

Google Workspace

RABF Notification

Offer ID Discovery

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Reasons for Change

Notifications to our Partners are key for them to manage their regular day-to-day operations. In this case, Partners will receive a notification every time a new Google GWS Offer ID is detected missing from the StreamOne Ion GWS Master Pricebook and it is automatically added to this pricebook by our platform.

Through these notifications our Partners will have all the details to add their correct Customer price for the new Offer ID.

Scope

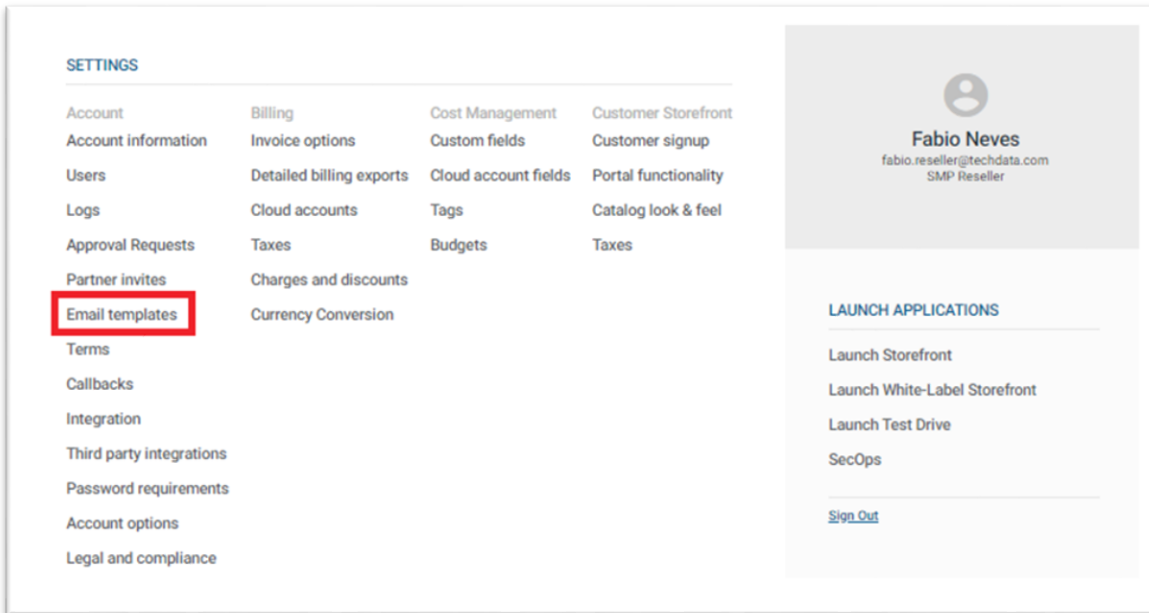
- Ability to notify users once the Google Offer ID has been automatically detected and placed in the GWS Master Pricebook successfully.

User Journeys

How to see and edit the email template

To access and edit the new notification email template.

After logging in on your account go to the settings menu and then under Account option click on “Email templates”.



Under the “Email template” option go to the search box and type the name of the template “Google Workspace RABF Notification” and click “Edit”.



Under Edit option you will see the current information:

← | Edit email template

Google Workspace RABF Notification
Sent to the Admin when a Google Workspace Custom offer SKU is added to the pricebook

From Email
shahbaz.khan@tdsynnex.com

From Name
Tech Data

Reply To Email
Neha.Singh2@tdsynnex.com

Reply To Name
Test2

BCC

Subject *
Google Workspace Custom SKU Added to Pricebook

CompanyName SkuName PlanName OfferID ResellerCompanyName GoogleChannelPartnerID ResellerExternalName EndCustomerGoogleDomainName

Normal Sans Serif B I U T Link List Table Image

Hello (CompanyName),
A new Google Workspace Rep Assisted Buy Flow (RABF) / Custom Offer has been added to the pricebook. Please see the logs below

SKU name: (SkuName)
Plan Name: (PlanName)
OfferID: (OfferID)
Reseller Company Name: (ResellerCompanyName)
Reseller External ID: (GoogleChannelPartnerID)
Reseller External Name: (ResellerExternalName)
Domain Name: (EndCustomerGoogleDomainName)

SAVE CANCEL

Enable option should be on otherwise notification will not be sent.

Enabled ?

From Email, will display the sender email (this information will come from the “Edit template Defaults” option).

From Email
no-reply@tdsynnex.com

From Name, will display the sender's name (this information will come from the “Edit template Defaults” option).

From Name

TDSYNNEX

?

Reply-To Email, will display the email address that will get the replies if you want to get those messages on a different email of the from email on (this information will come from the “Edit template Defaults” option).

Reply-To Email

no-reply@tdsynnex.com

?

Reply-To Name, contact name that is configured to receive the message instead of the from Name (this information will come from the “Edit template Defaults” option).

Reply-To Name

StreamOne Ion Operations Team

?

BCC, a blind copy of the message can be sent to other recipients that you do not want the name to be visible to other recipients of the message.

BCC

?

Note: The notifications will be received on the email available in the “Contact Email” option under Account information in the "Settings" menu. Also, BCC can be used to add more recipients if there is a need to add people to receive this email notification.

Subject, it is the subject line of an email where a single line of text is visible to people when they receive an email. This field can be edited to better suit the message if needed.

Subject *

Google Workspace Custom SKU Added to Pricebook

Message box, here you have the List of the available fields that you can add to the template and the message that can be edited to better match the necessities if needed.

CompanyName + SkuName + PlanName + OfferID + ResellerCompanyName + GoogleChannelPartnerID + ResellerExternalName + EndCustomerGoogleDomainName +

Normal Sans Serif B I U Text Color Bulleted List Numbered List Table Link Unlink Image

Hello {CompanyName},
 A new Google Workspace Rep Assisted Buy Flow (RABF) / Custom Offer has been added to the pricebook. Please see the logs below

SKU name: {SkuName}
 Plan Name: {PlanName}
 OfferID: {OfferID}
 Reseller Company Name: {ResellerCompanyName}
 Reseller External ID: {GoogleChannelPartnerID}
 Reseller External Name: {ResellerExternalName}
 Domain Name: {EndCustomerGoogleDomainName}

SKU name: **{SkuName}**

Plan Name: **{PlanName}**

OfferID: **{OfferID}**

Reseller Company Name: **{ResellerCompanyName}**

Reseller External ID: **{GoogleChannelPartnerID}**

Reseller External Name: **{ResellerExternalName}**

Domain Name: **{EndCustomerGoogleDomainName}**