Configure notifications and trace delivery

Review ticket rules, message audiences, provider status, and safe replay.

https://docs.qintoravacloud.com/guides/notifications/

Configure a ticket notification

Open **Administration → Ticket notifications**. Identify the event, recipient, ticket type, active rule and template. Preview an approved test message and confirm audience and field exposure. For SMS, check recipient consent and the provider/channel configuration. For customer updates, verify visibility before publishing.

Trace a missing delivery

1. Capture the ticket number, event time, intended audience and rule. Confirm that the transition generating the event actually occurred.
2. Inspect the platform delivery evidence. Identify whether the event was recorded, delivery was queued, a provider accepted it, or a final failure was returned.
3. Compare the configured sender, credentials or secret reference, template, recipient eligibility and provider status. Verify that the intended event matched the rule.
4. Use the supported retry or replay operation only after checking the prior result and downstream deduplication behavior. Record the final provider receipt or observed failure.

Open **Domain event delivery** for event subscriptions and delivery evidence. Confirm the target, active subscription, expected acknowledgment and replay scope before changing a delivery rule.

For WhatsApp sender, template, and callback issues, see Trace a WhatsApp ticket notification.