

Vivantio Email Template Designs

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1. Introduction

Vivantio is a powerful ITSM platform that can be configured to keep key individuals informed by email. The email templates used in these circumstances can be highly designed to make the best possible impression, especially important when emailing your customer. We are so often hit by phishing emails and sometimes we are unsure if emails we receive are real or not and so the branding of email templates is paramount here to reassure your customers that they are responding to a genuine email; here are two examples of email template design for your perusal.

1.1 Example one blue

- Email Signature – blue HTML code
- Email Theme – Blue Custom CSS code
- Email Template containing the Signature and Theme – Blue HTML Code

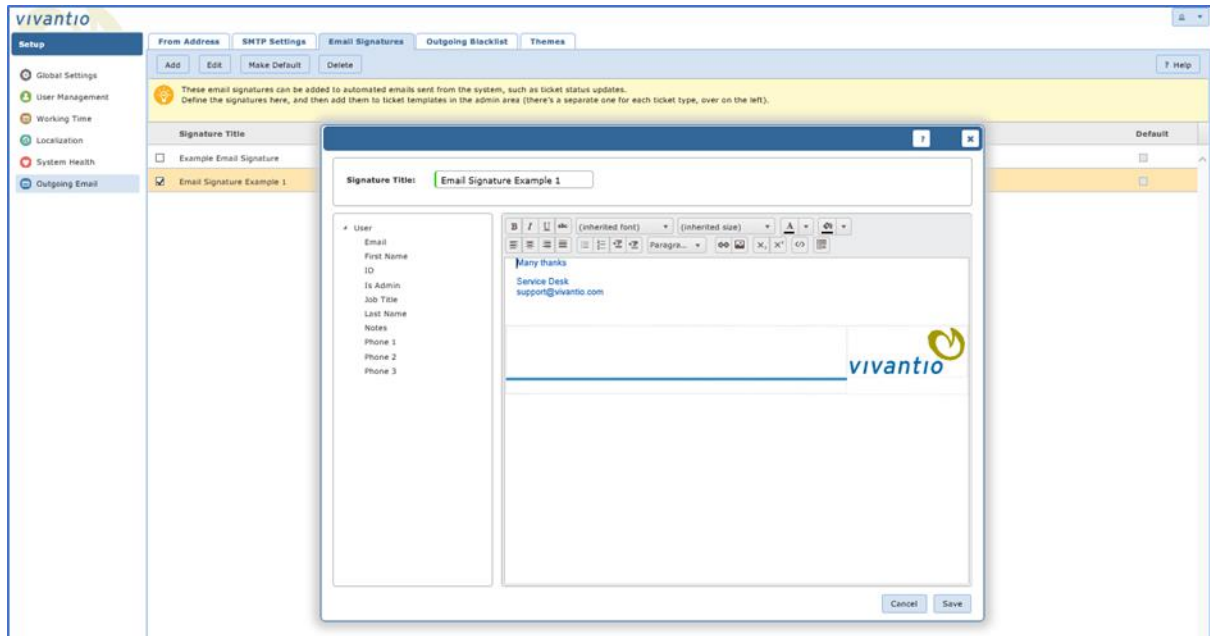
1.2 Example two green

- Email Theme – Green Custom CSS code
- Email Template containing the Signature and Theme – Green HTML Code

2. Example one blue

2.1 Email Signature

In the Admin Area > Setup > Outgoing Email > Email Signatures



2.2 Email Signature HTML

```
<p style="color:#1863be;font-family:Arial;font-size:10pt;margin-left:15px;">Many thanks </p>
```

```
<p style="color:#1863be;font-family:Arial;font-size:10pt;margin-left:15px;">Service Desk<br />support@vivantio.com</p>
```

```
<p style="color:#1863be;font-family:Arial;font-size:10pt;margin-left:15px;"><a href=""><br /></a></p>
```

```
<table style="width:100%;height:70px;"><tbody><tr><td width="90%">&nbsp;<br />
```

```
<br />
```

```
</td>
```

```
<td height="70"></td>
```

```
</tr>
```

```
<tr><td style="border-top-color:#3a94c9;border-top-width:4px;border-top-style:solid;" width="90%">&nbsp;</td>
```

```
</tr>
```

```
</tbody></table>
```

