

About Email Templates

Use customized e-mail templates to include organization-specific details in messages sent to stakeholders during assessments, ticket resolution, and other processes.

Resolver uses the Velocity template engine to generate workflow and system messages. You can use some basic Velocity syntax and parameters to insert context data, such as the user's name, program name, program owner name, entity name, and dates and deadlines. For example, "Hi \$Username" inserts the actual stakeholder's first and last name into the message.