

SmartAlerts FAQs

- **What versions of CounterPoint is Smart Alerts compatible with?**
SmartAlerts is compatible with CounterPoint SQL versions 8.3.7 and above.
- **What delivery methods are available for alerts?**
SmartAlerts supports email and SMS text.
- **What alerts are available?**
There are over 20 alerts available in three categories; Operations, Fraud Prevention and Customer Service.
 - Operations alerts are to monitor conditions related to your store's day-to-day operations.
 - Fraud Prevention alerts help you watch for potential fraud circumstances that may be happening in real-time.
 - Customer Service alerts allow you to take immediate action to increase customer loyalty.
- **How are SmartAlerts different from reports I receive through CounterPoint?**
Alerts are actionable, timely and concise. Actionable data allows you to immediately respond to an item that may prevent fraud, improve customer service, or better manage your store operations. Alerts are timely, as they are sent to your email or mobile device within minutes of the event occurrence.
- **How do I install SmartAlerts?**
After you complete the online registration, you will receive an email that includes A) a link to install the SmartAlerts agent on your CounterPoint server(s) and B) a link to our application website where you will set up and maintain your alert subscriptions. Make sure to check your SPAM folder if you do not receive the email.
- **Can different people on my team configure and maintain alert subscriptions?**
SmartAlerts supports **one** SmartAlerts Administrator for all of your alerts.
- **Is there a limit to how many people I can subscribe to receive alerts?**
No, the SmartAlerts Administrator can subscribe as many people as needed.
- **How much does it cost to add SmartAlerts?**
SmartAlerts is \$20 a month for the first store and \$10 a month for each additional store.
- **Do I have to pay for each alert?**
SmartAlerts fees are based on the number of stores subscribed, **not the number of alerts generated**. Standard text message or data rates imposed by a mobile carrier will apply and are the sole responsibility of the mobile device subscriber.
- **Will I be charged additional fees from my carrier?**
SmartAlerts generates a variable number of messages each day based on events that occur in the store. **An unlimited text and/or data plan is highly recommended**. Standard text message or data rates imposed by the mobile carrier are the sole responsibility of the subscriber.
- **How can I ensure that alerts won't be sent to my junk mail?**
Add SmartAlerts@RadiantSystems.com to your email address book or safe senders list.
- **How do I cancel SmartAlerts?**

Send an email to SmartAlerts@RadiantSystems.com to cancel your service.

COUNTERPOINT

SmartAlerts™