Complete Guide to Notifications & Communication

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Everything you need to know about the Notification Center, alert sounds, announcements and staying on top of CRM activity in Araona Connect.

CRM & Leads › Complete Guide to Notifications & Communication

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1. Introduction

Notifications keep you informed about the work that needs your attention in Araona Connect - new task assignments, follow-ups, and important updates from your team. This guide explains every notification and communication feature that exists in the product today. Anything planned but not yet built is clearly marked Coming Soon so you always know what to expect.

[Screenshot: Notification Center]

2. Purpose of Notifications

* Alert you the moment a task or site visit is assigned to you.
* Reduce the need to keep refreshing the dashboard to check for updates.
* Give managers and Super Admins visibility into activity happening in their team.
* Help you never miss a scheduled follow-up or client visit.

3. The Notification Center

The Notification Center is the bell icon at the top-right of every admin page. It works the same way for Platform Owner, Tenant Super Admin, and every staff role.

* Unread badge - a red count on the bell shows how many unread notifications you have (capped at

99+).
* Panel - clicking the bell opens a panel with your last 30 notifications, newest first.
* Read vs. unread - unread notifications are highlighted with a light background. Clicking a notification marks it read and, if it links to a task, opens that task.
* Mark all read - clears the unread count in one click.
* Auto-refresh - the panel refreshes every 20 seconds and whenever you return to the tab, so new notifications appear on their own.

[Screenshot: Notification Details]

4. CRM & Task Notifications

Today, in-app notifications are focused on tasks and site visits - the areas where a missed alert has the biggest impact on customer experience.

* Task assigned - sent to every person assigned to a new task or site visit (Property Visit, Interior Site Visit, Home Loan, Office Work, Video Shoot, Video Editing, Property Search Online/Offline, Social Media Posting, and other categories).
* Multi-assignee tasks - when a task is assigned to more than one person, each assignee receives their own notification.
* Super Admin visibility - when a task is assigned to a Super Admin Staff user, the corresponding Super Admin also gets the same notification, so managers stay in the loop automatically.

Every notification includes a short title, a body message, and a direct link that opens the related task on click.

5. Other Notification Areas

Below is the current status of other common CRM notifications you might expect:

* New Leads - Coming Soon. Leads currently appear instantly in the CRM tab; no in-app bell alert yet.
* Lead Assignment - Coming Soon.
* Lead Status Updates - Coming Soon.
* Property Approval / Rejection - Coming Soon.
* Staff Activity Digest - Coming Soon.
* Website form submissions - Coming Soon. These land in the CRM immediately but do not currently fire a bell alert.
* Subscription & Billing alerts - Coming Soon for in-app notifications. Renewal, trial expiry and invoice information are shown in the Subscription tab today.
* System alerts - Coming Soon.

When these are launched, they will appear in the same Notification Center - no new place to check.

6. Announcement Center

The Announcement Center lets the Platform Owner broadcast important messages to tenants and staff.

* Location: Platform Owner › Announcements.
* Fields: title, body, severity (Info / Success / Warning / Critical), audience (All / Super Admin / Staff / Platform), optional target tenants, start & end dates, and an optional call-to-action link.
* States: Draft, Published, Scheduled (starts in the future) and Ended (past end date).

* Dismissible option: announcements can be marked as user-dismissible.

[Screenshot: Announcement Banner]

Tenant-side display - showing the announcement as an in-app banner inside tenant panels is Coming Soon. Today the Announcement module is fully usable on the Platform Owner side for authoring and scheduling.

Maintenance / service interruption / product update notifications can be sent today by publishing an announcement with the appropriate severity. Dedicated maintenance-window banners are Coming Soon.

7. Notification Preferences

The following preferences exist today. Everything else is planned but not yet available.

* Mark as read - click any notification, or use Mark all read.
* Alert sound - a Sound on / Muted toggle inside the bell panel. Your choice is remembered on the current device.
* Vibration - on mobile devices that support it, unread alerts trigger a short vibration together with the sound.
* Browser notifications - when the tab is in the background and you have granted permission, the newest unread alert appears as a desktop / system notification.

Coming Soon: deleting notifications, filtering by type, searching notifications, per-type mute settings and email / WhatsApp delivery.

8. Step-by-Step Guide

1. Sign in to your admin panel.
2. Look at the bell icon in the top-right - a red number means you have unread items.
3. Click the bell to open the panel.
4. Click any notification to open the linked task and mark it read.
5. Use Mark all read once you have actioned everything.
6. Use the Sound on / Muted toggle to control alert sounds on this device.
7. The first time you interact with the app, allow browser notifications when prompted - this is what makes background alerts appear on your desktop or phone lock screen.

9. Best Practices

* Check the bell at the start of every work session and before logging off.
* Act on task assignments the same day - this is what keeps response times low.
* Leave a notification unread if you cannot action it right now; it becomes your visual to-do list.
* Keep sound on during working hours if you handle live client visits.
* Managers: rely on the automatic Super Admin copy of Super Admin Staff tasks instead of asking for verbal updates.
* Platform Owners: use Warning or Critical severity only for genuine service events so tenants take them seriously.

10. Tips & Recommendations

* Allow browser notifications on both desktop and mobile Chrome - you will get an OS-level alert even when the tab is hidden.

* Add the admin panel to your phone home screen so notifications feel like an app.
* Refresh the page if the bell count looks stuck - it re-syncs immediately.
* When scheduling an announcement, set an end date so old messages disappear automatically.

11. Common Mistakes

* Ignoring unread notifications for days - leads and site visits go cold.
* Marking everything read out of habit without opening the task - you lose the follow-up cue.
* Muting sound and then blaming the system for missed alerts.
* Assuming notifications delete themselves - they stay in the panel (latest 30) until you act on them.
* Assuming an email or WhatsApp will also arrive - those channels are Coming Soon.

12. Troubleshooting

* Why didn’t I receive a notification? Only currently-supported events fire an alert (see section 4). Also check that you are actually assigned to the task, and that your role has access to the module.
* Why can’t I see new notifications? The panel auto-refreshes every 20 seconds. If it looks stuck, reload the page - this forces a fresh fetch.
* Why is a notification still unread? A notification only becomes read when you click it or use Mark all read. It will not clear on its own.
* Why can’t I find an older notification? The bell shows the latest 30 items. Older ones roll off the list; open the underlying task or lead directly from its module instead.
* I don’t hear a sound. Confirm the toggle is Sound on, that your device volume is up, and that you have clicked or tapped inside the app at least once in this session (browsers block audio until the user interacts).
* No desktop pop-up appears. Check your browser’s site permissions and allow notifications for the admin URL.

13. Frequently Asked Questions

* Are notifications shared between devices? Yes - read/unread status is stored per user, so marking read on your phone also clears it on your laptop.
* Do notifications work when I’m logged out? No. You must be signed in for the bell to update.
* Can I get notifications by email or WhatsApp? Not yet - Coming Soon.
* Can I turn off notifications for a specific category? Not yet - Coming Soon.
* Will the Super Admin see everything their staff sees? For task assignments to Super Admin Staff, yes - a copy is delivered to the Super Admin automatically.
* Can staff send announcements? No. Only the Platform Owner can create announcements.

14. Related Articles

* Complete Guide to Lead Management
* Complete Guide to Staff, Roles & Permissions
* Complete Guide to Subscription, Plans & Billing
* Complete Guide to Reports & Analytics
* Complete Guide to Platform Owner & Tenant Administration