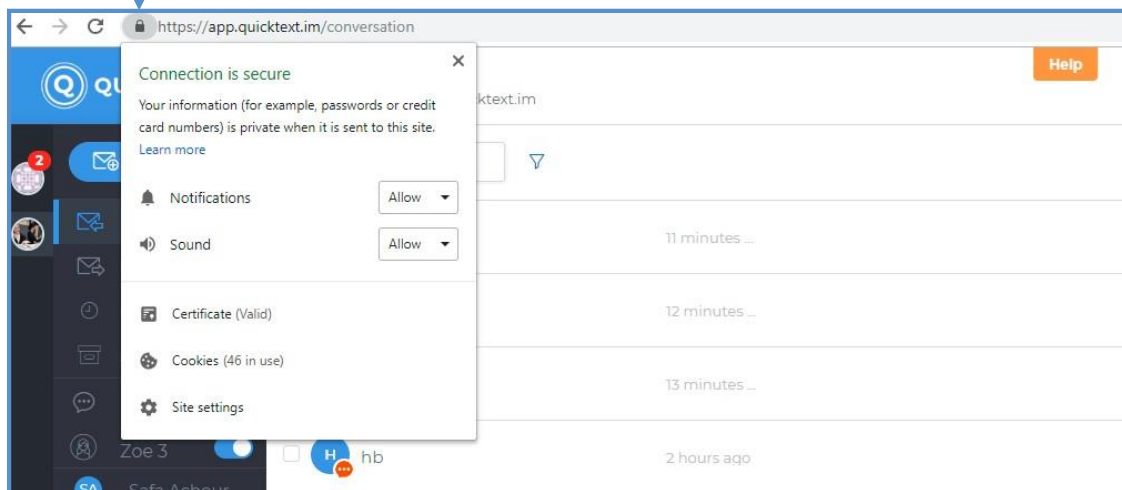


## ⚠ What to do if your live alerts do not work?

### • Sound notifications:

Verify that the sound is on!

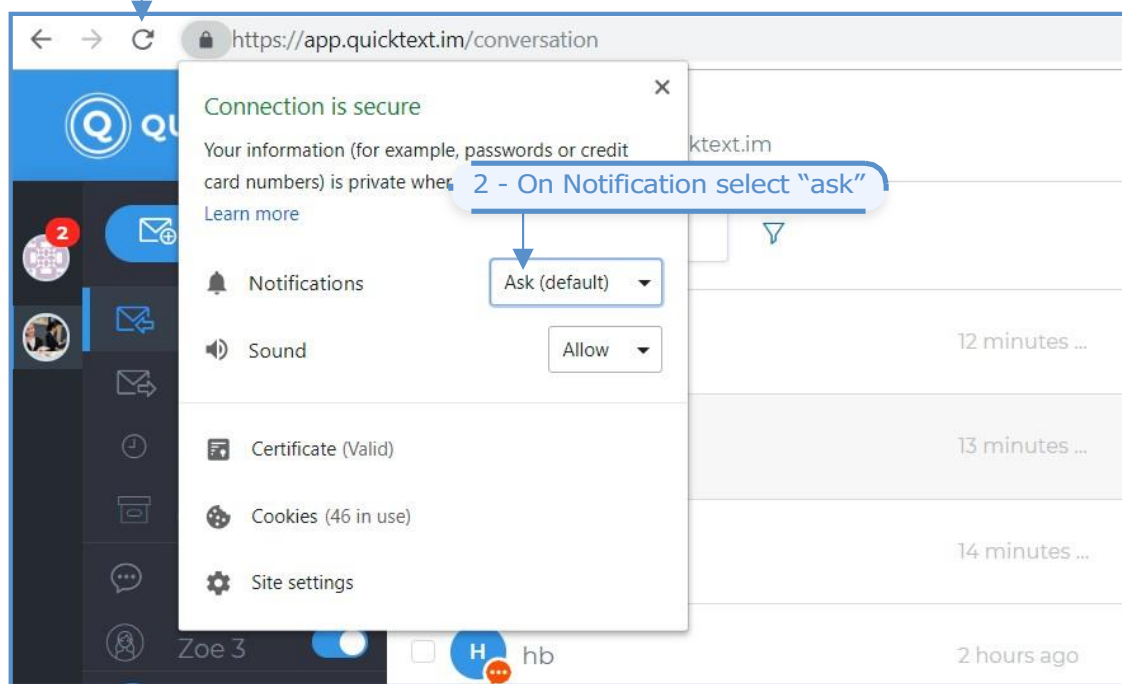
- 1 - Click on the lock in your Address bar



