Editing e-mails for tasks and groups

It is possible to edit e-mails sent by TIM, for example e-mails that are meant to inform users about new task assignments. The text of an e-mail may be changed. To do this, the file **tim.properties** has to be opened with a word-processing program. This file is located in the following directory:

```
.../standalone/configuration/
```

All e-mails may be sent either as a normal text or as HTML-mails.

Notification mails

Via the menu item **Notification Mails**, e-mails used to inform users about completed tasks can be edited.

- **notification-assignee-mail-subject** : This options changes the subject of an e-mail
- **notification-assignee-mail-text** : This option changes the textual content of an e-mail

—-

Archivation

Via this menu item, e-mails used to inform users about archived instances can be edited:

- **archivation-mail-subject** : This option changes the subject of an e-mail
- **archivation-mail-text** : This option changes the textual content of an e-mail

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Reactivation(Unarchivation)

Via this manue item, email used to inform users about archived instances can be edited:

- **unarchivation-mail-subject** : This option changes the subject of an e-mail
- **unarchivation-mail-text** : This option changes the textual content of an e-mail

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Adhoc

Via this menu item, e-mails informing users about AdHoc tasks can be edited:

- **notification-adhoc-close-subject** : This option changes the subject of an e-mail
- **notification-adhoc-close-text** : This option changes the textual content of an e-mail

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Reopened Adhoc

Via this menu item, emails used to inform users about a reactivated AdHoc tasks can be edited.

- **notification-adhoc-reopen-close-subject** : This option changes the subject of an e-mail
- **notification-adhoc-reopen-close-text** : This option changes the textual content of an e-mail

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Process accompanying documents

Via this menu item, emails used to inform users about an newly attached blog-article.

- **business-obj-message-subject-en** : Changes the english subject of an e-email
- **business-obj-message-de** : Changes the german text of the e-mail
- **business-obj-message-en** : Changes the english text of the e-mail
- **business-obj-recipient-label-de** : Changes the german recipant-label
- **business-obj-recipient-label-en** : Changes the english recipant-label

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Taskmail

Via this menu item, texts of e-mails used to assign new tasks to employees can be edited:

- **taskmail-subject** : This option changes the subject of an e-mail
- **taskmail-text** : This option changes the textual content of an e-mail

The e-mails that are sent by the system as reminders for unfinished tasks can be edited in a similar manner:

- **taskreminder-subject** : This option changes the subject of an e-mail
- **taskreminder-text** : This option changes the textual content of an e-mail

The e-mails that are sent by the system as reminders for unfinished nodes can be edited in a similar manner:

- **nodereminder-text** : This option changes the subject of an e-mail
- **nodereminder-subject** This option changes the text of an e-mail

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Mail-not-send

Via this menu item, e-emails used to infeorm users about an e-mail which couldn't be sent can be edited:

- **mail-not-sent-subject** This option changes the subject of an e-mail
- **mail-not-sent-text** This option changes the text of an e-mail

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Escalation

E-mails that inform about the escalation of a process are also editable:

- **escalation-email-subject** : This option changes the subject of an e-mail
- **escalation-email-message** : This option changes the textual content of an e-mail

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Using variables in the text of e-mails

Within the e-mail text, system variables can be used. These variables will then be replaced by the respective values. The example below shows this functionality in action.

```
Hello,
please review the documents attached to task ${SYS.TASK_NAME} and verfify
their correctness.
Subsequently, report the status of the process instance
${SYS.PROCESSINSTANCE_NAME} to your supervisor.
Thanks you.
```

The variables **${SYS.TASK_NAME}** and **${SYS.PROCESSINSTANCE_NAME}** will be replaced in the email text by the task name and the process instance name respectively. For a complete list of available system variables visit the variable helper page.

HTML-Taskmails

HTML-Taskmails can be used to edit the content of an e-mail. For example, pictures can be included and simple links may be embedded within the text. In contrast, this option would not be possible to implement with ordinary Taskmails. To enable this kind of functionality in an HTML-mail, the parameter of the Taskmail text has to start with the following value:

```
<html><head><meta http-equiv="Content-Type" content="text/html;
charset=UTF-8"></head><body>
```

For example:

```
taskmail-text=<html><head><meta http-equiv="Content-Type"
content="text/html; charset=UTF-8"></head><body>You have received a new
task: ${taskName} <br/>  in the process: ${processDefinitionName}. <br/>
\nn\nGo directly to the task: <a
href="${taskLink}">${taskName}</a></body></html>
```

Differences between Taskmails with each definition and node (starting with version v4.0)

An individualized subject heading and text for each e-mail can be implemented with each definition and/or node. The corresponding entry in the file tim.properties would then look like this:

```
taskmail-text-processdefinitionsname-nodename-with-spacecharacter=The text
in the mail is referring to a specific node within a certain process
taskmail-subject-processdefinitionsname-nodename-with-spacecharacter=You
have been assigned the task ${SYS.TASK_NAME} within the process
${SYS.PROCESSINSTANCE_NAME}
```

If possible, an individual text will be assigned to a specific node for each taskmail. If this is not possible, a search for a related e-mail message will be conducted for the process definition. Finally, if this text is also not available, then the standardized text will be used. The following is an example of an individualized e-mail text for each process definition:

```
taskmail-text-processdefinitionname-with-spacecharacter=This is the text for
the task of the process definition ${SYS.PROCESSDEFINITION_NAME}
taskmail-subject-processdefinitionname-with-spacecharacter=The task
${SYS.TASK_NAME} in the process ${SYS.PROCESSINSTANCE_NAME} has been
assigned
```

Names of process definitions and nodes have to be written in small **letters**! Spaces and special characters are notated by using **-**!

Multilingual mails

Depending the language of the logged in user, the mails can have different languages. The location/language is deoted by a prefix:

```
taskmail-subject-de-processdefinitionsname-nodename = Here is a german
subject
taskmail-text-de-processdefinitionsname-nodename = Here is a german text
```

```
taskmail-subject-en-processdefinitionsname-nodename = This an english
```

```
subject
taskmail-text-en-processdefinitionsname-nodename = This is the english
mailtext
```

If there are multiple languages in the process repository, then the definitionname and nodename must be taken from the default language

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Enabling and disabling taskmails

To enable the functionality of taskmails for individual users, the option **“Prefer to receive messages by e-mail”** can be activated in the user profile. This setting is also available to users within the entire system by accessing the client profile.

Error mails

If an error occurs while sending a mail and the “send message in case of failure” is selected within the Client Profile, then a mail will be sent to the selected group. The mail has the following form:

```
mail-not-sent-subject=Mail not sent Id: ${MAIL.ID} Subject: ${MAIL.SUBJECT}
mail-not-sent-text=The following errors occurred during sending.\n\n
```

Additionally, the exception that occurred will be attached to the mail text

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