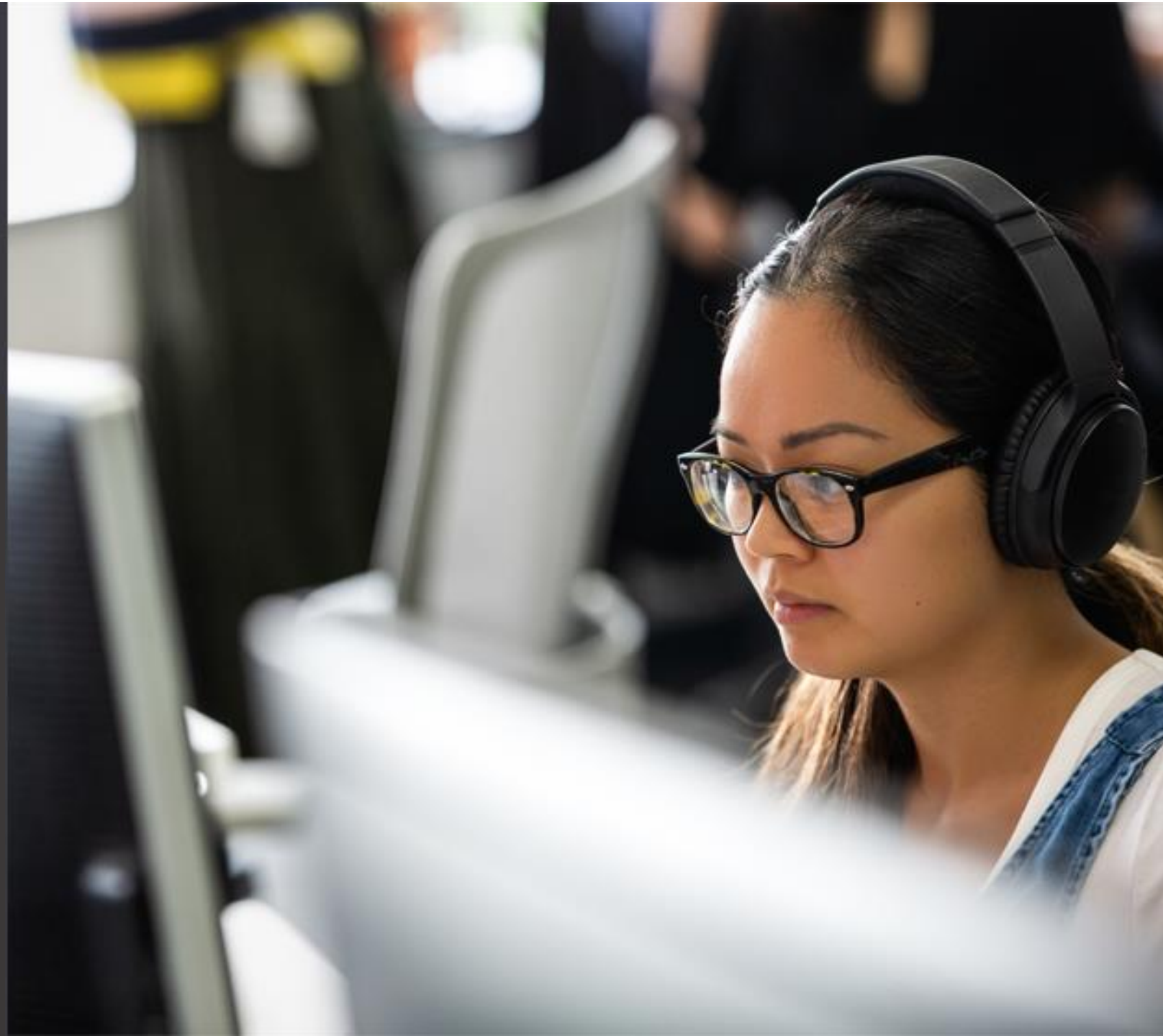
Zap Objects:
Zap Notifications/ Alerts

Generate Notifications in-bulk: onDemand OR based on Trigger OR based on Recurring Pattern! (In-App + Push + Email + Form Notifications)

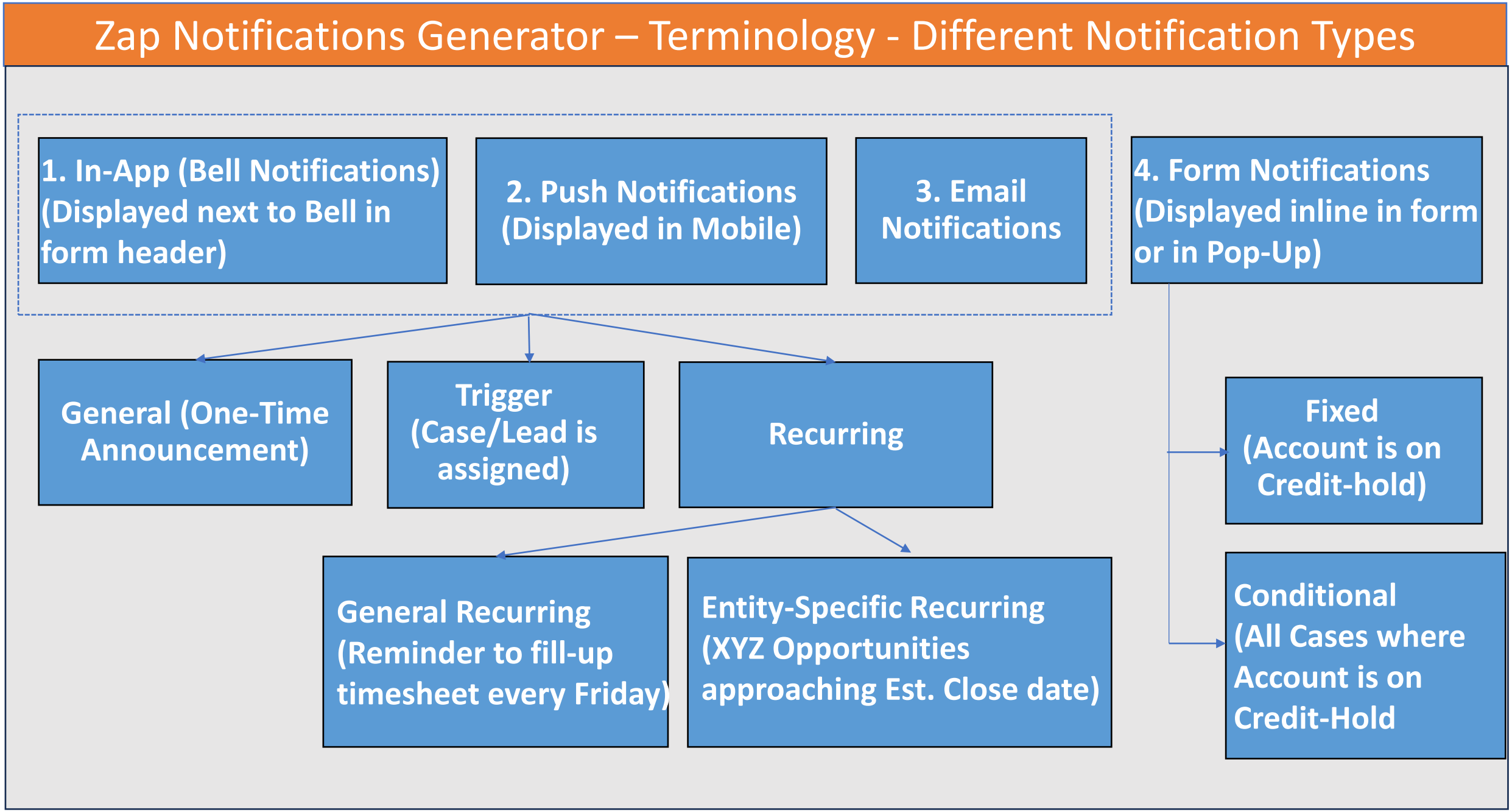
Works with: Dynamics 365 Sales, Customer Service, Field Service & Power Apps.