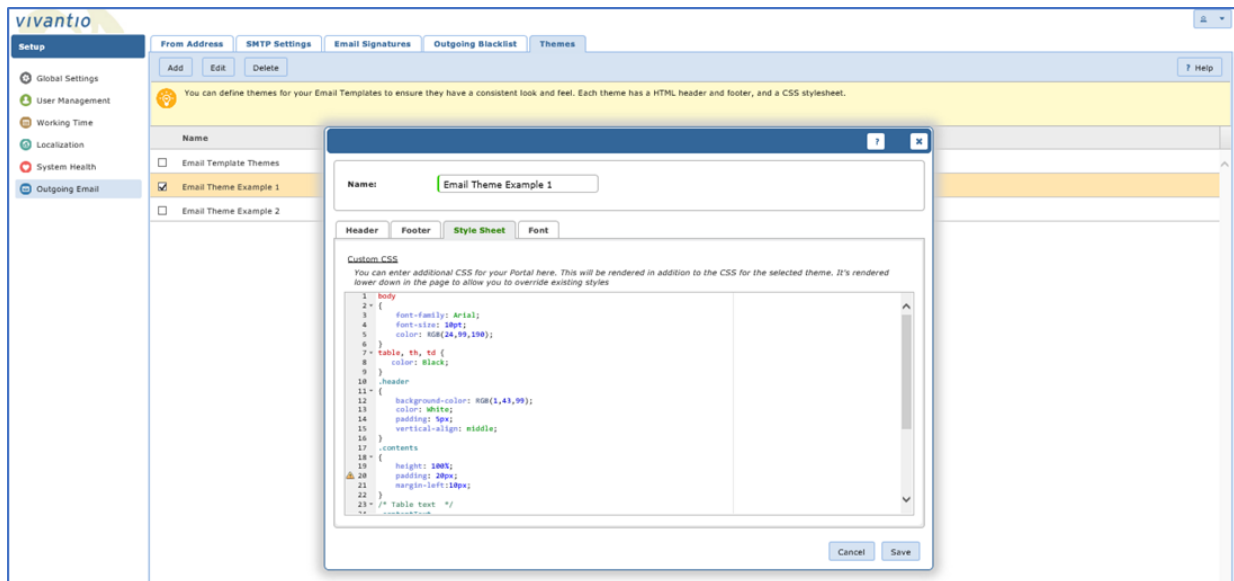
2.3 Adding a Logo

Vivantio logo is hosted on the Vivantio website. To access your logo URL, right click on the logo on your website > View source > copy the URL into the HTML above.

<https://www.vivantio.com/wp-content/uploads/Vivantio-home-logo.png>

2.3 Email Theme

In the Admin Area > Setup > Outgoing Email > Themes



2.4 Email Theme Custom CSS

body

```
{  
    font-family: Arial;  
    font-size: 10pt;  
    color: RGB(24,99,190);  
}
```

```
table, th, td {  
    color: Black;  
}
```

.header

```
{  
    background-color: RGB(1,43,99);  
    color: White;
```

```
padding: 5px;
vertical-align: middle;
}
.contents
{
height: 100%;
padding: 20px;
margin-left: 10px;
}
/* Table text */
.contentText
{
font-family: Arial;
font-size: 10pt;
margin: 10px 0 10px 0;
padding: 10px;
color: Black;
}
.imgContainer{
float: right;
background-color: White;
}
```

2.5 Email template creation for 'Ticket Add'

In the Admin Area > Ticket Type > Templates > External Emails > Edit 'Ticket Add' template

In Basic Details tab apply the Email Signature and Theme in to the drop-down boxes

The screenshot shows the 'Ticket Add' email template configuration interface. The main window has a sidebar on the left with a list of fields: Ticket, Action ID, Assigned To Group Name, Assigned To Individual Name, Assigned To Summary, Caller Email, Caller First Name, Caller ID, Caller Last Name, Caller Name, Caller Phone, Category, Category Main ID, CC Address List, Client ID, Client Name, Close Custom Field 1, Close Custom Field 2, Close Date, Close Target Date, and Custom Field 1. The main area has tabs: Message Content, Basic Details, Attachments, Action Types, and Postfix Content. The 'Basic Details' tab is active, showing fields for Name (Email Template Example 1 Add), Enabled (checked), Subject (Your {{ticket.recordtypenamesingular}} has been logged), and Message Content. The Message Content field contains a rich text editor with the following content:

Incident Logged (that's the first step!)

Dear {{ticket.callerfirstname}},

Here are the details of your {{ticket.recordtypenamesingular}}:

Ticket ID: {{ticket.displayid}}

Ticket Opened:

Status:

Description:

What next?

We'll be reviewing your incident. You can simply call the Service Desk or if you would like to check the Portal.

