

Notification Templates

Overview

The Verba Ethical wall solution can send notifications to the selected parties when a given communication channel is opened. To see how you can define **when notifications are sent**, refer to the [Session Policies](#) article.

With Notification Templates, you can **define what messages** should be sent as notifications.

To see and manage Notification Templates, in the Verba web interface, navigate to **Policies > Notification Templates**.



Template	Languages
Default	English, Finnish
Test1	English, Finnish

The steps to **define notification messages** for a certain [Communication Policy](#) are as follows

Step 1 - In the Verba web interface navigate to **Policies > Notification Templates**

Step 2 - Click on **Add New Template** at the top right corner of the page

Step 3 - Define the initial parameters for the template as shown in the *Add New Template* section below

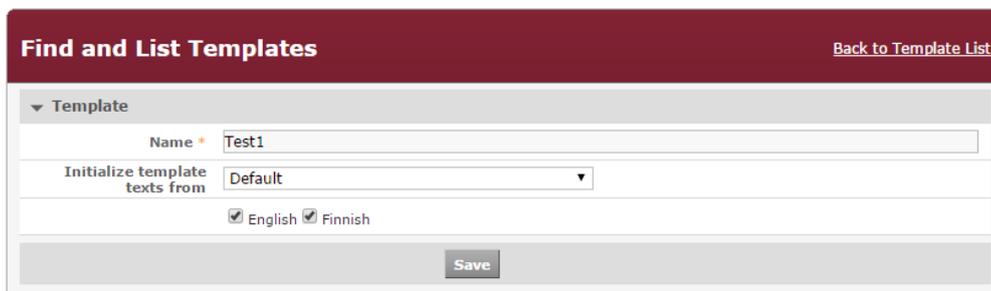
Step 4 - Define your policy as shown in the *Define Your Template* section below

Step 5 - Assign the Notification Template and the desired language to a Communication Policy as shown in [Manage Communication Policies](#)

Add New Template

To Add a New Notification Template, navigate to **Policies > Notification Templates** in the Verba web interface, then in the top right corner click on **Add New Template**.

- **Name** - The name is for administration purposes only, choose any that you like.
- **Initialize template texts** - To save time and effort, you can **import templates** that are already defined in your system. Using this, you only need to change the messages that are different.
- **Language** - Choose the languages that you want to use in this template. Here, the ones that are already defined in the system are shown. In the *Define your Template* section, you can see how you can add new languages.



Click on **Save**, and then continue with the *Define Your Template* section.

Define Your Template

To Add a New Language that is not assigned to your template yet, click on the **Add New Language** button > **Select** the language > Click on **Add**

Under the **Texts** tab, the possible notification types are listed, such as `SESSION_BLOCKED`, which is sent when a session is blocked by the policy, or `SESSION_WARNING` for sessions that are not blocked but monitored.

You can define the text of these messages in every language that you assigned to the given template.

▼ Template

Name *

Language

▼ Texts

6 items found, displaying all items. Page(s): **1**

Message	Language	Text
<code>SESSION_BLOCKED</code> Session Blocked	English	<p>Subject <input type="text" value="Session Blocked"/></p> <p>Conversation has been blocked.</p> <p>From [from] To [to] At [time]</p> <p>[rule-explanation]</p>
<code>SESSION_WARNING</code> Session Warning	English	<p>Subject <input type="text" value="Session Warning"/></p> <p>Conversation is governed by a policy.</p> <p>From [from] To [to] At [time]</p> <p>[rule-explanation]</p>