

USING SYSTEM MESSAGES

If you are using **System Reminders** for accounts with “Wake-up calls”, you might find **System Messages** to be a more efficient option.

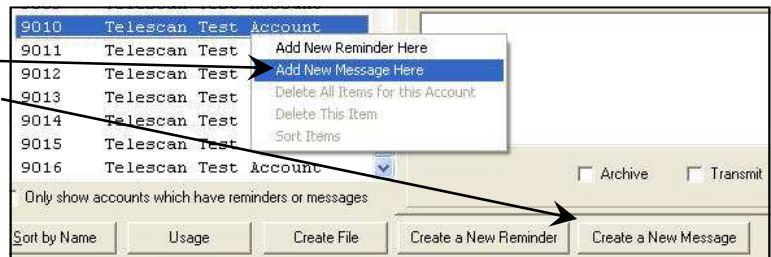
The ‘**System Reminders and Messages**’ feature includes the ability to schedule the automatic generation of a message and even attach a page ticket if needed. The message can be either a free-form message or a scripted message.

When generated at the scheduled time, the message is placed on the ‘Incomplete’ list of an available operator, either at a station designated as ‘Reminder-capable’ or to a dispatching station. When the operator at the targeted station pulls the message from the ‘Incomplete’ list, an optionally specified hypertext command can be executed, thus allowing numerous possibilities for automatic handling.

Creating a **System Message** is very similar to creating a **System Reminder**.

Either right-click on an account and choose ‘**Add New Message Here**’

or click the ‘**Create New Message**’ button with an account highlighted.



Doing either will cause a template to appear for the selected account.

The top section of the template is the same for both **System Reminders** and **Messages**. This is where you schedule the starting time and periodicity of the message. You can enable the Reminder/Message for a single use, or reoccur *Once on every selected day* or *Hourly on every selected day*.

Message Type:
 Form Script Enter Form or Script ID: 8

Enter associated Hypertext Command (if any) below: Route to Dispatcher

K1Bob/K2WAKEUP/RA10rTransmitted
 SMS/ASMS:3145551234q

For **Messages**, the bottom section of the template allows you to specify which form or script to use for a message, as well as the optional hypertext command to execute when the message is pulled from the ‘Incomplete’ stack by the operator.

In this example, Form 8 will be used as the message template. When the assigned operator accesses the **System Message**, the following hypertext command will

be executed: **K1Bob/K2WAKE UP/RA10rTransmitted SMS/ASMS:3145551234q**

This hypertext command sequence will fill in the first two fields of the form and cause a page ticket to be attached. The ‘q’ at the end of the command will cause the message to be filed automatically. The page ticket will appear with an ‘A’ in the ‘Type’ field and a 10 minute ‘Repeat Interval’. The ‘r’ command causes the text following it to appear in the ‘Result’ field of the page ticket. The dispatcher will see the message and page ticket and be in the ‘Entering Page’ state. Note that this is just an example of a possible hypertext command. You may construct others to suit your purpose.

Note that you can also specify a script for a System Message rather than a form. In anticipation of using scripts at scheduled times for outbound applications, the software has been enhanced to allow an operator to dial out while in a script.

For more information on this subject please download the replacement for the SDM manual section “System Reminders”. <http://www.telescan.net/docs/SystemRemindersMessages.pdf>

Recently Asked Questions



Q: *Our new account requires us to accept the call by pressing '1' after answering the call. Can this be done?*

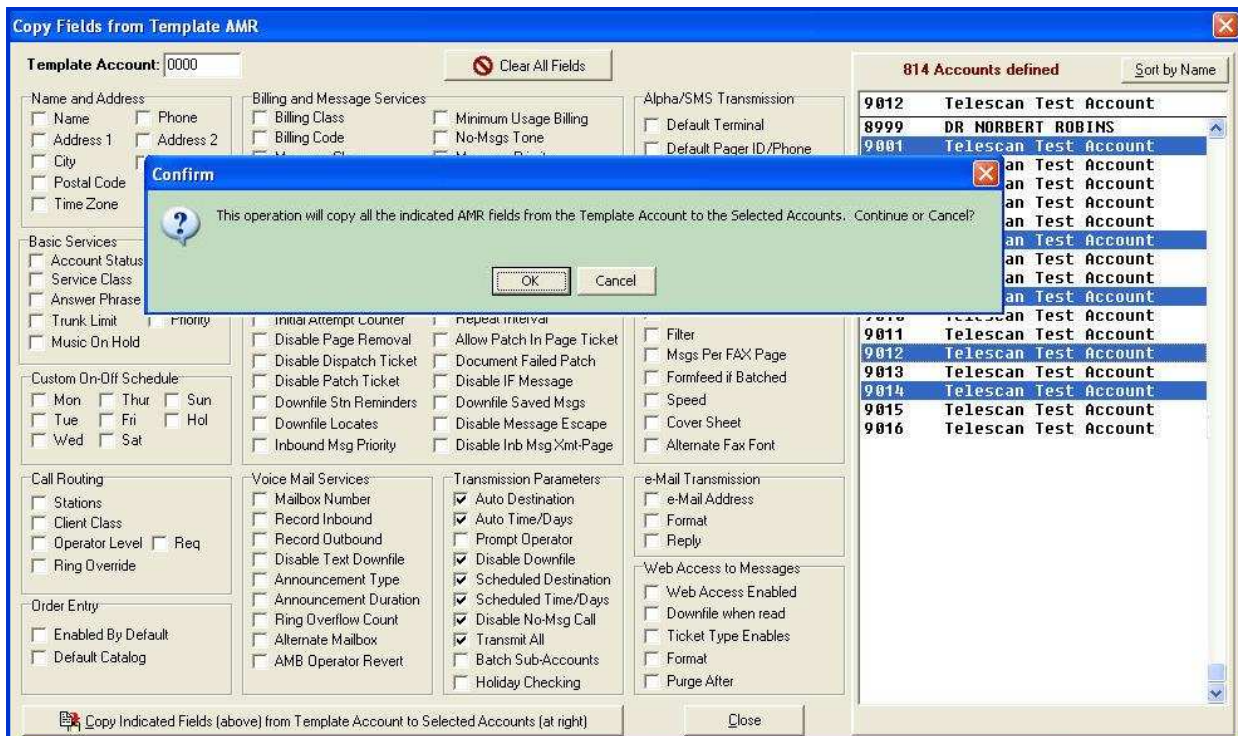
A: Yes, pressing the 'Dial' key will send a signal to Prism placing you into the 'Dialing' state. Enter the required digits and then press the 'Dial' key again to leave the 'Dialing' state.

Q: *Is there a way in the SDM to change one field on all of my accounts to the same setting?*

A: Yes, The SDM 'Tool' 'Copy Fields from Template Account' should be able to do the job for you:

1. Put the desired value into the field or fields for one account, making it the "template".
2. Access the 'Copy Fields from Template Account' window.
3. Click the 'Clear All Fields' button (to make sure you aren't copying anything you don't want to).
4. Put the account number from step 1 into the 'Template Account' field in the upper left.
5. Check the checkbox for any field that you want to change on all the accounts.
6. Select the target accounts from the list on the right. Select all by clicking the first and then holding down the shift key, then click the last in the list. (To select several accounts that are not in a string as in the picture below, hold down the Ctrl key while clicking on each one.)
7. Click the 'Copy Indicated Fields ...' button. Click 'OK' to the two warnings.

NOTE: There is no "undo" for this process.



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