2.6 Email Template HTML

```
<table style="width:100%;height:50px;padding-left:10px;"><tbody><tr><td style="padding:15px;color:white;font-family:Arial;font-size:10pt;background-color:#012b63;"><strong>Incident Logged (that's the first step!)</strong></td></tr>
```

```
</tr>
```

```
<tr><td style="padding:15px;"><div style="color:#1863be;font-family:Arial;font-size:10pt;"><div><p>Dear {{ticket.callerfirstname}},</p>
```

```
<p>Here are the details of your {{ticket.recordtypenamesingular}};</p>
```

```
</div><div class="contentText" style="font-family:Arial;font-size:10pt;margin-left:10px;"><table><tbody><tr><td><strong>Ticket ID:</strong></td>
```

```
<td>{{ticket.displayid}}</td></tr>
```

```
</tr>
```

```
<tr><td><strong>Ticket Opened:</strong></td>
```

```

<td>{{ticket.opendate}} </td>

</tr>

<tr><td><strong>Status:</strong> </td>

<td>{{ticket.statusname}} </td>

</tr>

<tr><td style="vertical-align:top;"><strong>Description:</strong> </td>

<td>{{ticket.description}} </td>

</tr>

</tbody></table>

</div><p><strong>What next?</strong> </p>

<p>We'll be reviewing your incident within the next 8 hours. However, if the incident is more
urgent, no problem, simply call the Service Desk team quoting the Ticket ID.</p>

<p>If you would like to check the status of this {{ticket.recordtypenamesingular}} please go
to the Self Service Portal.</p>

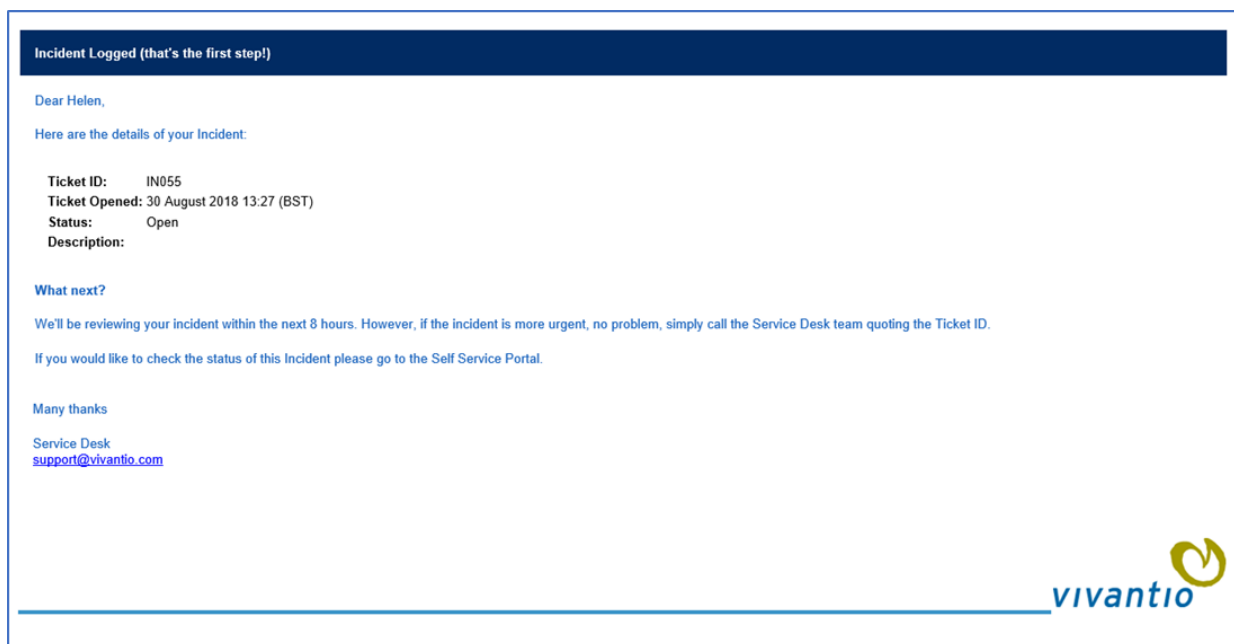
</div></td>

</tr>

</tbody></table>

