

AUTO TRANSMIT WITH A PAGE TICKET

When an account's AMR is programmed to Auto-Transmit as a message is filed, if the operator presses the 'Page' key and attaches a page ticket, the Auto-Transmit processing will be bypassed.

In order to minimize the effect of an inadvertent 'Page' key, a prompt can now be displayed that warns the operator that he/she is about to abort the auto-transmit.

Override Auto-Transmit? [Y or N]

If the operator presses 'Y', the page ticket will attach, and the auto-transmission will be disabled. If the operator presses 'N', the page ticket will **not** be attached to the message and the auto-transmission will remain enabled.

To enable this prompt, check the checkbox at right which is located on the 'Station Capabilities' tab under SDM's 'System Configuration'.

Prompt if Auto-Transmit Override

If you want a page ticket attached after the message has been transmitted, a simple solution would be to create a Transmission Script. The first step(s) of the script would initiate transmission via email, fax, SMS or alpha pager, while another step of "Agent Dispatch" would present the operator with a page ticket. Uncheck "Mark Delivered if Successful Transmission" to keep the ticket open until the operator down-files it upon completion.

The screenshot shows the 'Automated Transmit Queuing' window with a table for scheduling and a 'Transmission Scripts' window. The script 'Auto When Taken' contains the following steps:

- Transmission Script: Auto When Taken
 - Email client@yahoo.com
 - Format E4
 - Msgs+Page+Patch+Dispatch+Locate+No Msg
 - Disable Auto-Downfile
 - Agent Dispatch, Type A, Repeat 10, 2 attempts
 - SMS 3148311234
 - Result: Sent SMS to Cell

The 'Edit Transmission Step' dialog box shows the following configuration:

- Destination: Agent Dispatch, Alpha, Email, Fax, SMS
- Email Address: client@yahoo.com
- Format: E4
- Options: Mark Delivered if Successful Transm
- Allowable Tickets: Page Tickets, Patch Tickets, Dispatch Tickets, Reminders, IF Messages, Locates, No Message Calls, Inbound
- Current Status of this Step: Enabled, Disabled

The 'Add Transmission Step' dialog box shows the following configuration:

- Destination: Agent Dispatch, Alpha, Email, Fax, SMS
- Agent Dispatch: Type R, Repeat Expiration Attempts 3
- Result:
- Current Status of this Step: Enabled, Disabled

(NOTE: All "steps" in a transmission script are carried out in parallel, so their actual order of appearance in the script is not significant.)

More information about Transmission Scripts can be found in the "R3-08 Update Highlights".

All Update Highlights, Tech Tips as well as the most recent software manuals can be downloaded from our website: <http://www.telescan.net/service.htm>.



DID YOU KNOW?



File Saved - Any time a change is made to a message, SDM creates a copy of the message in its original form as a “Saved” message and saves the new version as the “Active” message. By default, SDM saves all of these “Saved Messages” in a separate list so they won't go out to clients with the “Delivered Messages”, while leaving them available for a supervisor’s review.

“Saved Messages” can be accessed in the SDM’s main interface under “View Active Messages” in a separate tab. A list of “Saved Messages” can also be generated by clicking “Create File for Date Range”. “Saved Messages” can also be viewed by pressing CTRL+ALT+DELIVER from an agent station.

Undelivered (3)			Saved (5)			Delivered (14)		
Date-Time Taken	For	Status						
15-AUG-10 08:52 AM	HARRY							
15-AUG-10 08:52 AM	CANDY							
15-AUG-10 08:52 AM	GV TO CANDY							
16-AUG-10 08:03 AM	HARRY							
17-AUG-10 11:56 AM	HARRY							

Create Text File of Messages for Date Range

Account Range
 Selected Account(s) All Accounts

Message Range
 Undelivered
 Saved
 Delivered

Date Range
 All Dates
 Start Date: 8/ 1/2010
 End Date: 8/20/2010

In the “Delivered” and “Undelivered” lists messages that have been altered are denoted with an “S” in the Status field.

SDM offers an option for the occasional client who wants to see all of the changes to every message. To enable this feature, place a check in the “File Saved” field found on the *Msg Entry* tab of the account’s AMR. When “File Saved” is enabled, “Saved” messages will be included in the “Delivered” list as well as in the “Saved” list.

Msg Entry

Message Class Auto-Enter Mode Page Type Disable Removal of Page

Auto-Script Repeat Interval Document Failed Patch

Msg Form Initial Attempt Count Disable Dispatch Ticket

IF Form Dispatcher Level Disable IF Message

Copy Account Master Locate Allow Patch in Page Ticket

Auto Copy Share Words and Phrases

Identify Copied Messages Default Msg Priority

Delivered-To Prompt File Special Inbound Msg Priority

File Station Reminders **File Saved** Disable Inbound Msg Auto/xml/Page

Retain After Purge After

NOTE: If this field is checked, the client will received all “Saved” messages along with the “Active” messages whenever you transmit “Active Messages”.