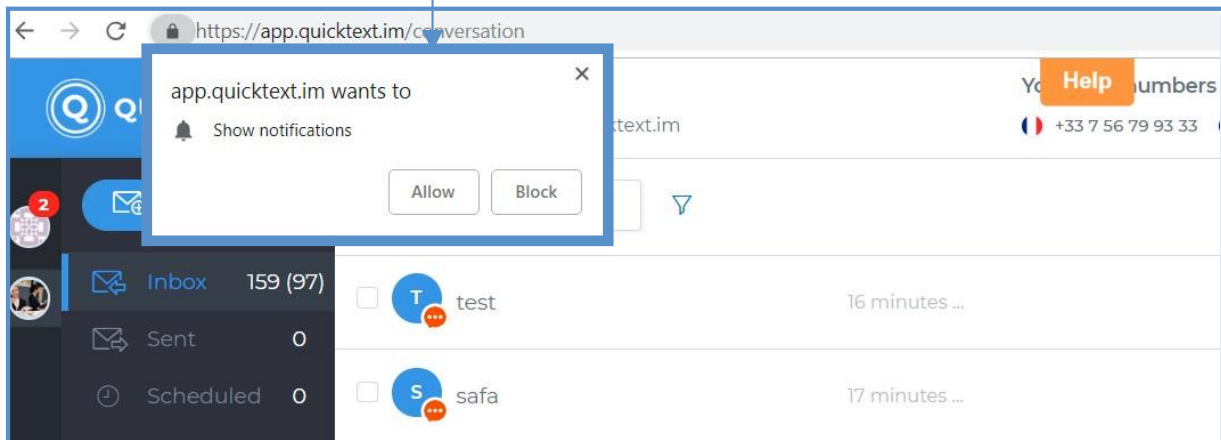
### • Browser notifications:

Verify that notifications are enabled for Quicktext on the browser

- 3 - Refresh the page

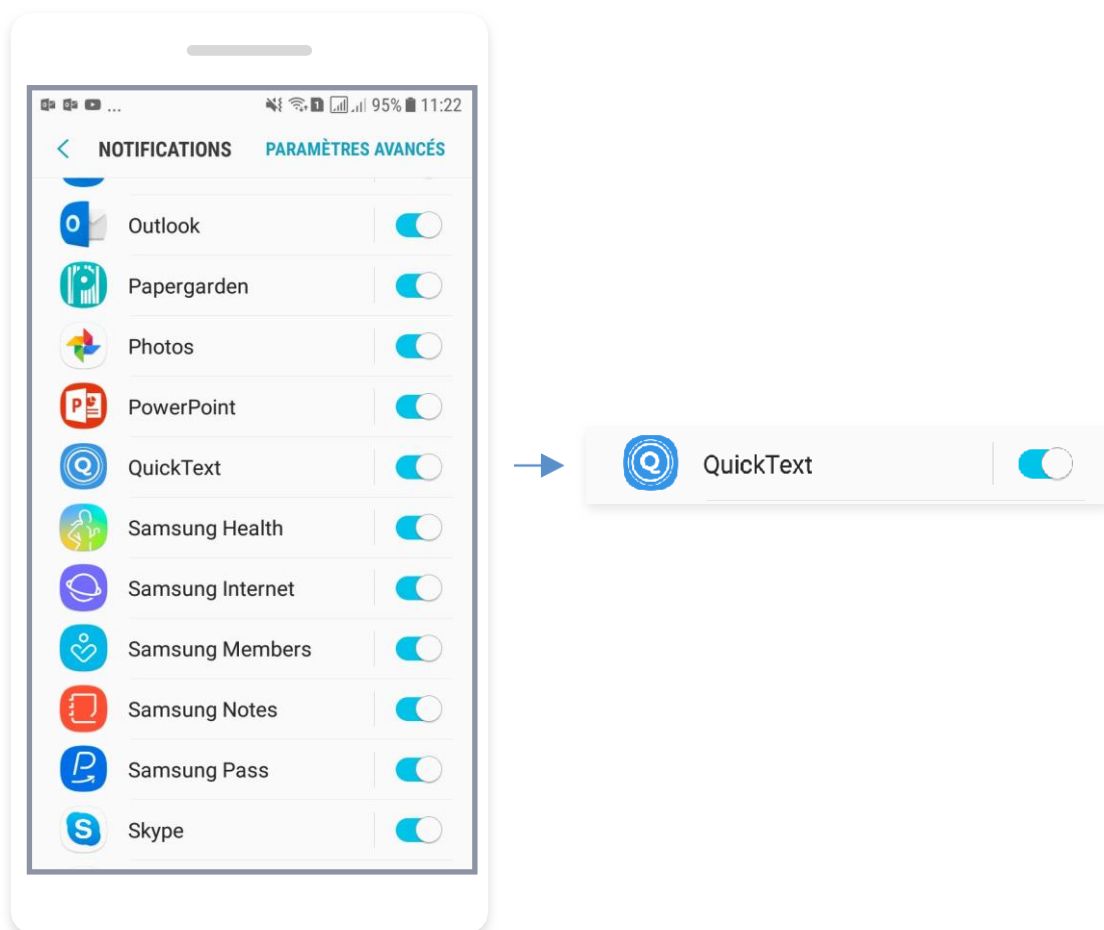


Click on **allow** on the pop-up that appears once you refresh the page and notifications should be enabled”.



- **Mobile notifications:**

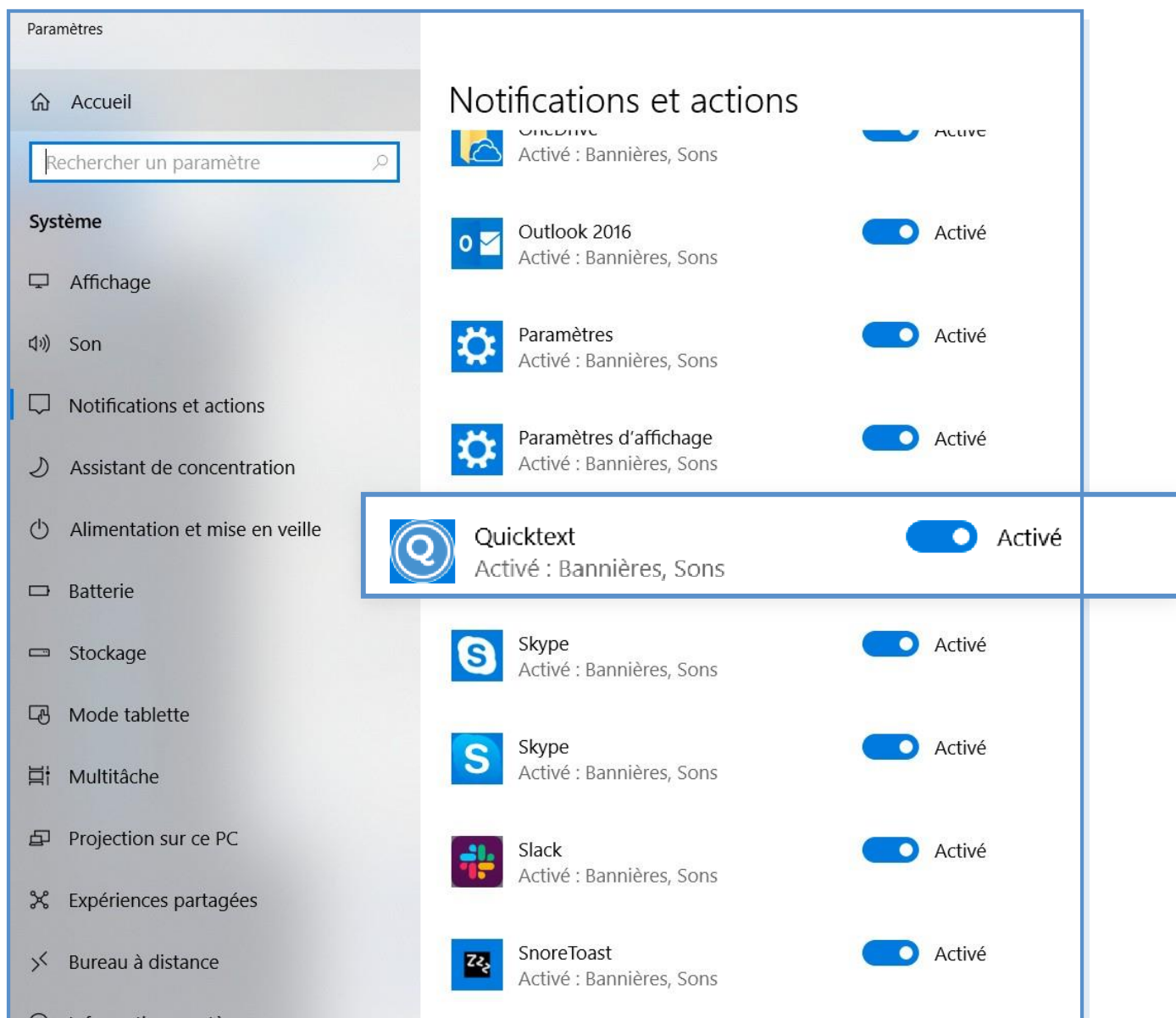
Make sure that notifications are enabled for the Quicktext app on your



**Quick note!** Notifications are enabled per computer so if you access Quicktext from a new computer you'll have to set up the notifications there too.