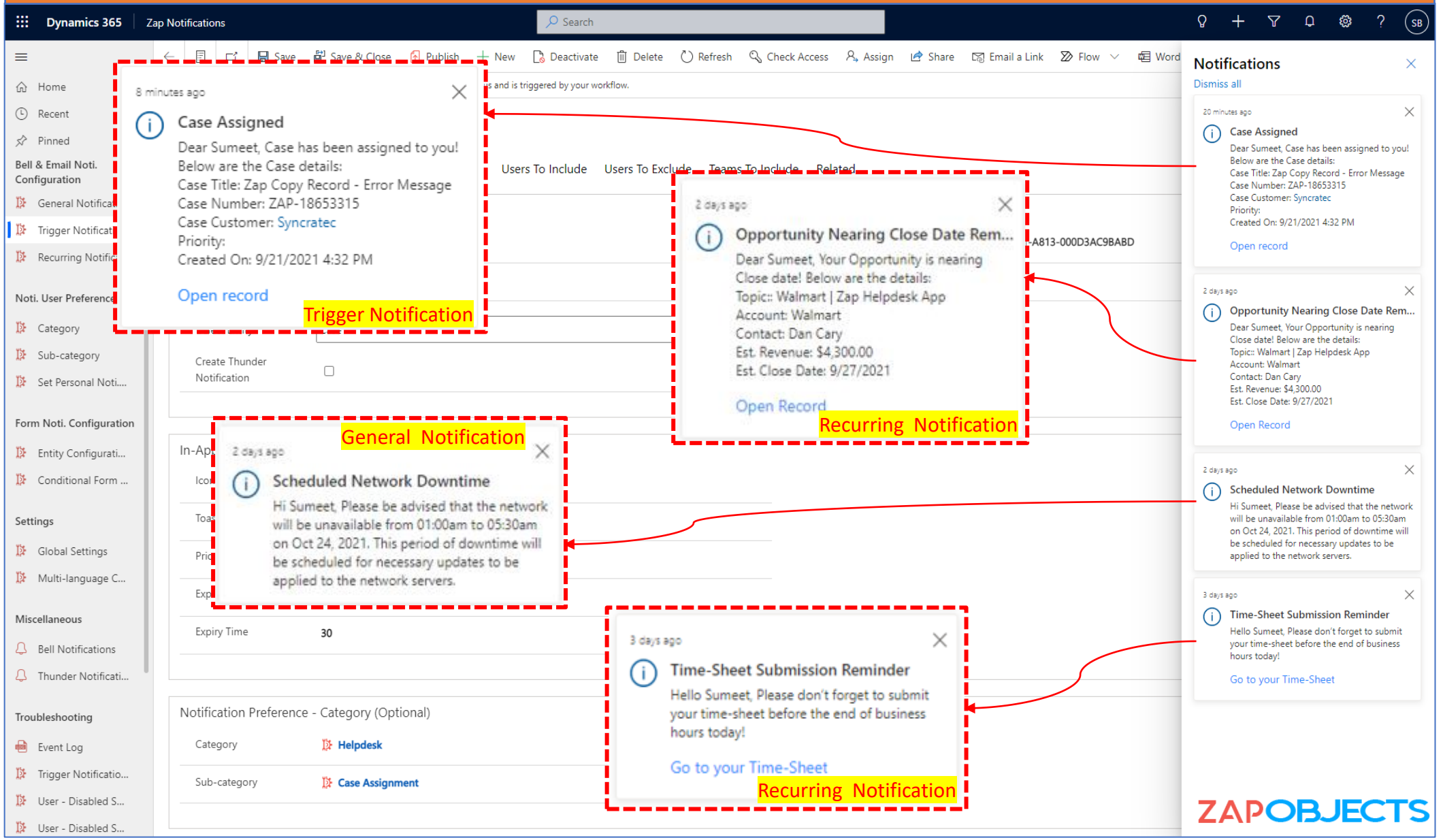
Features

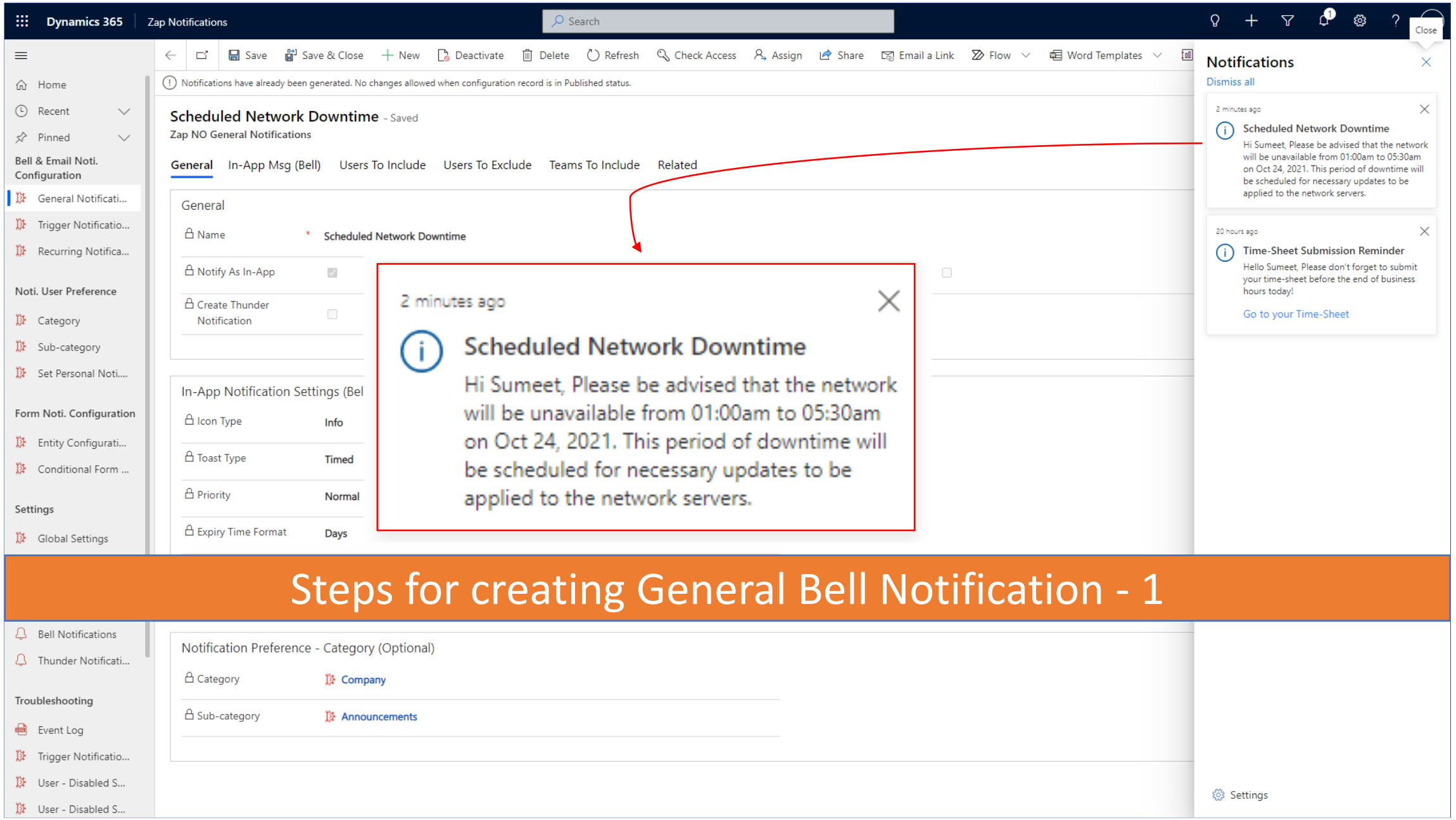
- Generate Bell, Push , Email Notifications in bulk (for multiple Users/Teams)
- Generate Form Notifications (displayed inline in form or as pop-up)
- Generate Notifications using Power Automate/ Workflow
- Generate Notifications based on onDemand, triggers or based on recurring pattern
- No need to worry about creating complicated JSON data for generating Notification
- Token Generator Helper provided for using merge fields within the Notification Text
- Allow Users to set personal preferences for which notifications to be shown
- Detailed event logging for easy trouble-shooting of any issue

Zap Notifications Generator – Terminology - Different Notification Types

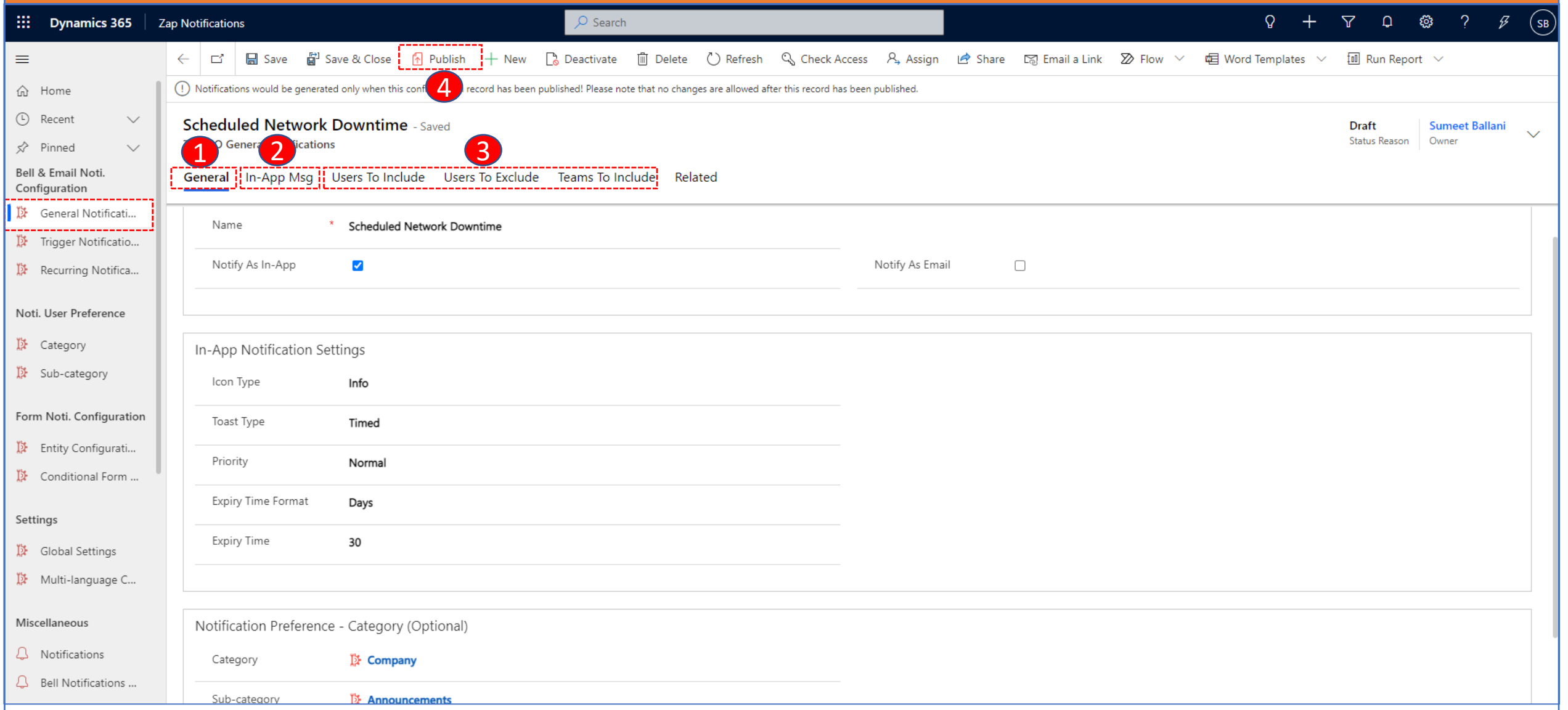


Generate Bell Notifications in Bulk using Zap Objects – Sample Notifications



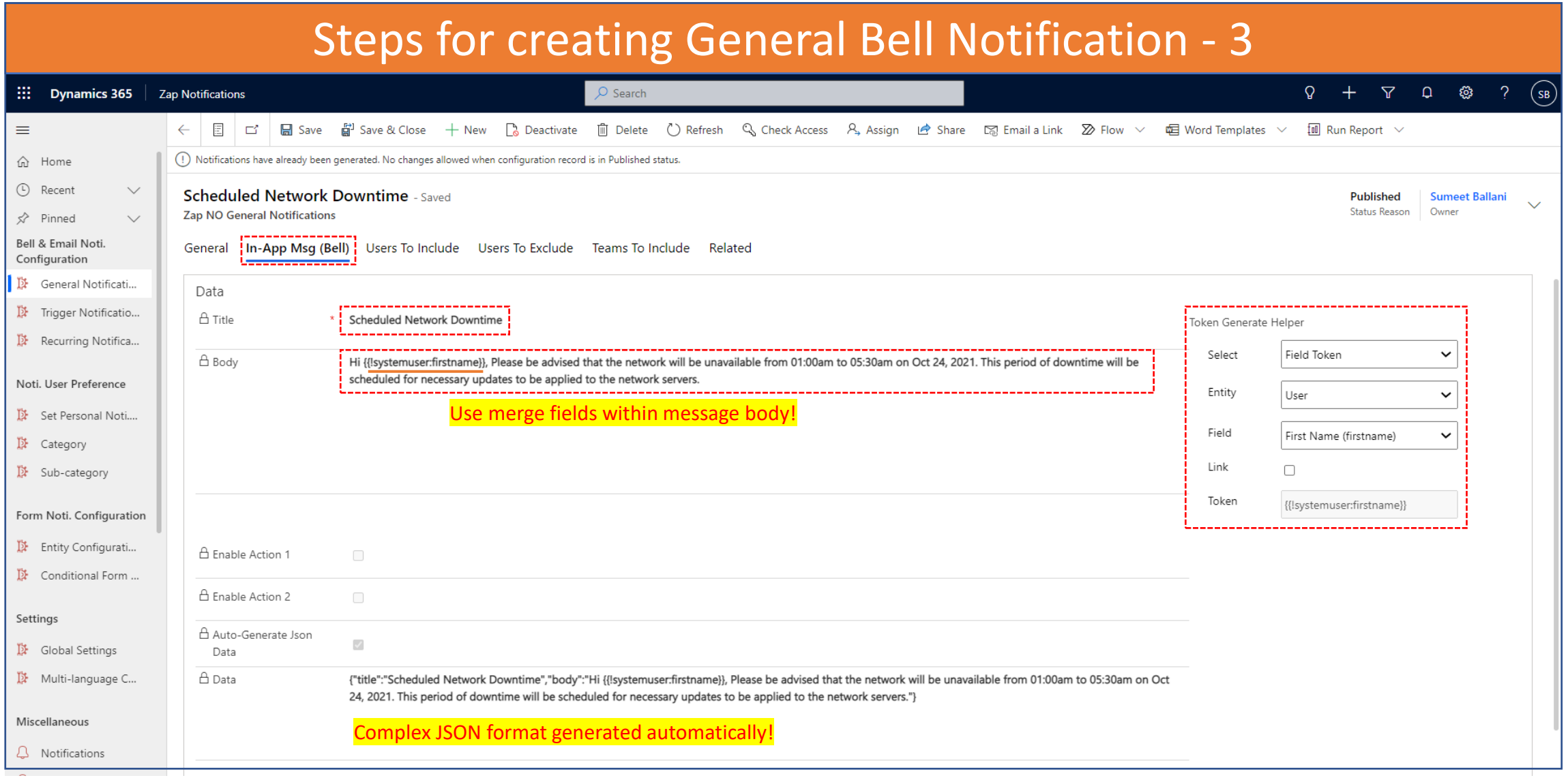

Dynamics 365
Zap Notifications
Search
Close
Save
Save & Close
New
Deactivate
Delete
Refresh
Check Access
Assign
Share
Email a Link
Flow
Word Templates
Home
Recent
Pinned
Bell & Email Noti. Configuration
General Notificati...
Trigger Notificatio...
Recurring Notifica...
Noti. User Preference
Category
Sub-category
Set Personal Noti....
Form Noti. Configuration
Entity Configurati...
Conditional Form ...
Settings
Global Settings
Notifications have already been generated. No changes allowed when configuration record is in Published status.
Scheduled Network Downtime - Saved
Zap NO General Notifications
General
In-App Msg (Bell)
Users To Include
Users To Exclude
Teams To Include
Related
General
Name * Scheduled Network Downtime
Notify As In-App
Create Thunder Notification
In-App Notification Settings (Bel
Icon Type Info
Toast Type Timed
Priority Normal
Expiry Time Format Days
2 minutes ago
Scheduled Network Downtime
Hi Sumeet, Please be advised that the network will be unavailable from 01:00am to 05:30am on Oct 24, 2021. This period of downtime will be scheduled for necessary updates to be applied to the network servers.
Notifications
Dismiss all
2 minutes ago
Scheduled Network Downtime
Hi Sumeet, Please be advised that the network will be unavailable from 01:00am to 05:30am on Oct 24, 2021. This period of downtime will be scheduled for necessary updates to be applied to the network servers.
20 hours ago
Time-Sheet Submission Reminder
Hello Sumeet, Please don't forget to submit your time-sheet before the end of business hours today!
Go to your Time-Sheet
Steps for creating General Bell Notification - 1
Bell Notifications
Thunder Notificati...
Troubleshooting
Event Log
Trigger Notificatio...
User - Disabled S...
User - Disabled S...
Notification Preference - Category (Optional)
Category Company
Sub-category Announcements
Settings

