

Default Email Templates

The default template types are available for your use depending on the RiskVision solution. Resolver provides the following default templates:

Name	Type	Description
Alert Notification (HTML)	Alert	Used to notify users that a compliance, control or risk score has crossed a specified threshold.
Alert Notification	Alert	Used to notify users that a compliance, control or risk score has crossed a specified threshold.
Assessment Launch	Assessment	Notifies users that a new assessment has been launched.
Assessment Launch Status	Assessment	Notifies program owners of assessment launch success or failure.
Assessment Recurrence	Assessment	Notifies program owners that an assessment that is configured for recurrence is about to be restarted.
Assessment Review	Assessment	Sends e-mail when an assessment is sent out for review.
Assessment Review Rejection	Assessment	This template is used when an assessment you sent out for review was rejected.
Assessment Signoff	Assessment	Sends e-mail when an assessment is sent for sign-off.
Assessment Signoff Rejection	Assessment	This template is used when an assessment that you sent out for sign-off was rejected.
Classification Assessment Launch	Assessment	This template is used when a new risk classification assessment has been launched.

Name	Type	Description
Content Pack Delegation	Control	This template is used when a Content Pack is delegated from one user to another user.
Content Pack Deployed	Control	This template is used when a Content Pack is deployed.
Content Pack Escalation	Control	This template is used to alert users that a Control's due date is passed.
Content Pack Reminder	Control	This template is used to remind the user about upcoming due dates.
Content Pack Review	Control	This template is used when a Control is ready for review.
Content Pack Review Rejection	Control	This template is used when a Control is rejected during the review.
Default Escalation	Escalation	This template is used for sending an escalation notification.
Default Ticket Escalation Template	Ticket	The default template used when tickets themselves are escalated.
Default Ticket Assignment	Ticket	This template is used when a new ticket has been launched.
ERM Assessment Launch	Assessment	This template is used when a new ERM assessment has been launched.
ERM Risk Opinion Review Request	Risk	This template is used to notify users to request an ERM risk opinion.
Exception	Exception	This template is used when an exception is delegated from one

Name	Type	Description
Exception Escalation	Exception	This template is used to remind the user that the exception assigned to them is past the due date.
Exception Expire	Exception	This template informs a user that an exception has expired.
Exception Reminder	Exception	This template is used to remind the user about upcoming exception due dates.
Exception Review	Exception	This template is used when an exception is ready for review.
Exception Review Rejection	Exception	This template is used when an exception is rejected during the review.
Exception Signoff	Exception	This template is used when an exception is ready for sign-off.
Exception Signoff Rejection	Exception	This template is used when an exception sign-off was rejected.
Finding Closed	Finding	This template is used when a finding is closed.
Finding Delegation	Finding	This template is used when a finding is delegated from one user to another.
Finding Escalation	Finding	This template is used by the system to notify an assignor that a finding that they have assigned has not been worked on and is nearly past the due date.
Finding Reminder	Finding	This template is used to remind users about upcoming due dates on findings.
Finding Review	Finding	This template is used when a finding is ready for review.
Finding Review		

Name	Type	Description
		This template is used when a finding is rejected during the review.
Finding Update Notification	Finding	This template is used to notify the finding owner when the finding is updated.
New Finding	Finding	This template is used to notify stakeholders when a finding is created.
New Vendor Contact Notification	Vendor	This template is used for notifying a new vendor contact that his/her login account has been created.
Incident Closed	Incident	Notifies users that an incident is closed.
Incident Delegation	Incident	This template is used when an incident is delegated from one user to another.
Incident Detected	Incident	Notifies that an incident is detected.
Incident Escalation	Incident	This template is used to remind users that the incident assigned to them is past the due date.
Incident Reminder	Incident	This template is used to remind the user about upcoming due dates on incidents.
Incident Review	Incident	This template is used when an incident is ready for review.
Incident Review Rejection	Incident	This template is used when an incident is rejected during the review.
Incident Signoff	Incident	This template is used when an incident is ready for sign-off.
Incident Signoff Rejection	Incident	This template is used when an incident sign-off is rejected.
Out of Office Delegation	Access Delegation	This template is used to notify users of assigned access delegations.

Name	Type	Description
Questionnaire Assignment	Assessment	Used for data gathering to notify users that a questionnaire has been assigned to them.
Questionnaire Change Notification	Assessment	Used to notify assessment stakeholders that the questionnaire has been changed.
Questionnaire Delegation	Assessment	Used to notify a user that another user delegated a questionnaire to them.
Questionnaire Escalation	Assessment	Used to alert users that the questionnaire assigned to them is past the due date.
Questionnaire Reminder	Assessment	Used for reminding users of questionnaire due dates.
Report or Dashboard Delivery	Analytics	This template is used when a report or dashboard is sent to the user.
Response Notification Error	System	An HTML template used to send notification that a user request was not successfully processed.
Response Notification Success	System	An HTML template used to send notification that a user request was successfully processed.
Response to Password Reset Request	System	Sent when a user requests their password to be reset.
Risk Assessment Launch	Assessment	This template is used to notify stakeholders that a new risk assessment has been launched.
Risk Identified	Risk	This template is used to notify owners that a new risk is identified.

Name	Type	Description
Scheduled Job Completed Successfully	System	Sends a job success notification.
Scheduled Job Failed	System	Sends a job failure notification.
Threats Advisory Alerts	Alert	Used to notify users when new threats or vulnerabilities are reported by security research organizations.
Ticket Assignment Notification	Ticket	Notifies a user they have been assigned a ticket.
Ticket Update Notification	Ticket	Notifies the ticket owner when the ticket is updated.
Ticket Closed	Ticket	Sends a notification that a ticket was closed.
Ticket Delegation	Ticket	Sends a notification that a ticket was delegated from one user to another user.
Ticket Escalation	Ticket	Used to alert users that the tickets are assigned to them after the due date is passed.
Ticket Reminder	Ticket	Reminds a user about upcoming due dates on tickets.
Ticket Review	Ticket	Sends a notification that a ticket is ready for review.
Ticket Review Rejection	Ticket	Sends a notification that a ticket was rejected during the review.
Vulnerability Assignment Notification	Alert	Used to notify a user that they have become the owner of a vulnerability.