



Notifications

In Zoho FSM, there are two types of notifications:

- System Notifications
- Custom Notifications

System Notifications

Through the system notifications, users will get notified about relevant updates. The notifications may be of events that require action from the user (e.g. an estimate is approved) or might just convey some information (e.g. notes are added to an appointment). The notifications can be viewed both on the web and mobile app.

i The user who initiated the event that triggered the notification will not receive the notification.

Notification Settings

i **Permission Required:** [Notifications](#)

There are settings by which you can turn on or off specific system notifications and manage the recipients of those notifications. By managing system notifications effectively, you can ensure that you receive important updates while minimizing distractions from less critical alerts.

Following is the list of system notifications for which these settings are available:

Category	Description	Default Recipient(s)
Estimates	When an estimate is approved, rejected, or becomes expired.	Estimate Owner
Appointment Management	When a service appointment is dispatched or when a service resource assigned to a service appointment is removed.	The service resources who have been assigned to or removed from the service appointment.
	When a note is added to a service appointment or an existing note is edited.	All the service resources assigned to the service appointment.

	When any of the following actions are performed on a service appointment: - Start Work - Complete Work - Terminate	All the service resources assigned to the service appointment.
	When a service appointment is rescheduled.	All the service resources assigned to the service appointment.
Service Resource Management	When a service resource applies for a time off.	Anyone with an Administrator profile.
Administration	When a data import initiated from a module is completed.	The user who initiated the import.
	When the service appointment or invoice usage limit exceeds 80%.	Anyone with an Administrator profile.
Sensitive Operations	When a data export initiated from a report is completed.	The user who initiated the export.
Integrations	The integration between Zoho FSM and Zoho CRM is enabled/disabled using the extension Zoho FSM for Zoho CRM.	Anyone with an Administrator profile.
	The data sync between Zoho FSM and Zoho Books/Invoice is enabled/disabled.	Anyone with an Administrator profile.
	The integration between Zoho FSM and Zoho Desk is enabled/disabled using the extension Zoho FSM for Zoho Desk.	Anyone with an Administrator profile.
Others	A user is tagged in a note.	The tagged user.

Note: Ensure that you have not blocked notifications in your browser settings.

To manage these settings:

1. Navigate to **Setup > Channels > Notifications**.
2. Click on an entry, make the necessary changes, and click **Save**:

- a. Enable or disable the notification for the chosen scenario by selecting **Enabled** or **Disabled** for the **Status** field.
- b. Choose the **Recipients**. You can choose users based on a particular profile, individual users, or users relevant to the given scenario.

Custom Notifications

You can use the [Notification API](#) to send custom notifications.

Notifications Panel

To view the notifications, click the notifications icon [] in the top right corner of the screen. Click on a notification to navigate to the associated record. You can individually mark a notification as read or use **Mark all as read**. All the notifications that a user receives when they are tagged in a note will be listed under the tab **Mentions**. Use  to mute the notifications. Click on  to navigate to the [Notification Settings](#) page.



Search Notifications



All

Mentions

Appointments

Estimates

Unread (0)

Older



AP-126

A Service Appointment is assigned to you by Mary Cooper.

Nov 29, 2024 12:11 PM



AP-118 | Work Completed

Work Completed by Mary Cooper

Nov 29, 2024 12:11 PM



AP-124

A Service Appointment is assigned to you by Mary Cooper.

Nov 29, 2024 12:11 PM



AP-120

A Service Appointment is assigned to you by Mary Cooper.

Nov 29, 2024 11:11 AM



AP-120

Appointment AP-120 Scheduled time has been updated.

Nov 29, 2024 11:11 AM



AP-119

A Service Appointment is assigned to you by Mary