## • Desktop notifications :

Go to your computer **notification** center and verify if notifications are enabled for Quicktext (The process is the same for Windows and Mac).



For more information send an email to: [support@quicktext.im](mailto:support@quicktext.im)



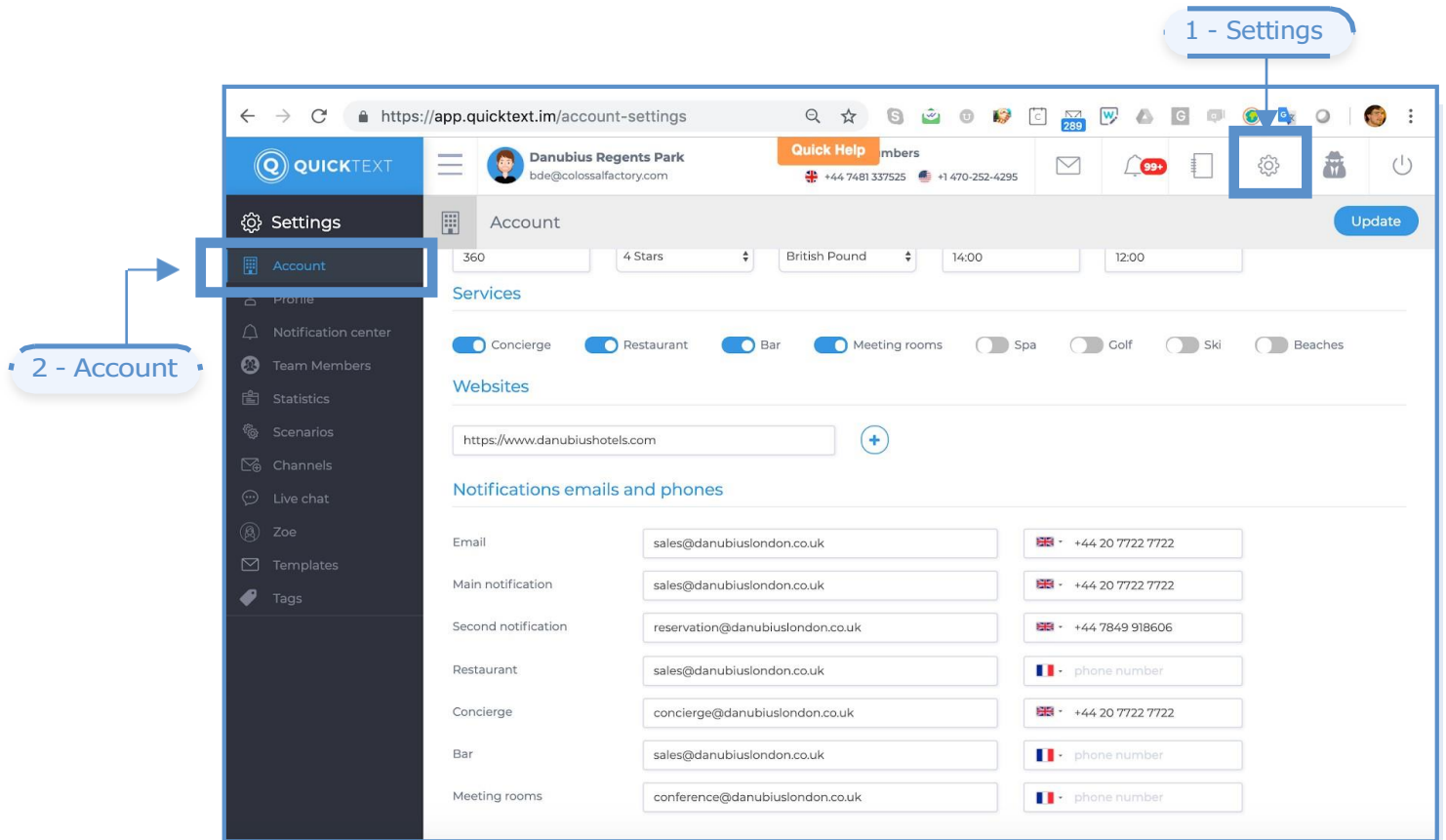
**Quick note!** Live alerts are personal and every agent needs to set up his preferences.