Steps for creating General Bell Notification - 2

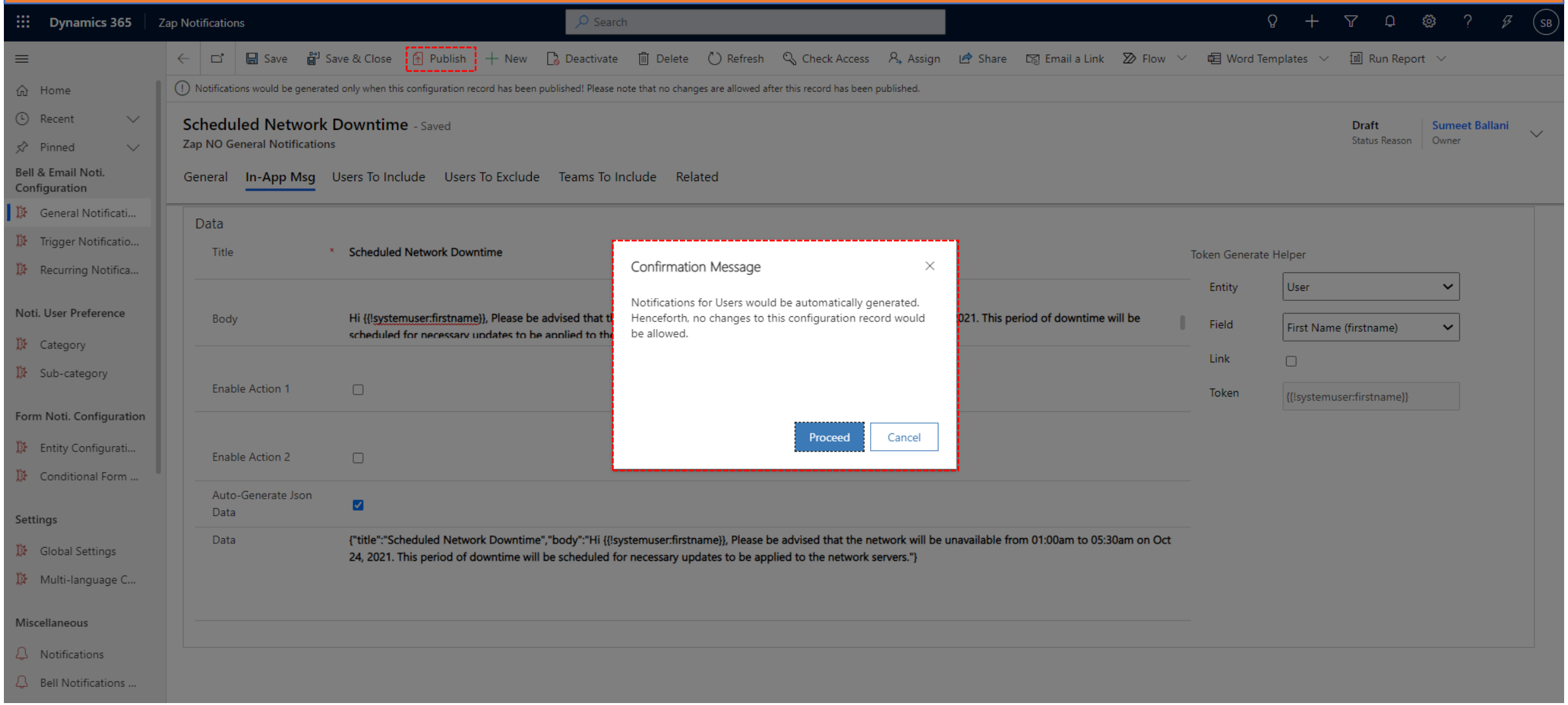


Generate Notifications in Bulk: OnDemand, based on Triggers OR based on Recurring Pattern + Email Notifications + Form Notifications

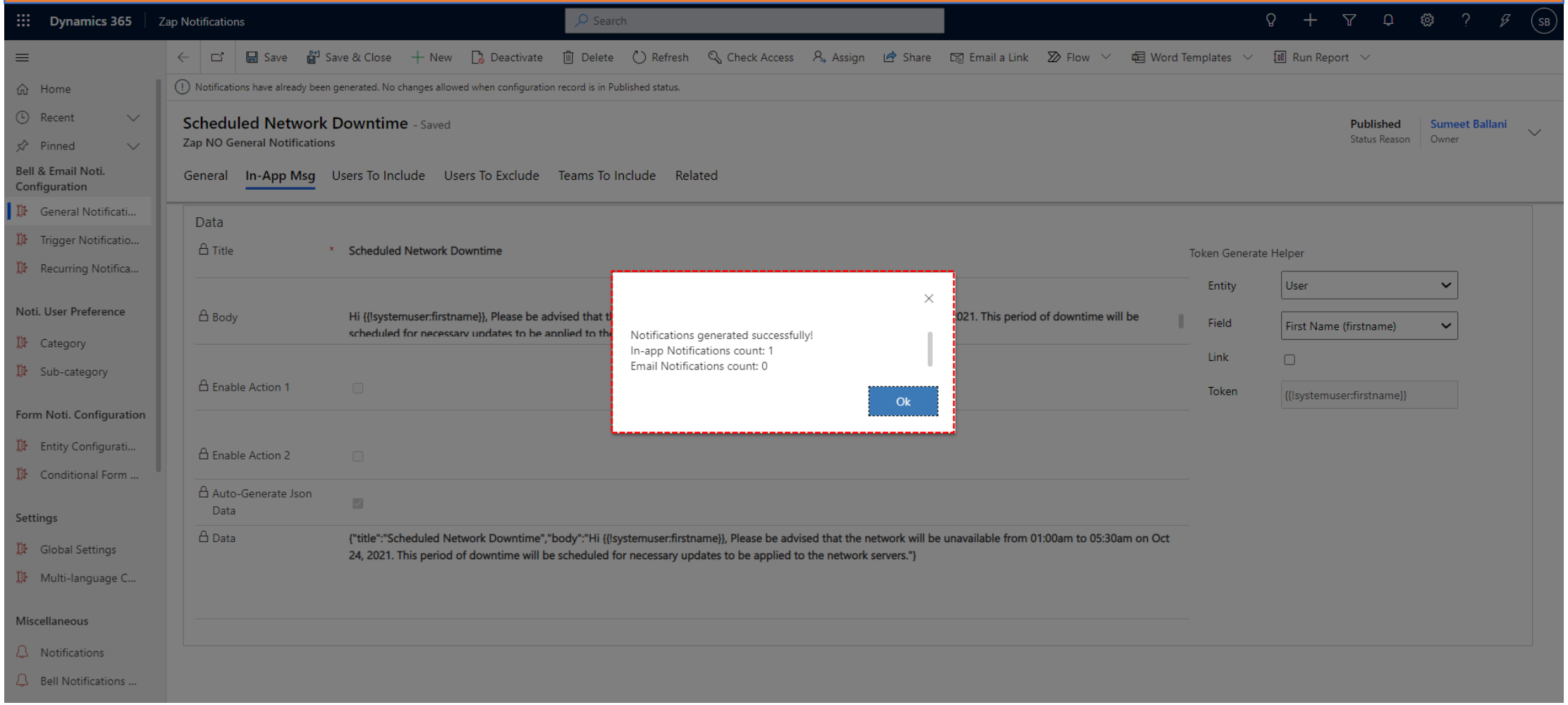
Steps for creating General Bell Notification - 3

