

DEFAULT EMAIL SETTINGS

When messages are emailed from an account, the system will use the default settings in the Email section on the Message Destination Tab unless otherwise instructed in a hypertext command, transmission script, etc.

The screenshot shows the 'Alpha-SMS' configuration window with the following settings:

- Terminal: SMS
- Pager ID / Phone: 3142315465
- Seq: [dropdown]
- Size: [input field]
- SMS Reply:
- Channel: [input field]
- Phone: 3148524563
- Filter: [input field]
- #Pg: [input field]
- FFD:
- Sp: [input field]
- Cover Sheet:
- Alt Font: [input field]
- Email Address: jschulte@telescan.net
- Format: M1
- Email Reply:

NOTE: The **Format** and **Email Reply** fields apply to any email transmitted from this account, not just the address listed in the default Address field. Even if the default **Email Address** field is blank, SDM will still look to the default **Format** designated for all emails sent from this account.

It is important to know the Format options:

- E** = Batch all messages and send them in the body of one email
- F** = Batch all messages and send them as an attachment on one email
- M** = Send every message as a separate email

If the default Format field is left blank, 'F' is assumed
(The second character of the format string is optional)

Imagine a client calls and requests a week's worth of messages and the operator manually transmits 20 messages via the default email. If 'M' is the default format, the client will receive **20 individual emails**. Even if this doesn't annoy your client, you could get black listed as a spammer.

The dialog box shows the 'E-Mail Address' field containing: R Default) jschulte@telescan.net, M1

The dialog box shows the 'E-Mail Address' field containing: R Default) jschulte@telescan.net, E1

The operator can alter the default - in this example I manually changed the 'M' to an 'E', but it's safer to designate the default as an 'E' or 'F' unless a client insists on individual messages every time. If an operator manually types an email address, but fails to add a Format code, the default Format is used - in this example 'M'.



Prism Pronouncer, sometimes called the **'Whisper Announcement'** is a feature you might find helpful if an account contains a word or name that is difficult to pronounce, or its pronunciation is not obvious from the spelling. You can provide your operators with the proper pronunciation of the word or phrase right before they answer the call.

pronunciation  [pruh-nuhn-see-ey-shuhn]

To enable this feature, first create a folder on your Prism server - D:\Prism\Names, then record the desired sound file using either CoolEdit or the announcement recording facility in Prism. Once recorded, the file should be placed into the **'Names'** folder with a name that conforms with the format **1234name.vce** (where 1234 is the 4 digit account number.)

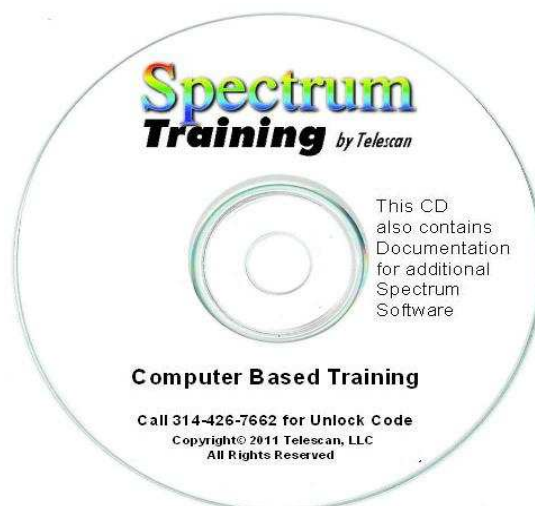
Once a recording is available for an account, it will be **'whispered'** to the operator after the call is **Selected** by an operator, and will repeat until the call is **Answered**.

NOTE: This feature will **not** work if the **'Answer on Trunk Select'** setting is enabled on an Agent station.

SPECTRUM SOFTWARE DOCUMENTATION

Did you know that the R2-11 Update mailed in December included a Training CD that contains a wide variety of documentation on Spectrum software? Several people I've spoken with were unaware of it even though Nick had written a nice introductory letter about it. 😊

The CD is labeled **'Spectrum Training'** and includes the latest Agent Training CBT along with technical manuals, some recently created such as an *SMS Server Guide*, some recently updated, such as the *SDM Reference Manual*. While not all have been updated recently, each is the most up-to-date Telescan documentation available. The CD also contains past Tech Tips, and other documents you should find helpful.



NOTE: The SDM manual has since been updated to reflect the enhancements included in the R2-11 update. The revised edition can be downloaded here:

http://www.telescan.net/docs/manuals/SDM_MANUALR2-11.pdf

(If you printed out R1-11, contact Judy for a list of pages that were changed between R1-11 and R2-11.)