History

Overview

Welcome to the "Customer Notifications History" page, your central hub for tracking the status of notifications (emails) sent to customers. Here, you can view a comprehensive list of notifications, including sent, failed, cancelled, and pending messages, and take action accordingly. Explore options to check the details of past communications and cancel pending notifications.

This guide will help you make the most of these features and understand the intricacies of Notification details within Voila.

Accessing the Notification History Page

To navigate this page, click the "Notifications" button in the left-hand menu. Once on the Notifications page, locate and click the "History" tab in the top-right corner, as indicated in the GIF below.

> **Click to Play or Pause the Video**

Notification Details

Here's a concise description of the critical elements on this page:

- **ID**: The Notification Job ID increments with each new notification creation.

- **Name**: The "Notification Name" assigned to the notification you created on the Notification page.
- **Execution Time**: This represents the scheduled time for email delivery or when an email is cancelled or fails, allowing you to specify a delay after the triggered status.
- **Recipient**: Displays the recipient's email address.
- **Mail Account**: Indicates the selected mail account associated with the notification.
- **Status**: Reflects the current status of the notification:
  - **Pending**: Signifies that the notification is awaiting its scheduled send time, as specified in the delay settings.
  - **Completed**: Indicates that the notification was successfully sent.
  - **Cancelled**: Denotes a notification that was cancelled before sending.
  - **Failed**: Marks a notification that failed to send for any reason.
- **Log**: Clicking on the icon in the "Log" column allows you to access the logs associated with the specific notification, redirecting you to the "**API Request Logs**" page.
- **Preview**: Clicking the preview icon enables you to view the rendered email as the recipient will receive it.
- **Cancel**: If the notification is pending, you can cancel it by clicking on the related bin icon.
- **Filters**: Use the filters at the top of the page to refine your results based on specific criteria. These filters mirror the functionality of the filters found in the Notification tab.

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