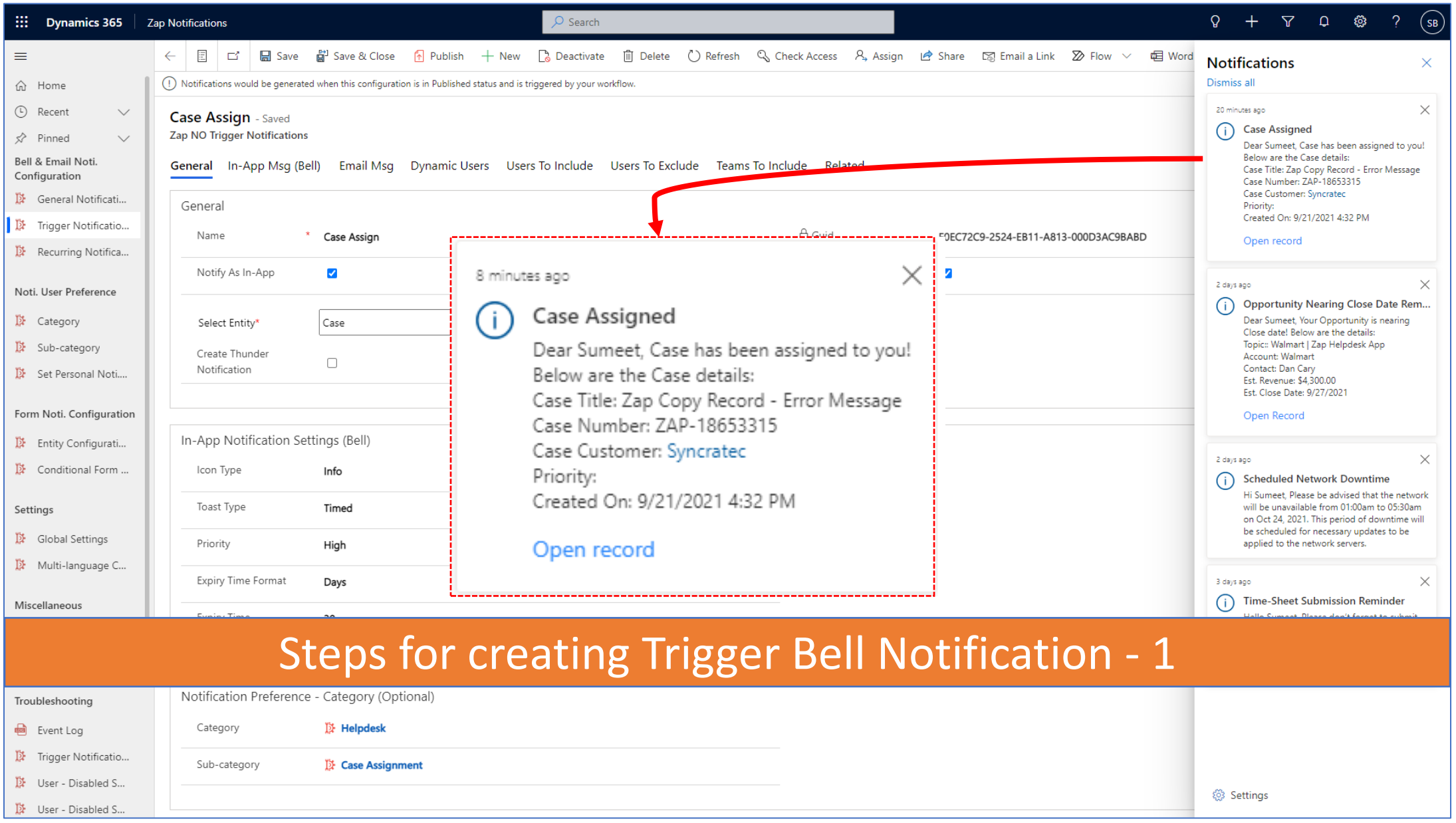


Steps for creating General Bell Notification - 4

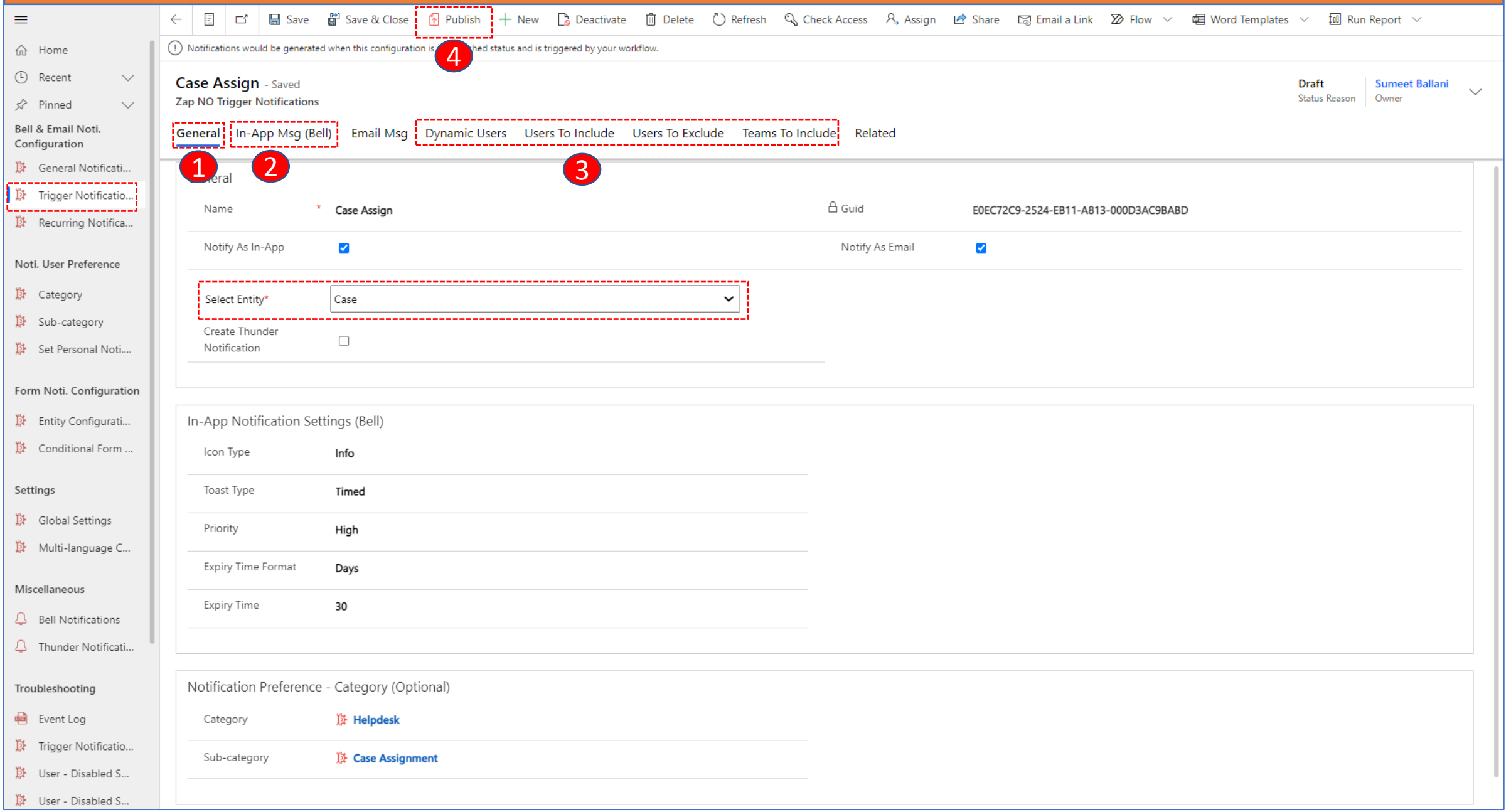


Steps for creating General Bell Notification - 5

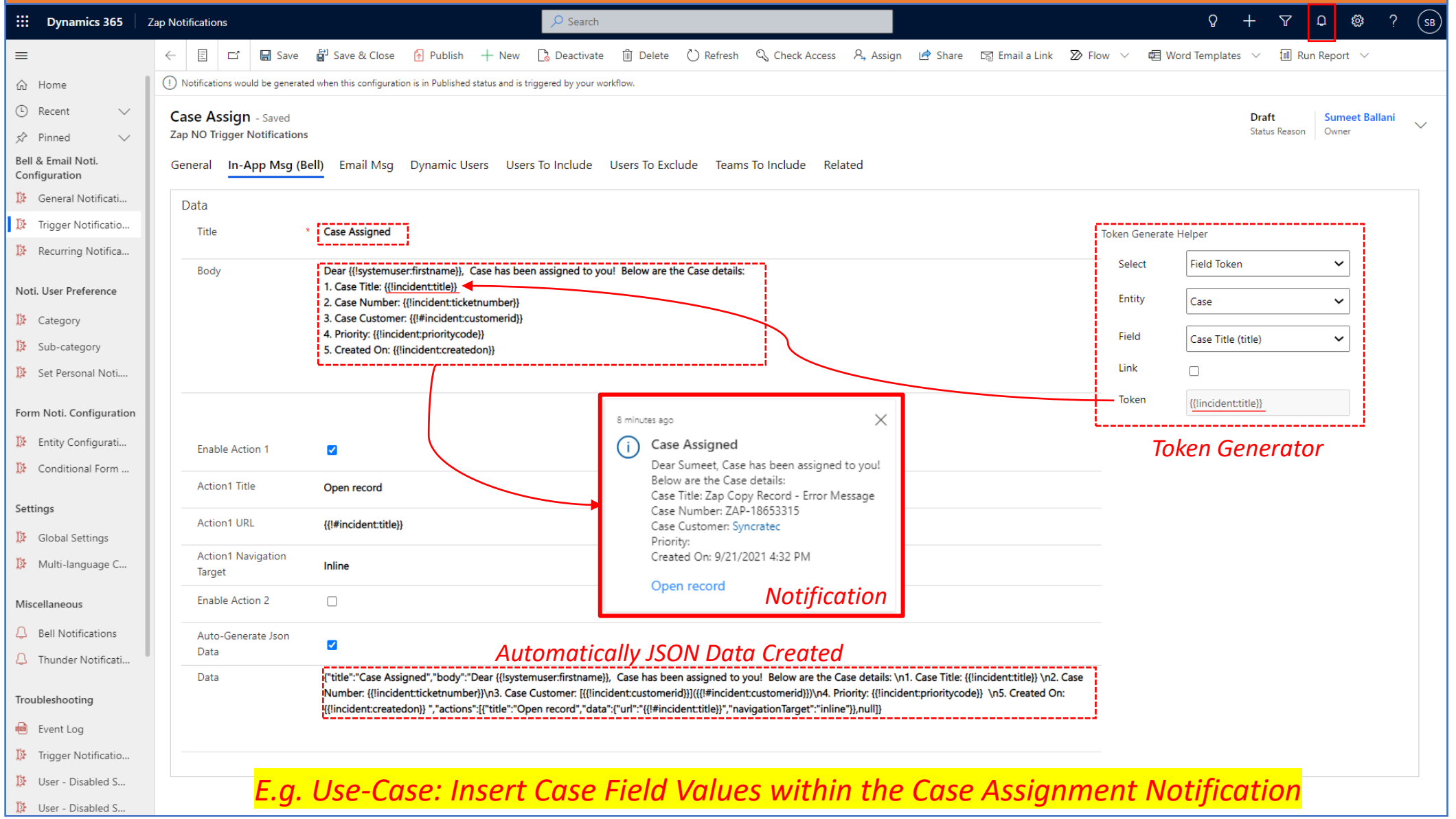



Dynamics 365
Zap Notifications
Search
Save
Save & Close
Publish
New
Deactivate
Delete
Refresh
Check Access
Assign
Share
Email a Link
Flow
Word
Home
Recent
Pinned
Bell & Email Noti. Configuration
General Notificati...
Trigger Notificatio...
Recurring Notifica...
Noti. User Preference
Category
Sub-category
Set Personal Noti....
Form Noti. Configuration
Entity Configurati...
Conditional Form ...
Settings
Global Settings
Multi-language C...
Miscellaneous
Troubleshooting
Event Log
Trigger Notificatio...
User - Disabled S...
User - Disabled S...
Notifications would be generated when this configuration is in Published status and is triggered by your workflow.
Case Assign - Saved
Zap NO Trigger Notifications
General
In-App Msg (Bell)
Email Msg
Dynamic Users
Users To Include
Users To Exclude
Teams To Include
Related
General
Name * Case Assign
Notify As In-App
Select Entity* Case
Create Thunder Notification
Guid F0EC72C9-2524-EB11-A813-000D3AC9BABD
In-App Notification Settings (Bell)
Icon Type Info
Toast Type Timed
Priority High
Expiry Time Format Days
Notification Preference - Category (Optional)
Category Helpdesk
Sub-category Case Assignment
8 minutes ago
Case Assigned
Dear Sumeet, Case has been assigned to you!
Below are the Case details:
Case Title: Zap Copy Record - Error Message
Case Number: ZAP-18653315
Case Customer: Syncratec
Priority:
Created On: 9/21/2021 4:32 PM
Open record
Notifications
Dismiss all
20 minutes ago
Case Assigned
Dear Sumeet, Case has been assigned to you!
Below are the Case details:
Case Title: Zap Copy Record - Error Message
Case Number: ZAP-18653315
Case Customer: Syncratec
Priority:
Created On: 9/21/2021 4:32 PM
Open record
2 days ago
Opportunity Nearing Close Date Rem...
Dear Sumeet, Your Opportunity is nearing Close date! Below are the details:
Topic:: Walmart | Zap Helpdesk App
Account: Walmart
Contact: Dan Cary
Est. Revenue: $4,300.00
Est. Close Date: 9/27/2021
Open Record
2 days ago
Scheduled Network Downtime
Hi Sumeet, Please be advised that the network will be unavailable from 01:00am to 05:30am on Oct 24, 2021. This period of downtime will be scheduled for necessary updates to be applied to the network servers.
3 days ago
Time-Sheet Submission Reminder
Settings
Steps for creating Trigger Bell Notification - 1