## 2 . Email alerts:

### • Set up email notifications:

First of all, you need to define what departments of your hotel will receive notifications. This action is only allowed for the hotel manager:

- ① Go to <https://app.quicktext.im/>
- ② Go to “Settings” > « Account »



### General email :

(Used by the chatbot as hotel contact details shared with customers)

### Main notification email :

(Receive all generic notifications: reservations, guest requests, Assistance requests from the chatbot...)

### Second notification email :

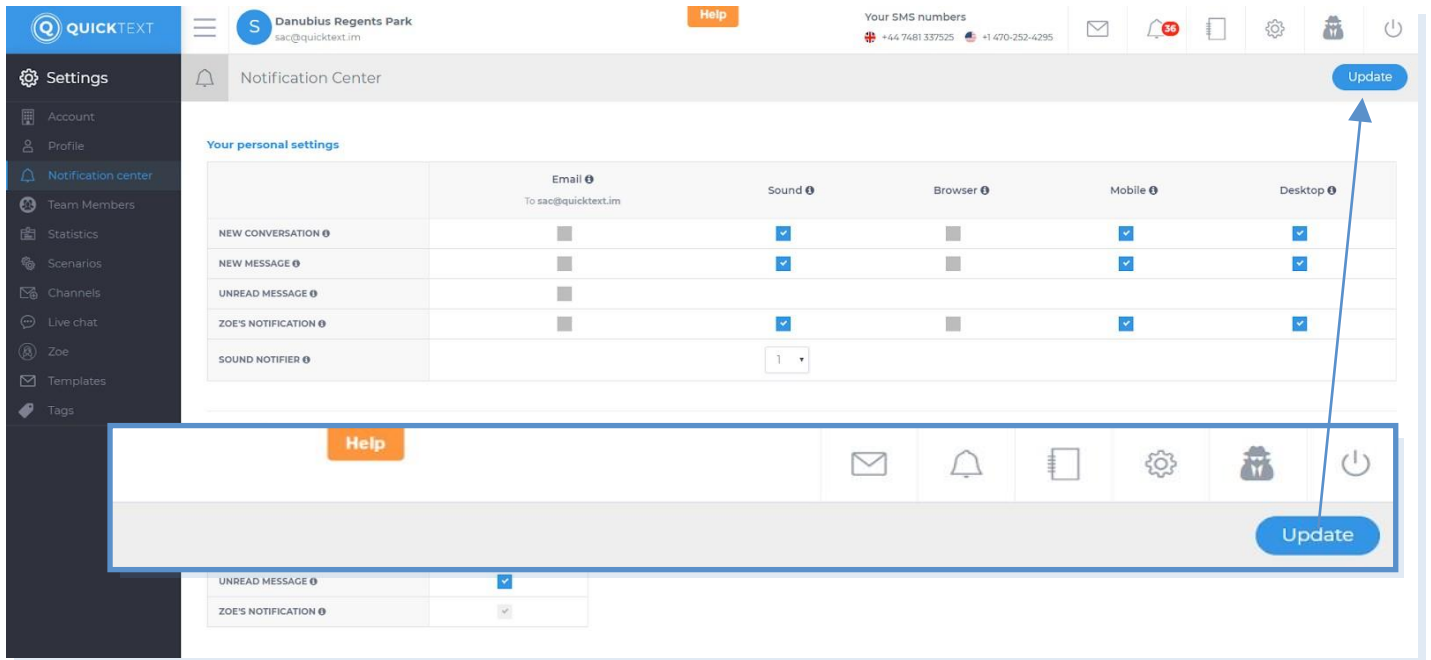
(Optional, receives the same notification as main notification email)

### Hotels Services email

(Restaurant, Spa, etc... These are optional and help the chatbot dispatch notifications to the right service depending on the type of request).

- Then you choose the events that trigger email notifications

- 1 Go to <https://app.quicktext.im/>
- 2 Go to “Settings” > « Account »
- 3 Tick the notifications that you want to activate
- 4 Click on “Update” to save your changes



**! What to do if your email alerts do not work:**

- 1 Check if your mail is placed in another folder (configured filters or conditions ...)
- 2 Check if you entered a valid address mail (without blank ...)
- 3 Check your spam box
- 4 Do not hesitate to send an email to: support@quicktext.im