```

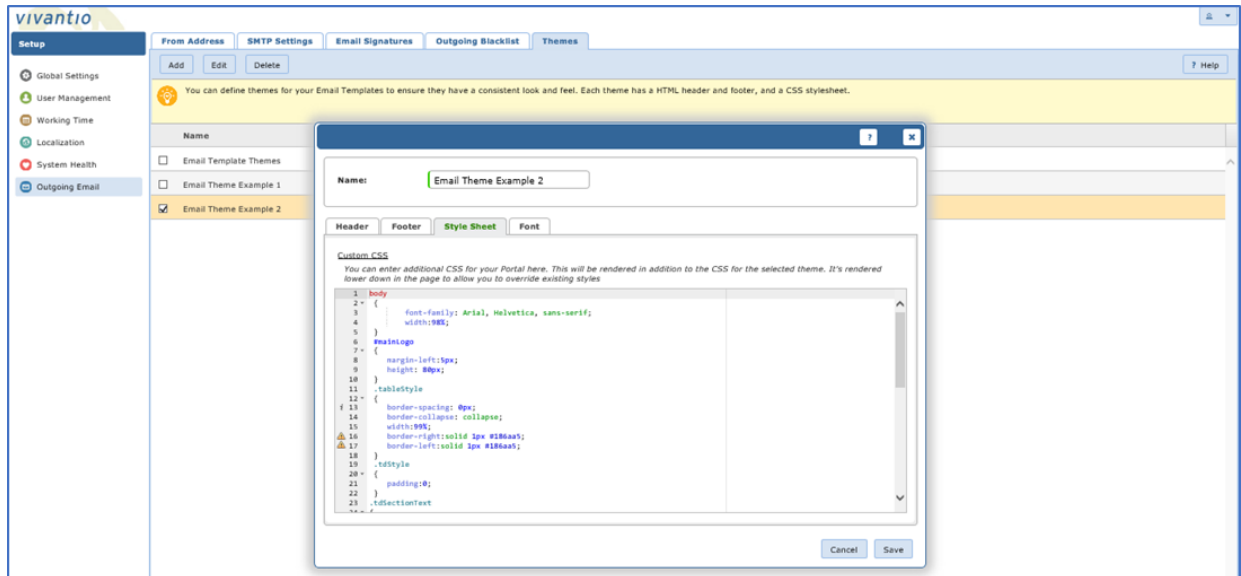
2.6 Email Template with Signature and Theme applied



3. Example two Green

3.1 Definition of TICKETS

In the Admin Area > Setup > Outgoing Email > Themes



3.2 Email Theme Custom CSS

body

```
{
    font-family: Arial, Helvetica, sans-serif;
    width:98%;
}
```

#mainLogo

```
{
    margin-left:5px;
    height: 80px;
}
```

.tableStyle

```
{
    border-spacing: 0px;
    border-collapse: collapse;
    width:99%;
```

```
        border-right:solid 1px #186aa5;
        border-left:solid 1px #186aa5;
    }
    .tdStyle
    {
        padding:0;
    }
    .tdSectionText
    {
        background-color:rgb(218,227,243);
    }
    .sectionTextDiv
    {
        margin:10px;
    }
    .header
    {
        height:117px;
        background-color:rgb(101,140,79);
    }
    .contents
    {
        border-top:solid 7px #186aa5; /* Blue line */
        border-bottom:solid 7px #186aa5;
        border-right:solid 1px #186aa5;
        border-left:solid 1px #186aa5;
        height:100%;
        padding:20px;
    }
    .sectionText
    {
        margin:10px 0px 10px 0px;
        font-weight:bold;
```

```

font-size:larger;
}
.footer
{
    height:80px;
    background-color:rgb(9,53,23);
}

```

3.3 Email template creation for 'Ticket Add'

In the Admin Area > Ticket Type > Templates > External Emails > Edit 'Ticket Add' template

In Basic Details tab apply the Email Signature and Theme in to the drop-down boxes

The screenshot shows the 'Email Template Example 2 Add' form. The 'Basic Details' tab is selected. The 'Name' field is 'Email Template Example 2 Add' and 'Enabled' is checked. The 'Subject' field contains 'Your {{ticket.recordtypenamesingular}} has been logged'. The rich text editor shows a green circle and the text 'Dear {{ticket.callerfirstname}}', 'Thank you for contacting Vivant', and 'Original case details: {{ticket.description}}'. A dropdown menu on the left lists various ticket-related fields. A red box highlights the 'Theme' dropdown in the Basic Details section, which is set to 'Email Theme Example 2'.

3.4 Email Template HTML

```
<table class="tableStyle k-table"><tbody><tr><td class="tdStyle"><div class="header"></div></td>

</tr>

<tr><td class="tdStyle"><div class="contents">Dear {{ticket.callerfirstname}},<br />

<br />

Thank you for contacting Vivantio. Your Ticket Number is {{ticket.displayid}} <br />

<br />

<table class="sectionText k-table" width="98%"><tbody><tr><td class="tdSectionText"><div
class="sectionTextDiv">{{ticket.recordtypenamesingular}} details</div></td>

</tr>

</tbody></table>

<br />

<strong>Original case details:</strong><br />

{{ticket.description}} <br />

<br />

<br />

To check the status of your case, please click <a
href="http://vivantio.selfservice.vivantio.com/Ticket/Detail/{{ticket.id}}" target="_blank"
title="Vivantio Self Service Portal"> here</a> to visit the Vivantio self-service
portal</div></td>

</tr>

<tr class="footer"><td class="tdStyle"><div class="footer"></div></td>

</tr>

</tbody></table>
```

3.5 Email Template with Green Theme applied



Dear Helen,

Thank you for contacting Vivantio. Your Ticket Number is IN057

Incident details

Original case details:

To check the status of your case, please click [here](#) to visit the Vivantio self-service portal