Steps for creating Trigger Bell Notification - 2

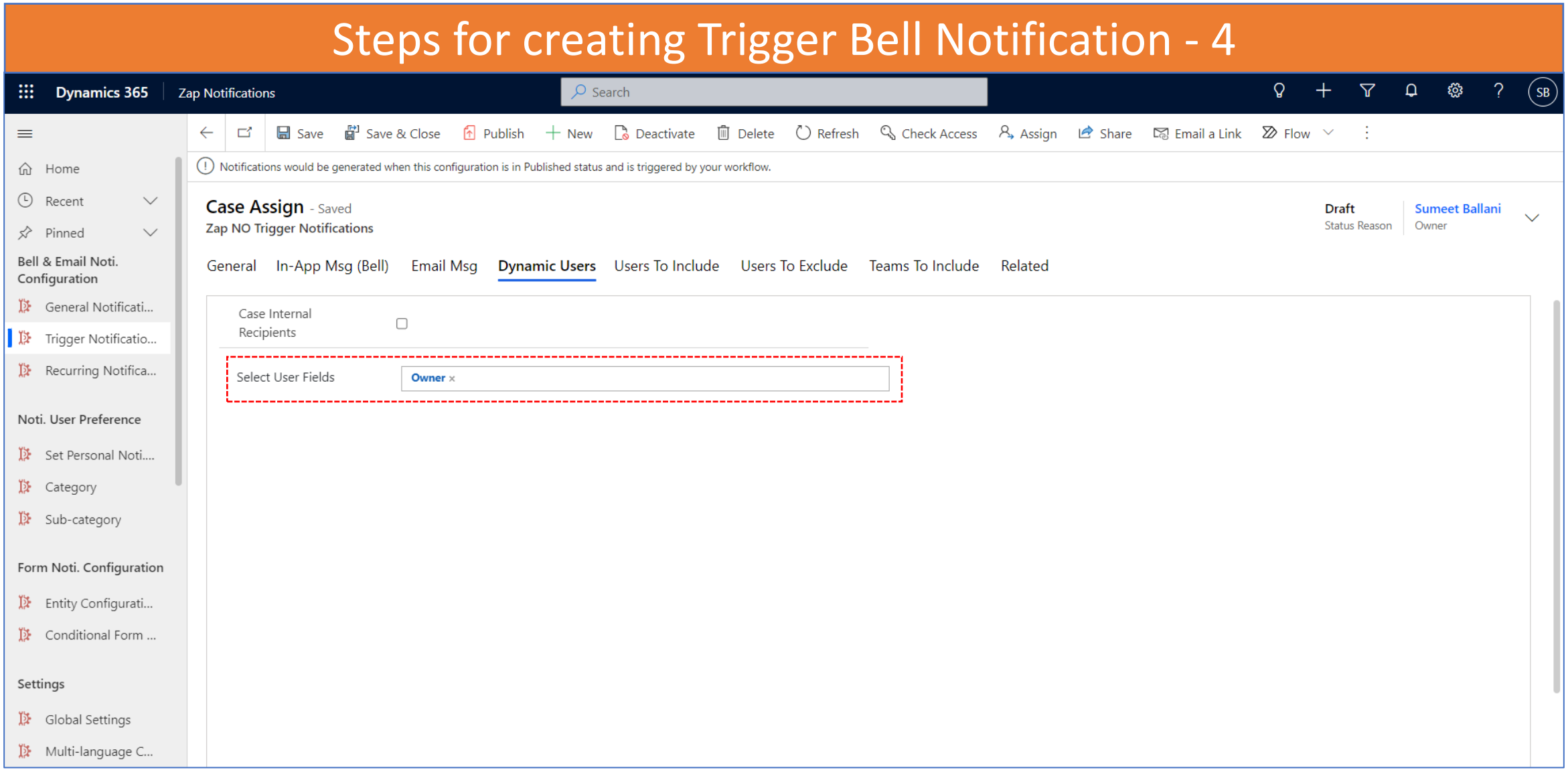


Steps for creating Trigger Bell Notification - 3

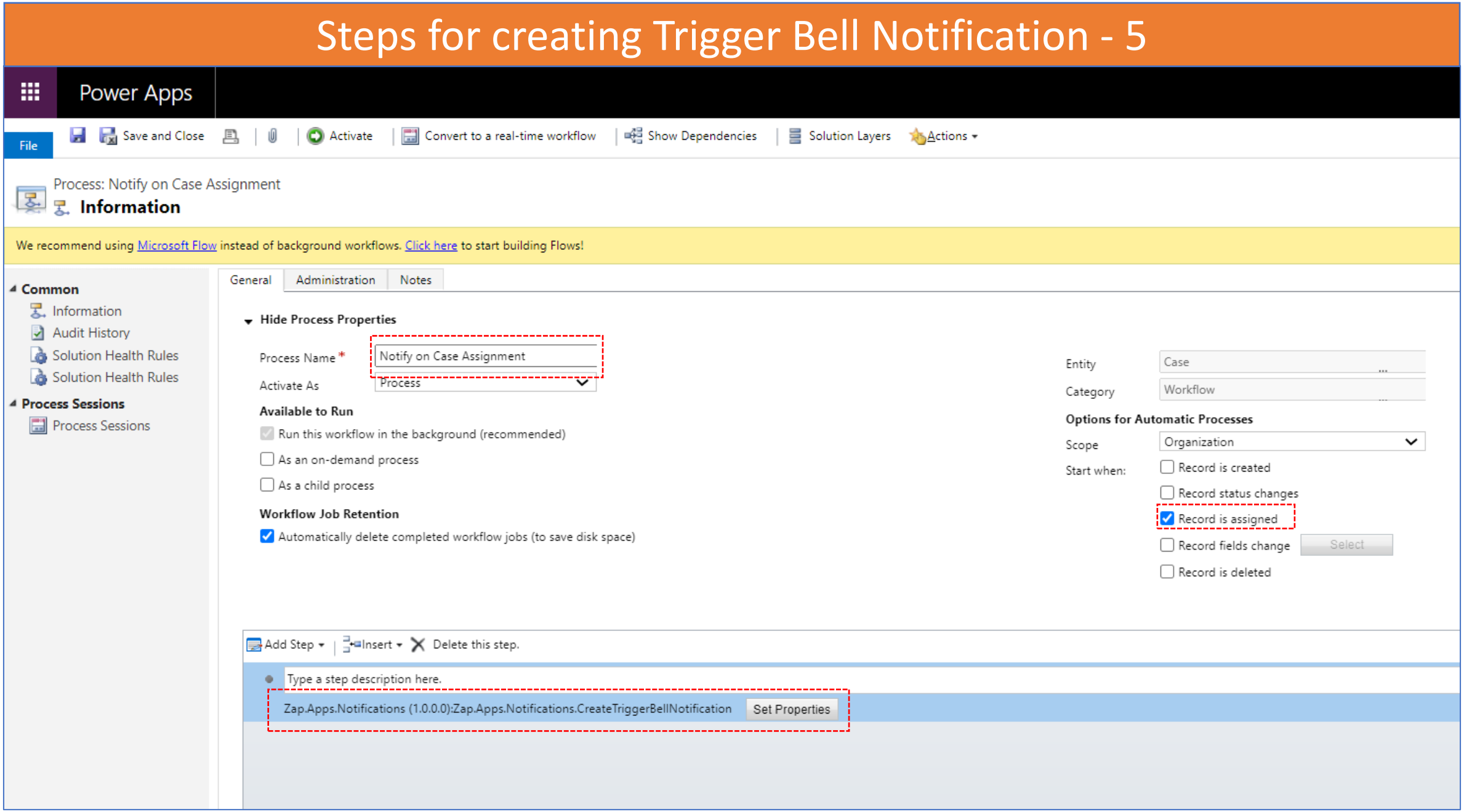


E.g. Use-Case: Insert Case Field Values within the Case Assignment Notification

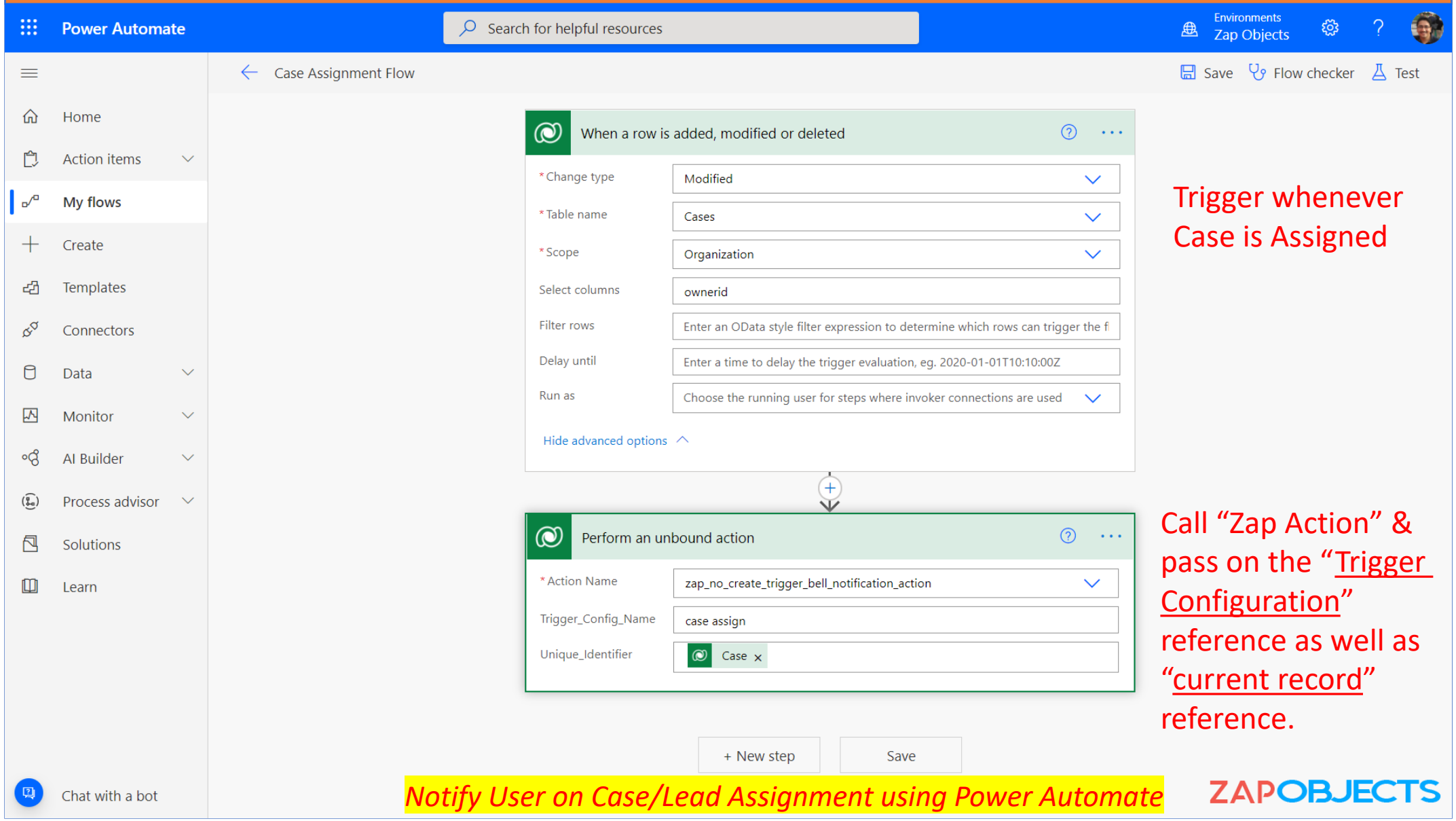
Steps for creating Trigger Bell Notification - 4



Steps for creating Trigger Bell Notification - 5



Steps for creating Trigger Bell Notification - 6

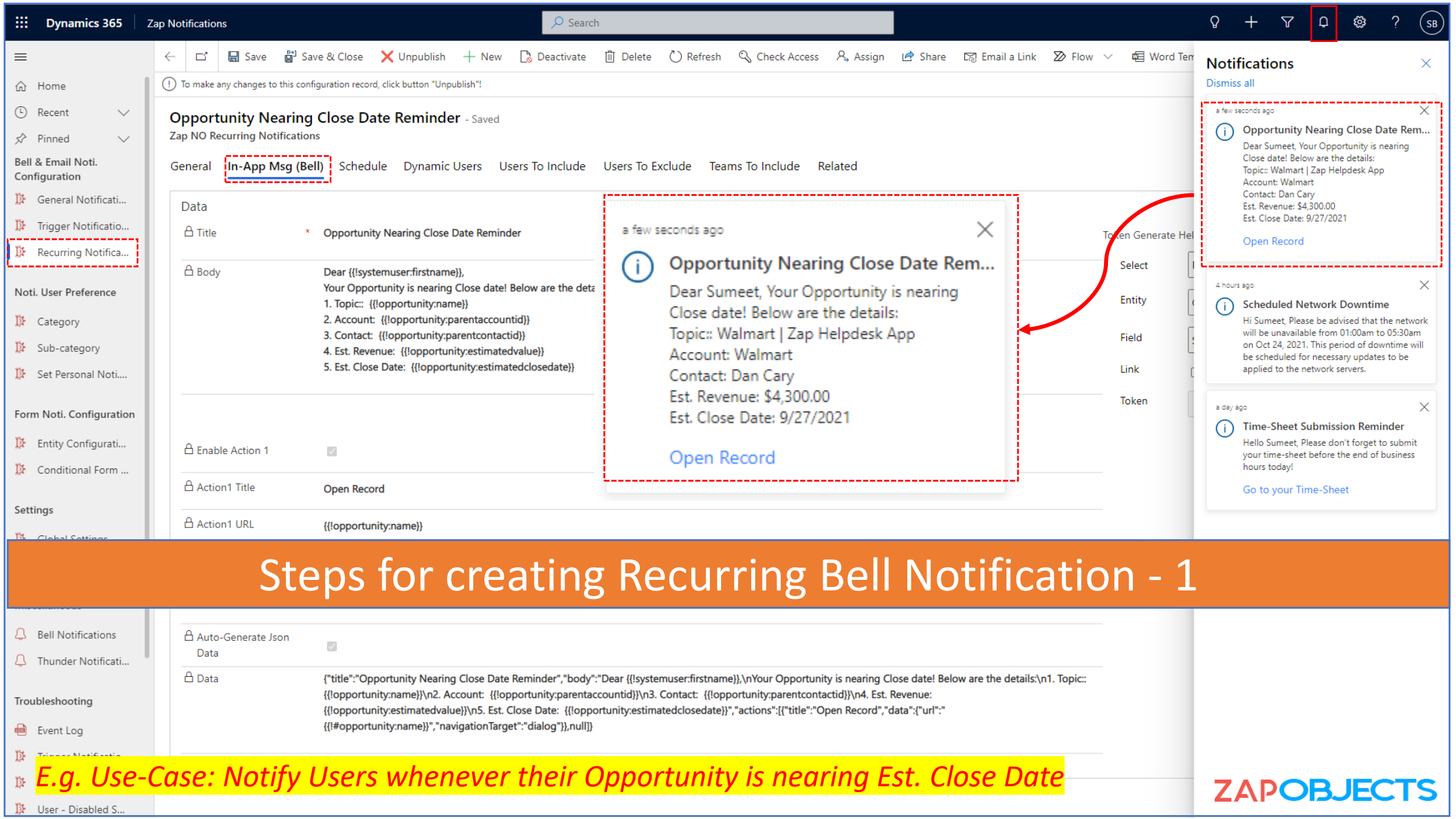


Trigger whenever Case is Assigned

Call “Zap Action” & pass on the “Trigger Configuration” reference as well as “current record” reference.

