Company's Default Mailbox Template Option

Summary

This article provides a summary on how to apply Company's Default Mailbox Template setting for new Mailboxes.

Applies To

This article applies to MachPanel build v5.4.10 and above

Company's Default Mailbox Template

A new field has been provided at company level settings to define company's default mailbox template, by default there will be no default template selected.

- First of all create a new Mailbox Template as per following KB article:http://kb.machsol.com/Knowledgebase/Article/51372

- To set a Default Template for your company, Navigate to the following path: ***Home >> System Configuration >> Company Profile***

- Whenever you create a new Mailbox the Default Mailbox Template will be selected by

default. For e.g. if the default Mailbox Template is "Basic Shared Mailbox- 5 Free" then it is shown at the top of Templates in dropdown list as shown below:

- Once a default template is selected its application/implementation will be as below. There are three possible cases which can occur:

    Case1: If "NO" template is assigned/associated with a package and/or no template is assigned/associated with customer, then by default the company's default mailbox template will be applied (selected in the dropdown list of the mailbox templates selection) to the mailbox at the time of creation. **Note:** You can unselct the "Default Mailbox Option" from "Company Profile" in order to hide Mailbox Template option for new customers.

    Case2: If there are "Multiple" mailbox templates associated with package or customer, and there exists company's default template then the company default template will be selected by default on the interface when creating a new mailbox template. Otherwise if the customer or package associated mailbox templates does not have the company's default mailbox template in the list then the selection criteria will remain as it is now.

    Case3: When editing a mailbox, if the mailbox was not previously assigned a template, and there exists company's default template then there shall be possibility on the interface to select the template. However system will not apply company's default template if that was not assigned previously.

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MachPanel Knowledgebase

https://kb.machsol.com/Knowledgebase/54524/Companys-Default-Mailbox-Templat...