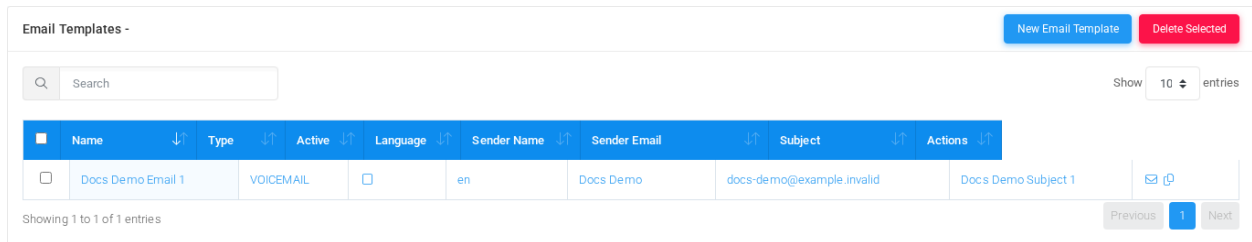


Overview

The **Email Templates** page builds tenant email templates for voicemail, fax, and other notification types. Open it from **Configuration > More Configuration > Email Templates**.

The page works against the tenant currently selected in the top bar. The screenshots and demo rows were captured in the **Canistracci OIL** tenant.



Email Templates list page in the Canistracci OIL tenant.

Working with objects

Task	How to do it
Add	Select the New email template action, complete the form, and select Save.
Edit	Open the email template from the list by selecting its name, number, or row action. Change the form and select Save.
Delete	Select the row checkbox and use Delete Selected, or open the email template and select Delete, then confirm.

Page functions

Action	Description
New Email Template	Opens the creation form for a new email template.
Delete Selected	Deletes the selected rows after confirmation.
Test	Runs a test for the selected configuration.

List columns

Column	Description
Name	Display name used in lists and references.
Type	Mode selector that changes the behavior of the object.
Active	Object setting shown by the form.
Language	Language or voice selection used for prompts, transcription, or speech synthesis.
Sender Name	Display name used in lists and references.
Sender Email	Email address used for notifications, delivery, or mailbox access.
Subject	Object setting shown by the form.
Actions	Object setting shown by the form.

Template variables

Email templates can include variables in the form `${VARIABLE}`. MiRTA PBX replaces them when the notification is generated. The variables available depend on the selected template type.

Template type	Useful variables	Notes
Recording	<code>\${START}</code> , <code>\${SIZEKB}</code> , <code>\${SOURCE}</code> , <code>\${REALSRC}</code> , <code>\${FIRSTDEST}</code> , <code>\${CLID}</code> , <code>\${LASTDEST}</code> , <code>\${TENANTNAME}</code> , <code>\${DIDCOMMENT}</code> , <code>\${DIDEMERGENCYNOTES}</code> , <code>\${WHERELANDED}</code> , <code>\${SRCNAME}</code> , <code>\${WHERELANDEDIDNAME}</code> , <code>\${TRANSCRIPT}</code> , <code>\${SUMMARY}</code> , <code>\${SENTIMENTSCORE}</code> , <code>\${SENTIMENTBRIEF}</code> , <code>\${SENTIMENTDETAILS}</code>	The transcript, summary, sentiment score, sentiment brief, and sentiment details are populated only when those AI actions are completed while the recording is uploaded.
Transcript notification	<code>\${TRANSCRIPT}</code> plus the call and tenant variables listed for Recording.	Used by transcript processing notifications.
Summary notification	<code>\${SUMMARY}</code> plus the call and tenant variables listed for Recording.	Used by AI summary processing notifications.
Sentimental analysis notification	<code>\${SENTIMENTSCORE}</code> , <code>\${SENTIMENTBRIEF}</code> , <code>\${SENTIMENTDETAILS}</code> plus the call and tenant variables listed for Recording.	<code>\${SENTIMENTDETAILS}</code> contains the full JSON emotional analysis, including speaker roles, customer sentiment arc, and agent sentiment/tone data when available.

Demo records

The tenant contains 1 documentation demo record for this page: Docs Demo Email 1.

Deleting records

Before deleting a email template, check references from call flows, destinations, schedules, reports, or provisioning objects. MiRTA PBX asks for confirmation before the delete is submitted.

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