Notify User on Case/Lead Assignment using Power Automate

ZAPOBJECTS

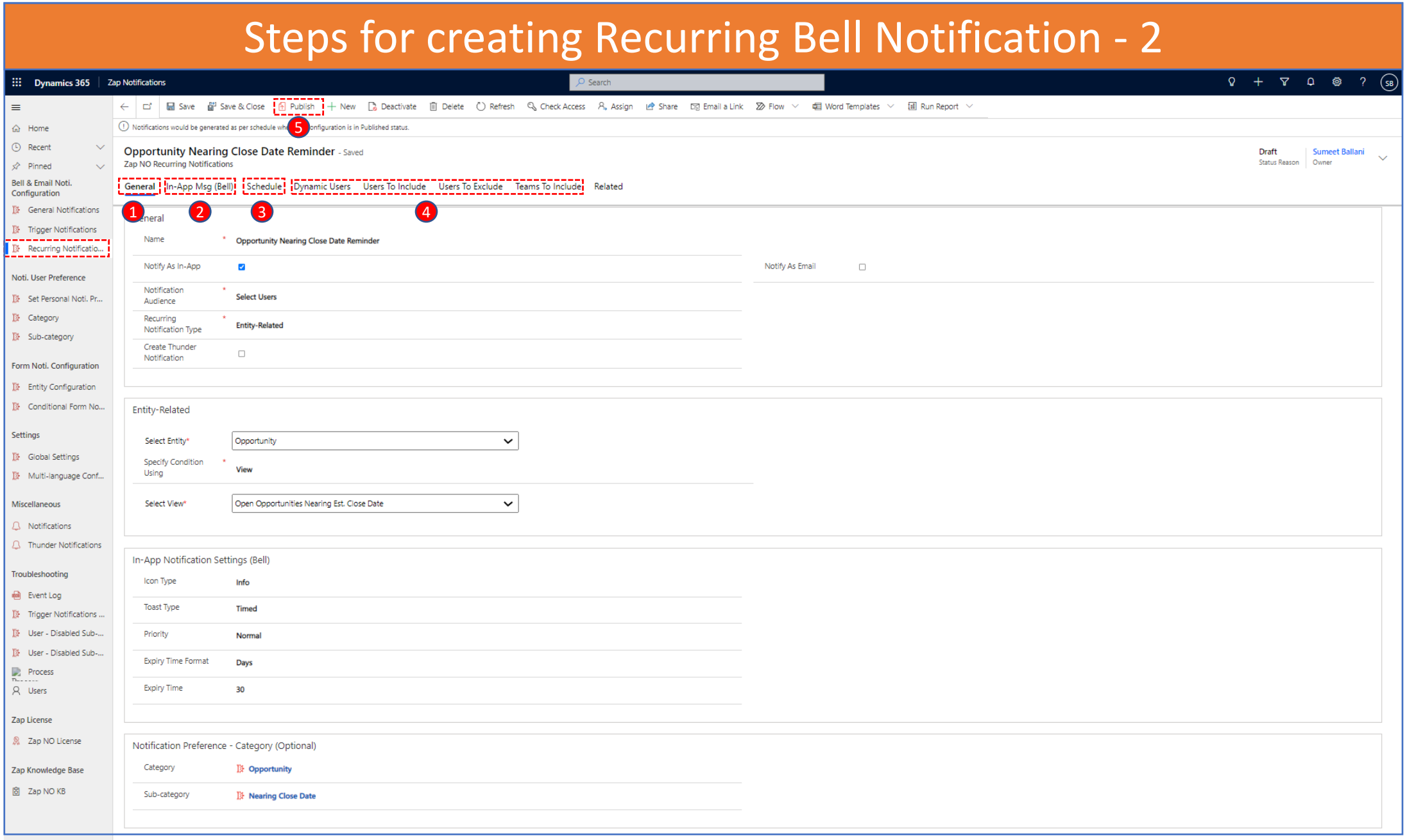


Steps for creating Recurring Bell Notification - 1

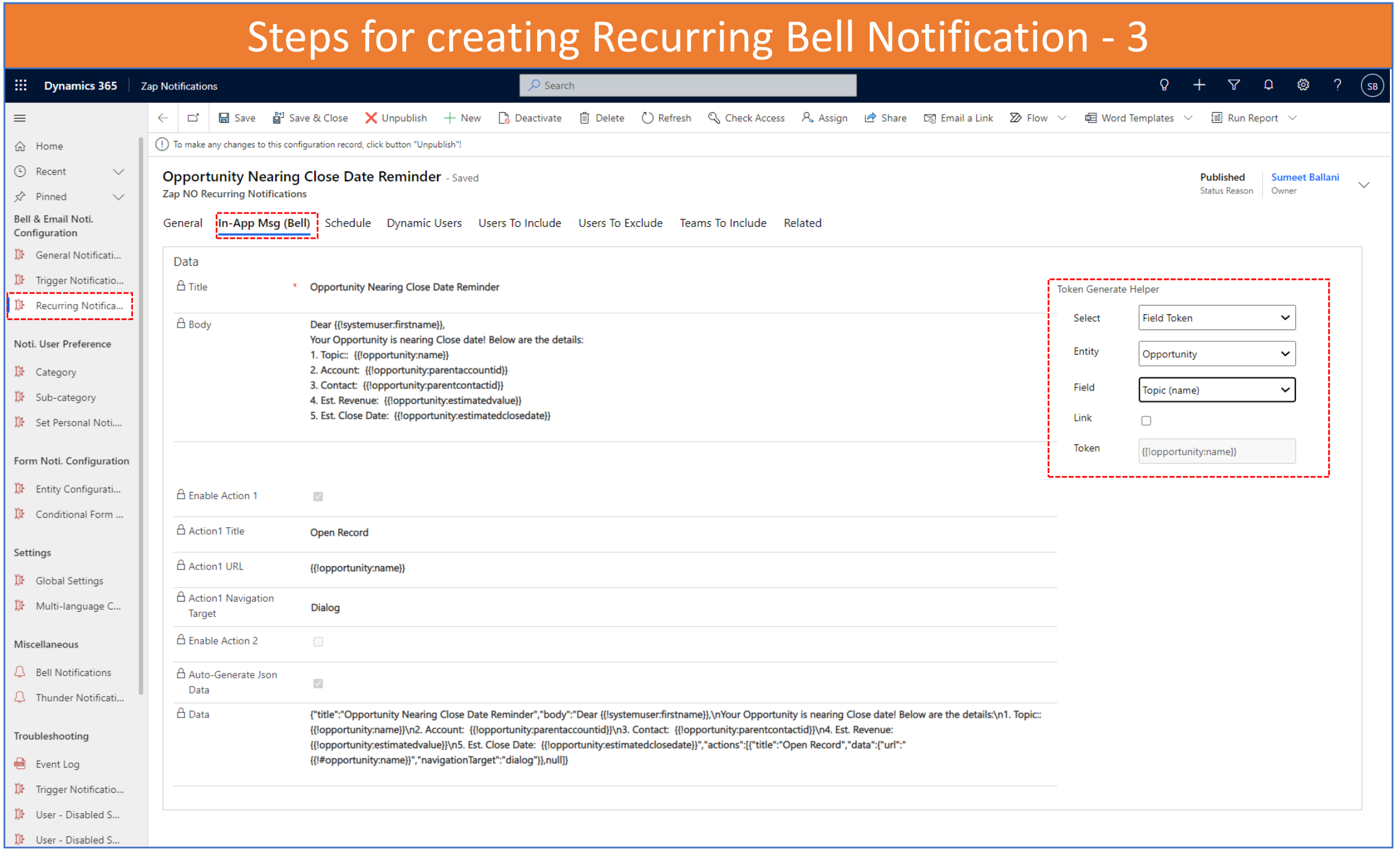
E.g. Use-Case: Notify Users whenever their Opportunity is nearing Est. Close Date

ZAPOBJECTS

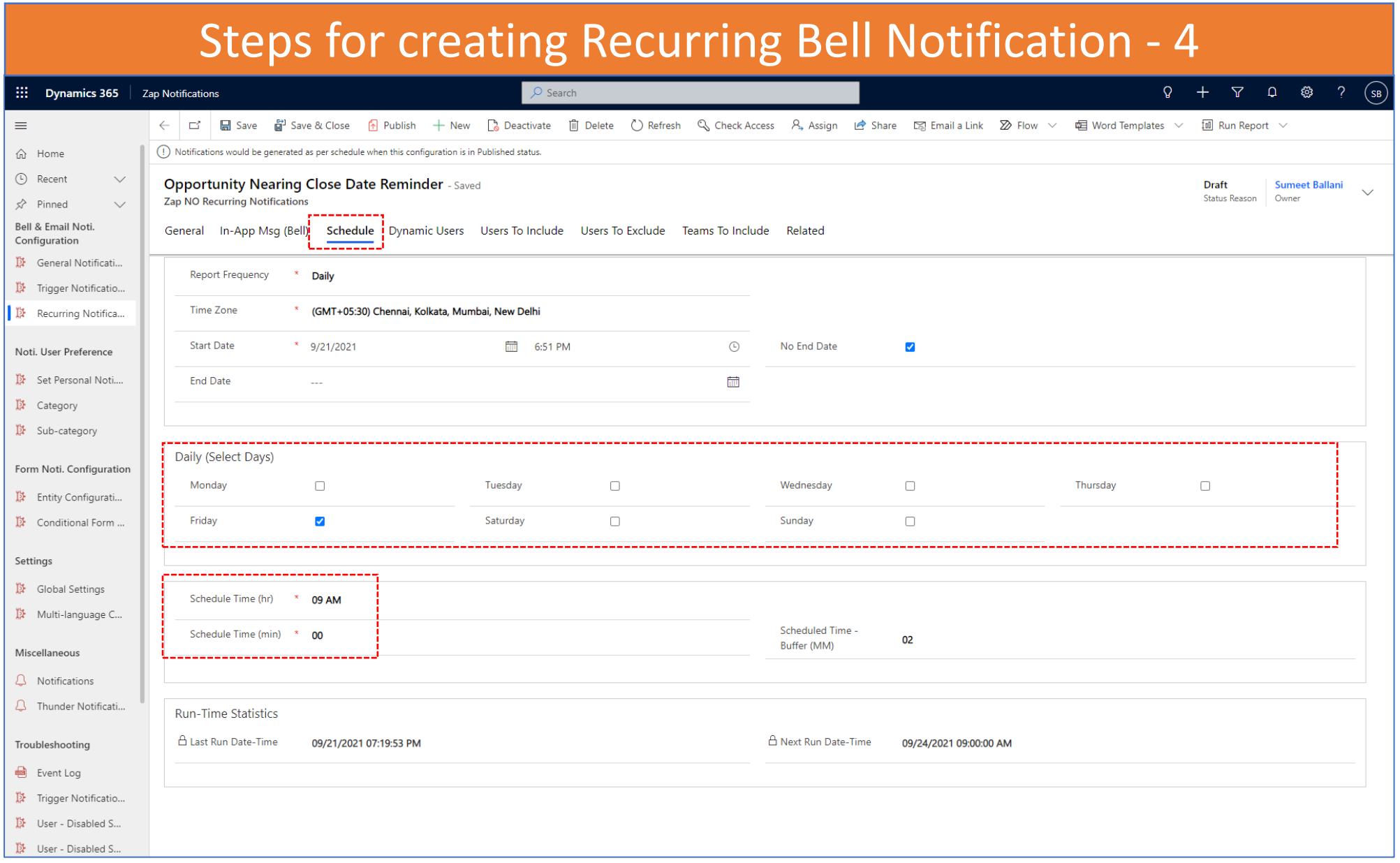
Steps for creating Recurring Bell Notification - 2



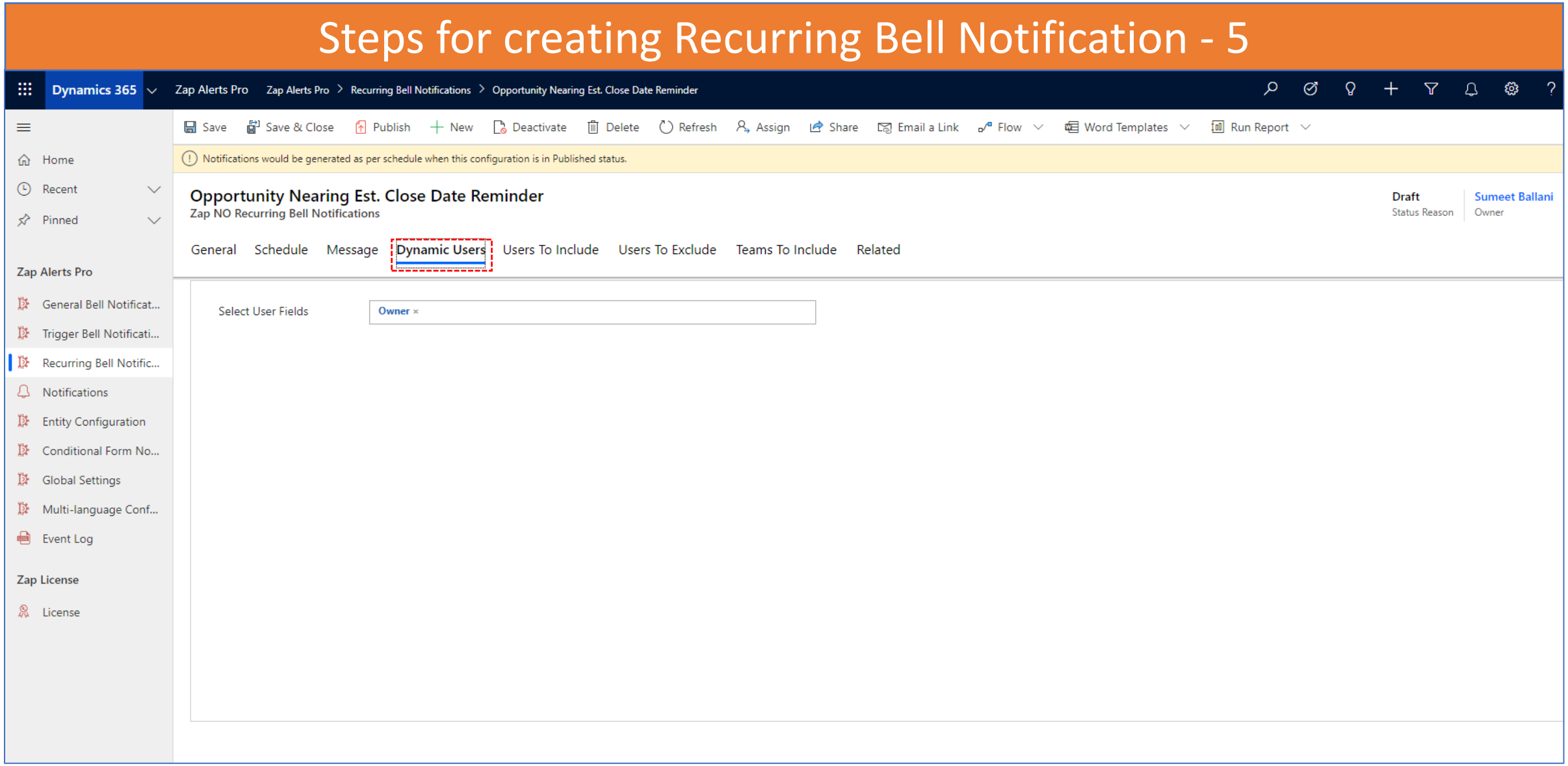
Steps for creating Recurring Bell Notification - 3

