Email Templates Overview

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Overview

When the Messaging action has been created on a workflow transition, an email is sent to the users referenced in the **Roles** field on the workflow transition when the object transitions to the next state. The contents of the email are based on the email template selected when the action was created.

By default, each organization has the following templates:

- **Standard:** Advises users that one or more objects require attention.
- **Assigned:** Advises users that one or more objects have been assigned to them.

Through the **Email Templates** settings, administrators can create new templates or edit the default templates by applying the following customizations:

- Creating a new subject line and custom message in the body of the email
- Inserting variables (fields or properties) in the subject and body to provide more information about the object(s)
- Applying Markdown formatting to any custom messages in the body of the email
- Replacing the Resolver logo with your company's logo

> ⓘ **Note:**
> The content in the default email templates may vary depending on your Organization's setup.