

GENESYS[®]

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Customer Care Mobile Application User Guide

Notifications Inbox

4/21/2025

Notifications Inbox

Just to keep you updated on the notifications, the Inbox will help you to view the past notifications you have received. You will be able to see the past 3 days of Notifications of all categories (Case Update, Alarms, Cloud Incident and Account Notifications). You can view the Notification Inbox by selecting the Application Menu - Notification Inbox. This loads the Notification Inbox screen with list of notification with below details for each notification

- Notification Subject
- Notification Type
- Notification Received Datetime
- Notification Message

On click of the notification item, you will be redirected to the corresponding screens based on notification types.

- Account Notification Favorite Account Screen
- Case Update Notification Case Detail Screen
- Alarm Notification Alarm Screen

Users will also be able to filter the notification by clicking the filter icon on the top right side of the screen. The filter can be applied on the following categories.

- Account Name
- Notification Type
- Account
- · Case Critical, High, Medium, and Low
- Alarm
- Cloud Incident
- DateTime Received Start Date to End Date

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≡	Notification Inbox
NOTE: Notifications will be available for 3 days, post this the notifications will be deleted automatically.	
Cas	0002950908 Image: Constraint of the co
Case	0002978506 (Source of the second of the seco
Case	0002978506 1 19 May 2022 10:21 AM (Received) New feed in case #0002978506 (3- Medium) for Genesys - Cloud Operations Team Subject: Genesys Cloud Wallboards
Accor	HSBC Global Services (UK) Limited (Case #0002930820 priority updated to 1- Critical Subject: NGT 2.5 - URS EWT calculation is wrong modified
Cas	0002853426 1 6 Jun 2021 4:15 AM (Received) New feed in case #0002853426 (1- Critical) for National General Management Corp.

User can delete the notification item using delete icon in the notification item. By doing long press on a notification item, user can select multiple or all notification and delete them.