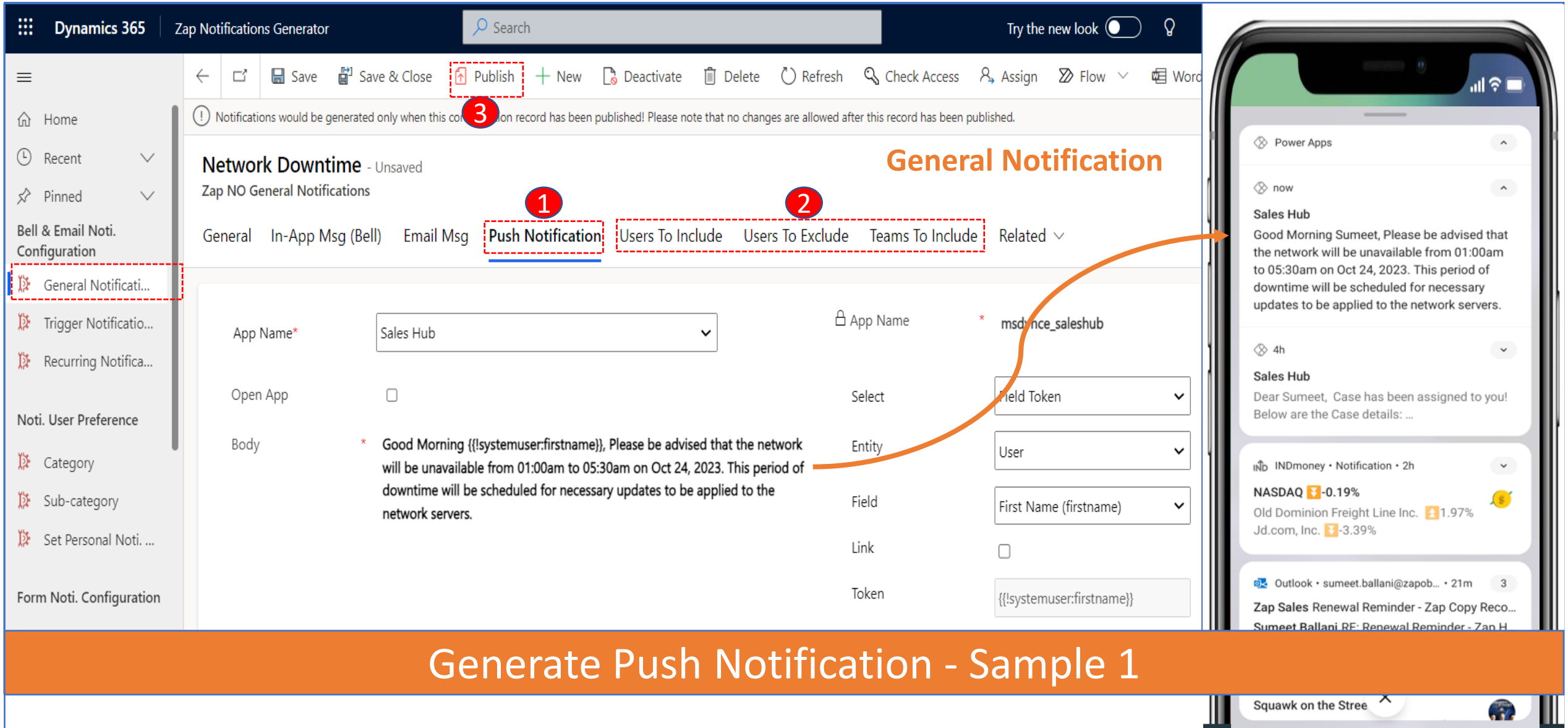


Steps for creating Recurring Bell Notification - 4



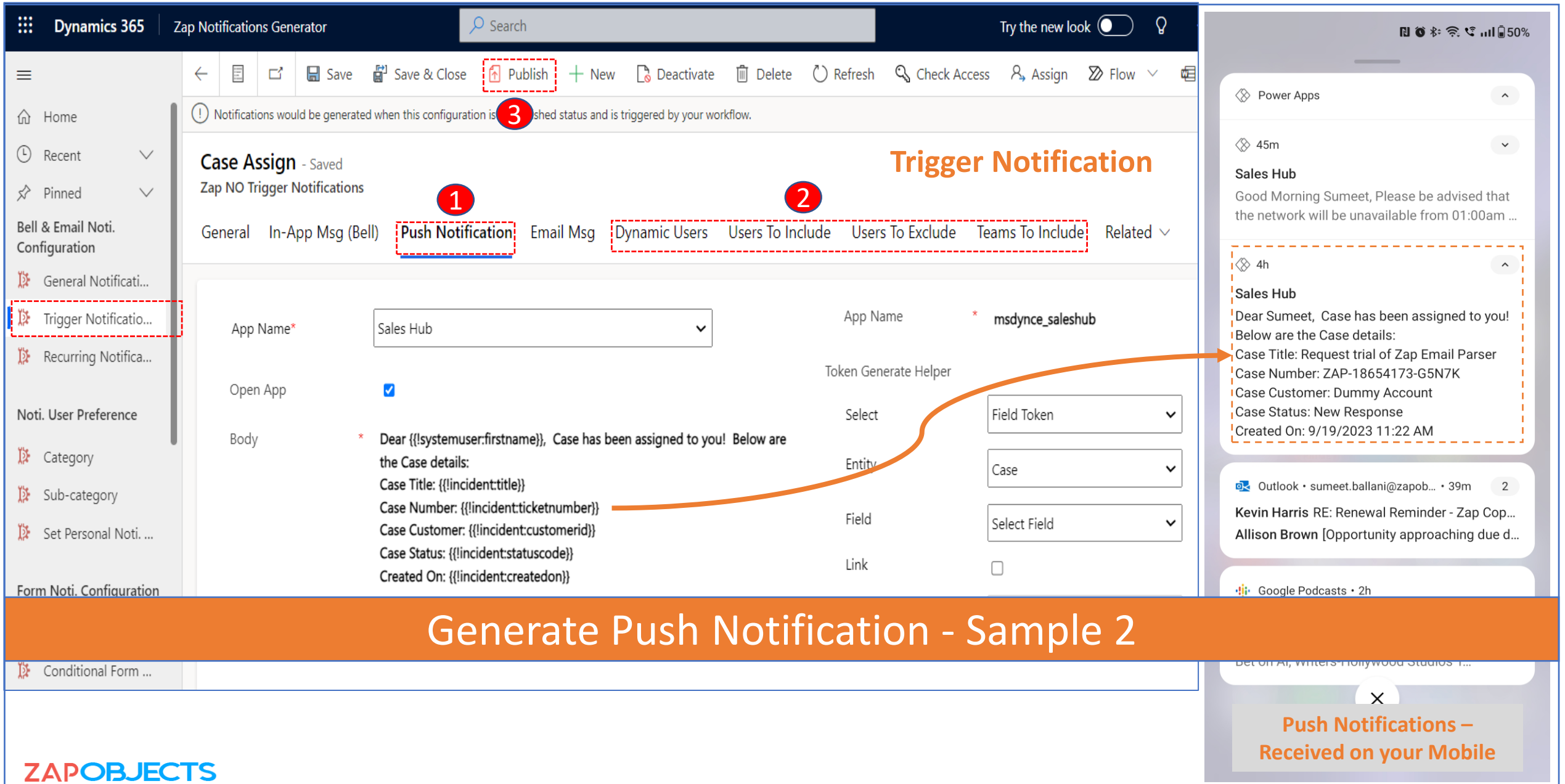
Steps for creating Recurring Bell Notification - 5





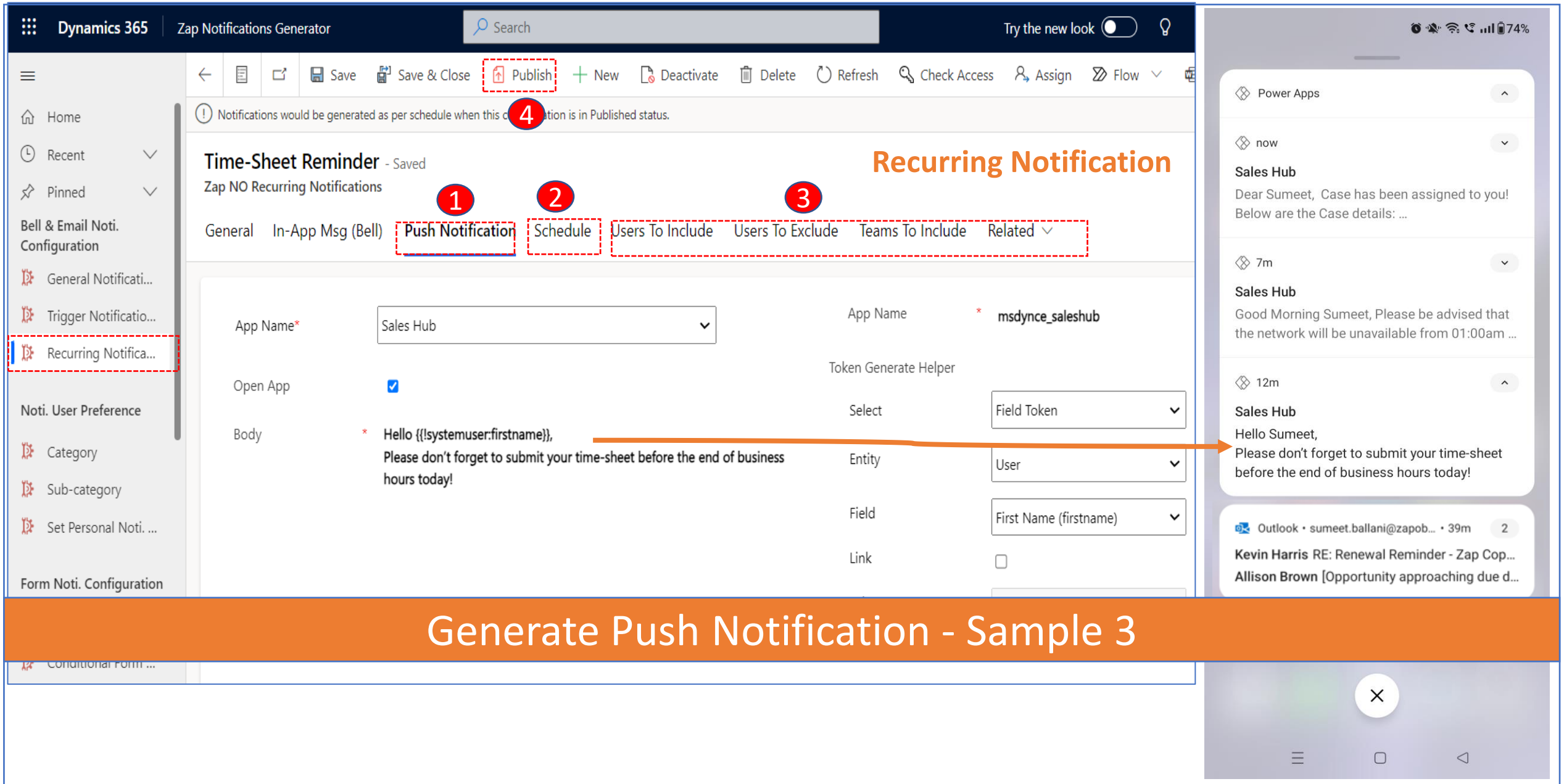
Generate Push Notification - Sample 1

Push Notifications – Received on your Mobile



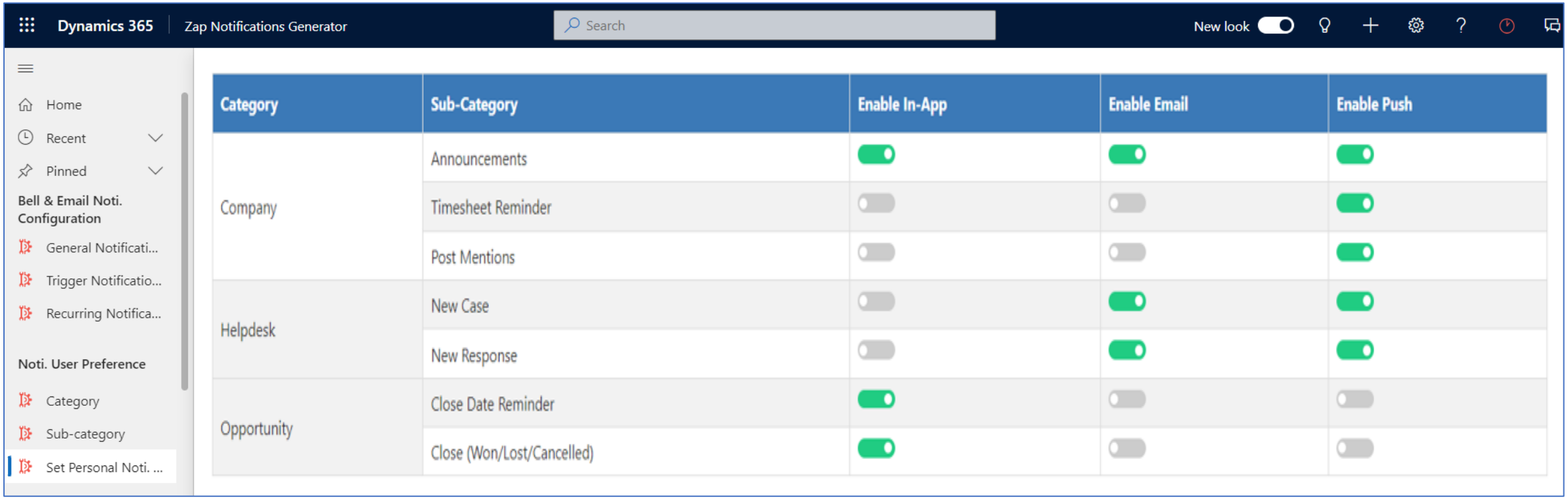
Generate Push Notification - Sample 2

ZAPOBJECTS



Generate Push Notification - Sample 3

Zap Notifications Generator – Allow Users to switch On/Off - Notifications / Alerts

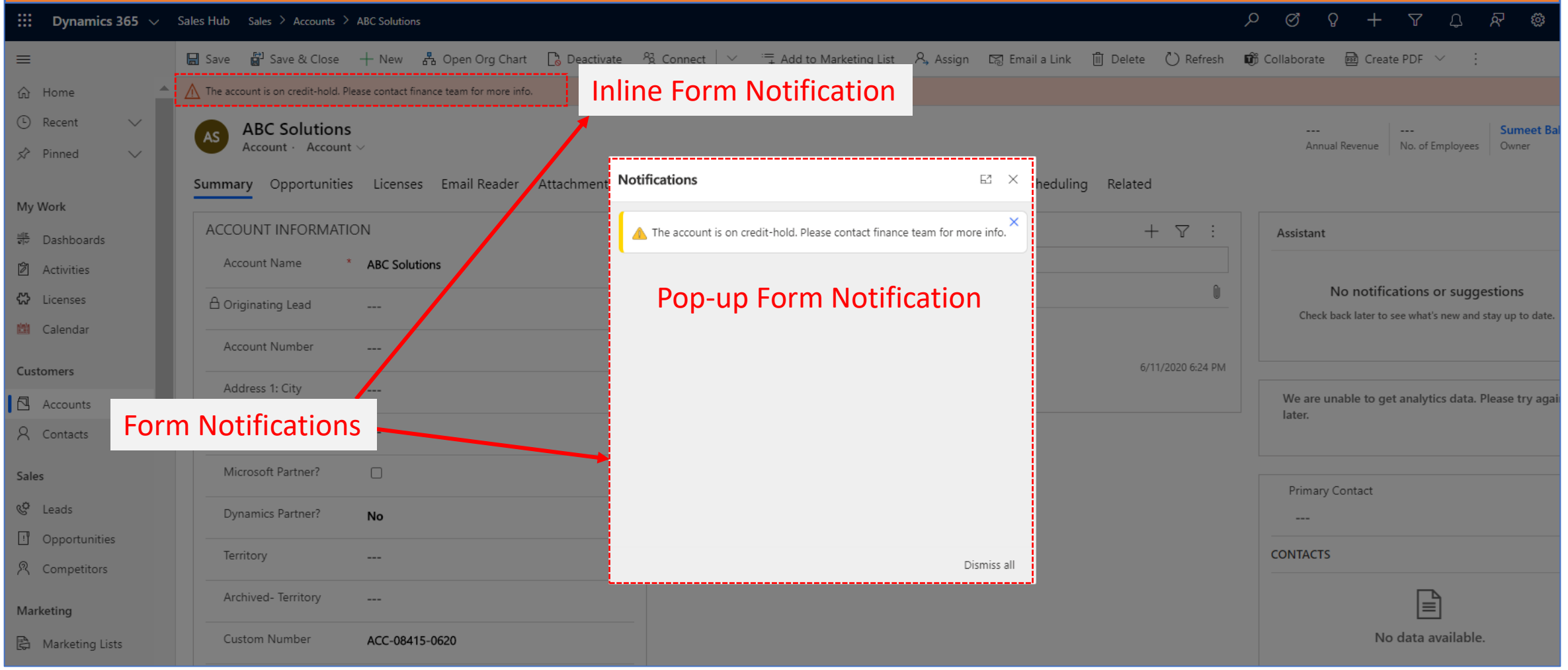


Category	Sub-Category	Enable In-App	Enable Email	Enable Push
Company	Announcements	On	On	On
	Timesheet Reminder	Off	Off	On
	Post Mentions	Off	Off	On
Helpdesk	New Case	Off	On	On
	New Response	Off	On	On
Opportunity	Close Date Reminder	On	Off	Off
	Close (Won/Lost/Cancelled)	On	Off	Off

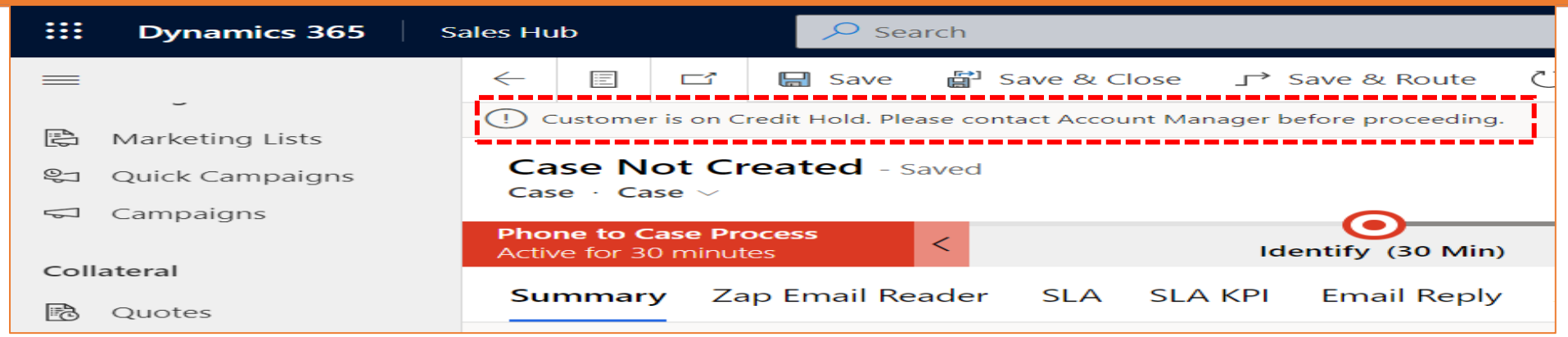
Each User can switch on/off the notification (besides, admin could make some of them mandatory too)

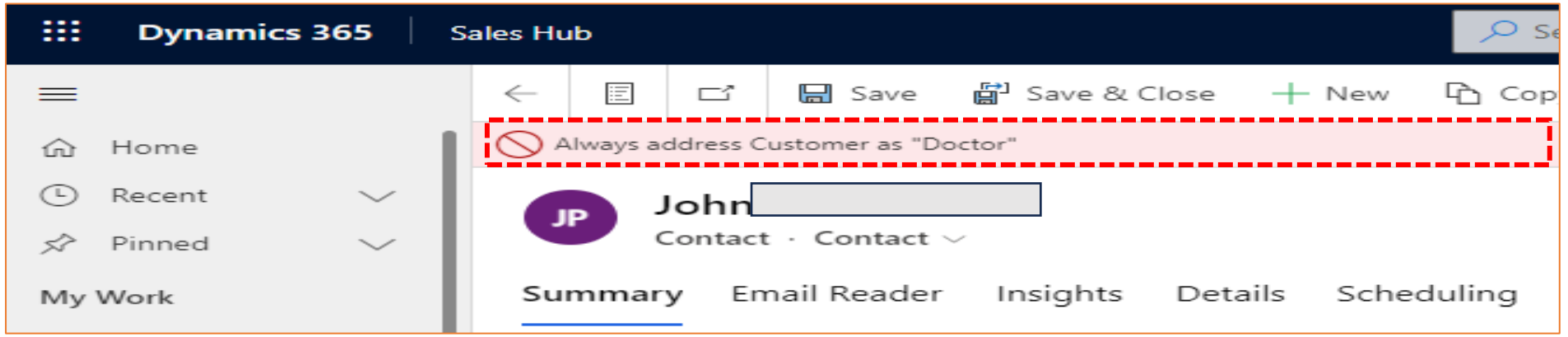
ZAPOBJECTS

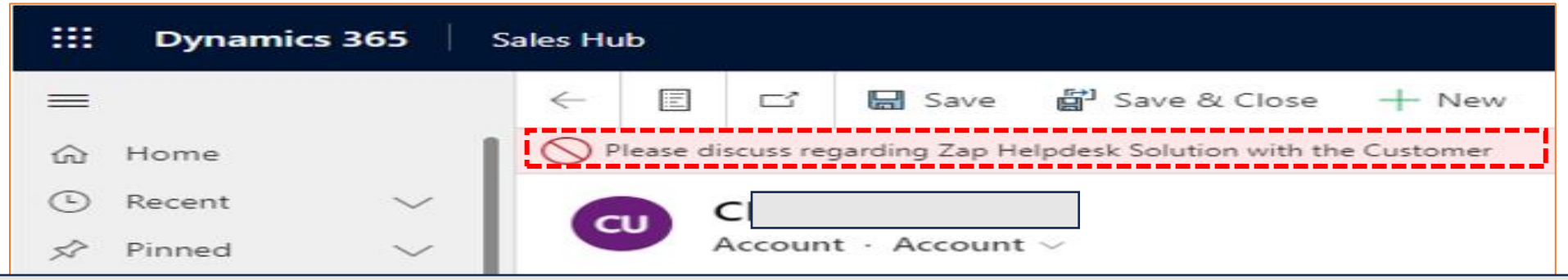
Zap Notifications – Form Notifications



Zap Notifications Generator – Sample Form Notifications



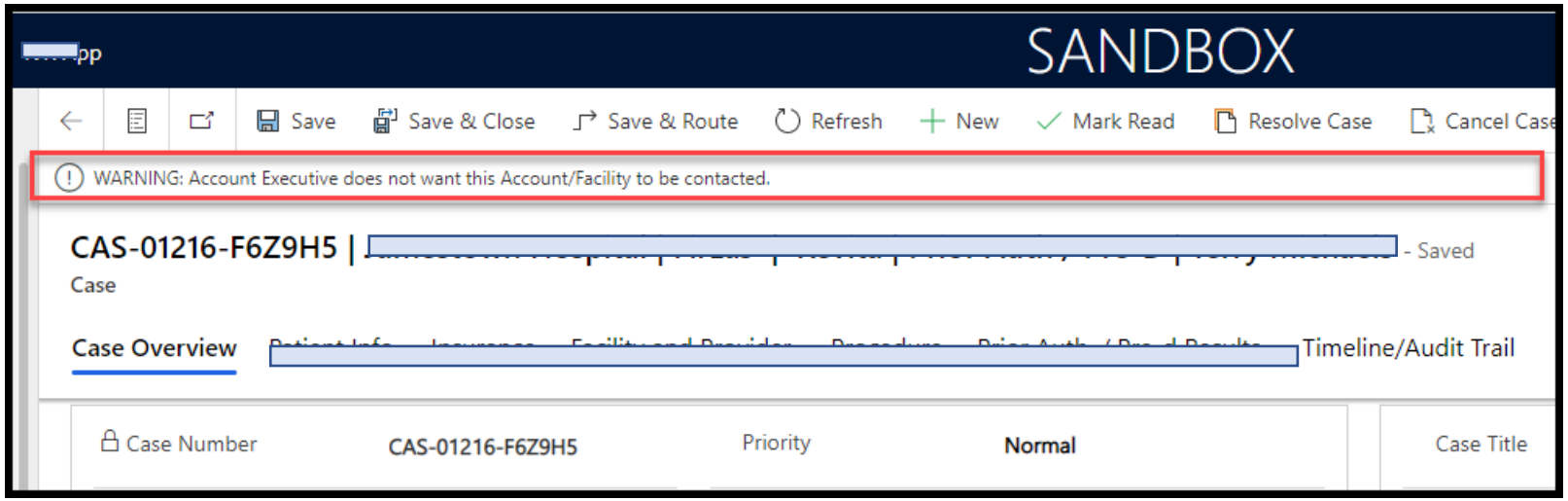




Alert your Sales / Support User with IMP. information about Customer when form is opened

ZAPOBJECTS

Zap Notifications Generator – Display Inline Notifications in **Related** Form



Use Case: Notify when Case form is opened (with a warning message as shown in screenshot above) if the related Customer (Account) record has a flag checked

ZAPOBJECTS

Getting Started

- Zap Notifications features page (link)

- To request trial email sales@zapobjects.com with below details:
  - Company Name:
  - Contact Number:
  - Requirements: