

Overview

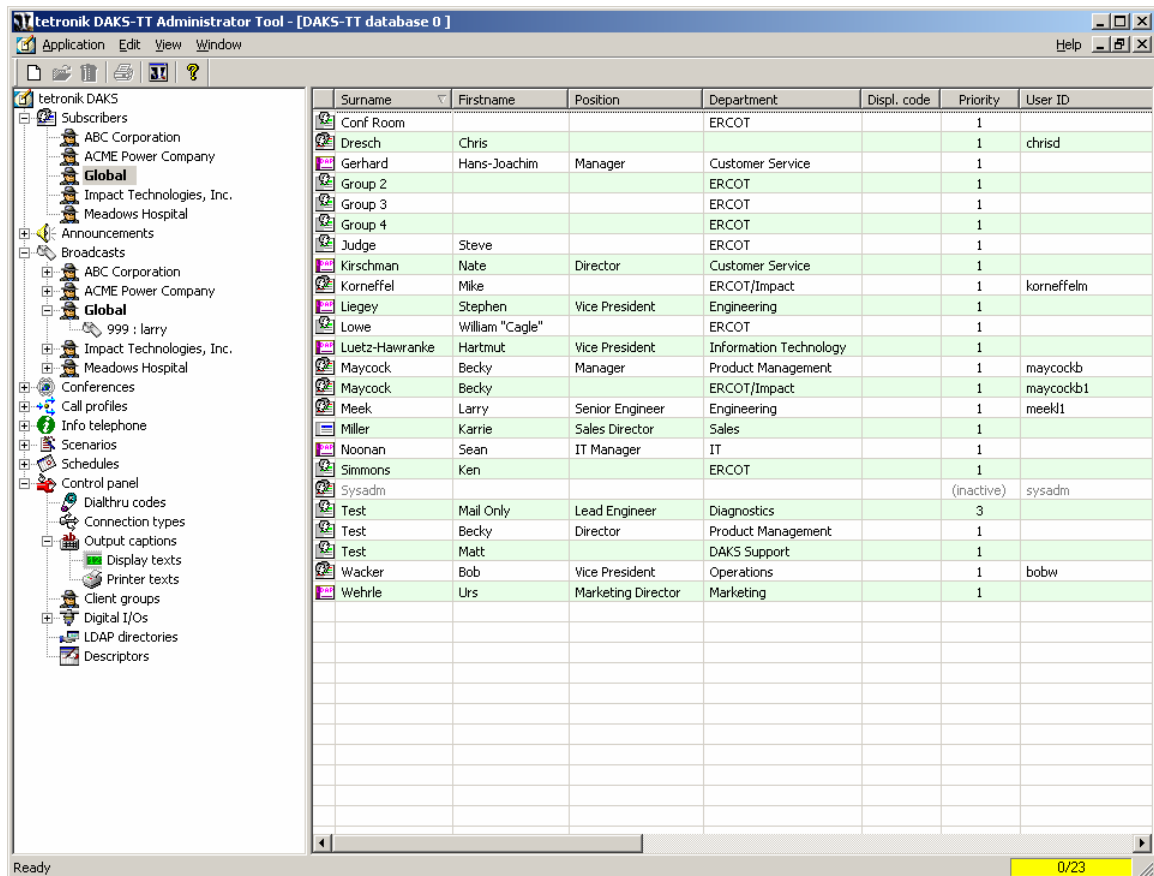
This Application Note covers three aspects of e-mail configuration and processing in DAKS:

- E-mail Only Broadcasts
- Using a Distribution List
- E-mail Notification Processing & Timing

E-Mail *Only* Broadcast

Follow this procedure for generating e-mail only broadcasts.

1. Bring up the list of subscribers.



Surname	Firstname	Position	Department	Displ. code	Priority	User ID
Conf Room			ERCOT		1	
Dresch	Chris				1	chrisd
Gerhard	Hans-Joachim	Manager	Customer Service		1	
Group 2			ERCOT		1	
Group 3			ERCOT		1	
Group 4			ERCOT		1	
Judge	Steve		ERCOT		1	
Kirschman	Nate	Director	Customer Service		1	
Korneffel	Mike		ERCOT/Impact		1	korneffelm
Liegey	Stephen	Vice President	Engineering		1	
Lowe	William "Cagle"		ERCOT		1	
Luetz-Hawranke	Hartmut	Vice President	Information Technology		1	
Maycock	Becky	Manager	Product Management		1	maycockb
Maycock	Becky		ERCOT/Impact		1	maycockb1
Meek	Larry	Senior Engineer	Engineering		1	meek1
Miller	Karrie	Sales Director	Sales		1	
Noonan	Sean	IT Manager	IT		1	
Simmons	Ken		ERCOT		1	
Sysadm					(inactive)	sysadm
Test	Mail Only	Lead Engineer	Diagnostics		3	
Test	Becky	Director	Product Management		1	
Test	Matt		DAKS Support		1	
Wacker	Bob	Vice President	Operations		1	bobw
Wehrle	Urs	Marketing Director	Marketing		1	

2. Select the recipients of the e-mail to ensure they have the correct connection type and a valid e-mail address defined in their subscriber profile.
3. Connection type should be set to NDI: No Dialing. There must be a phone number present even though the connection type is NDI. It does not need to be a valid phone number.

No.	Phone	Location	Conn. type	Ring. signal	Dest. busy
1	3145		NDI: No dialing	Normal	(none)
2			NDI: No dialing	Normal	(none)
3			NDI: No dialing	Normal	(none)
4			NDI: No dialing	Normal	(none)

4. Enter the subscriber's e-mail address on the Properties tab.

Properties:

PGX cost center: 3145 Display Code:

Priority: 3

Announcement group: Standard announcement

Email address: marks@daksdemo.impacttech.com

Rights:

Is administrator: ☐

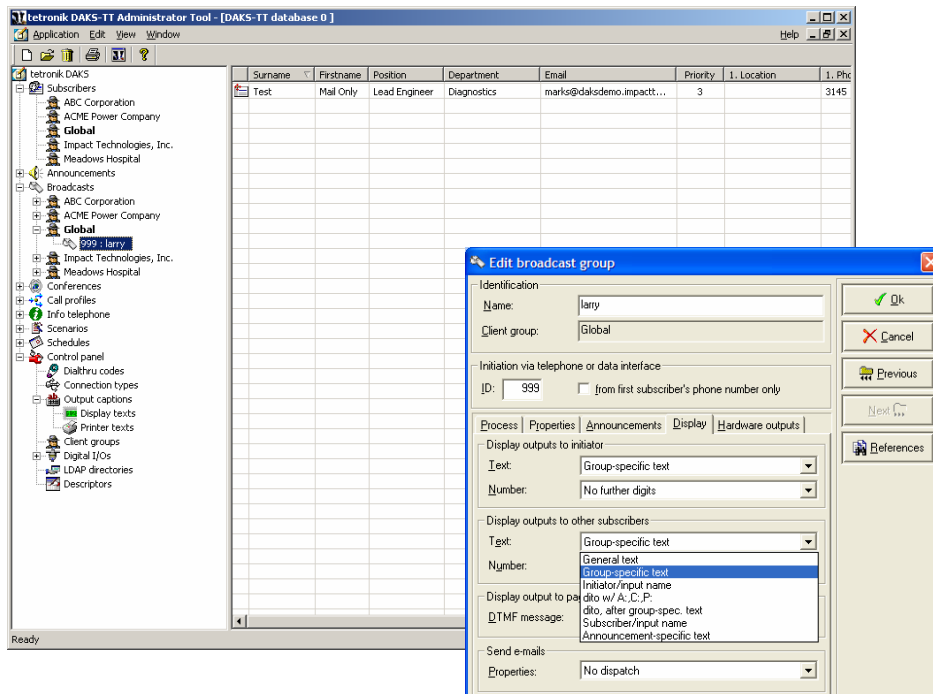
Has operator rights: ☒

Edit rights...

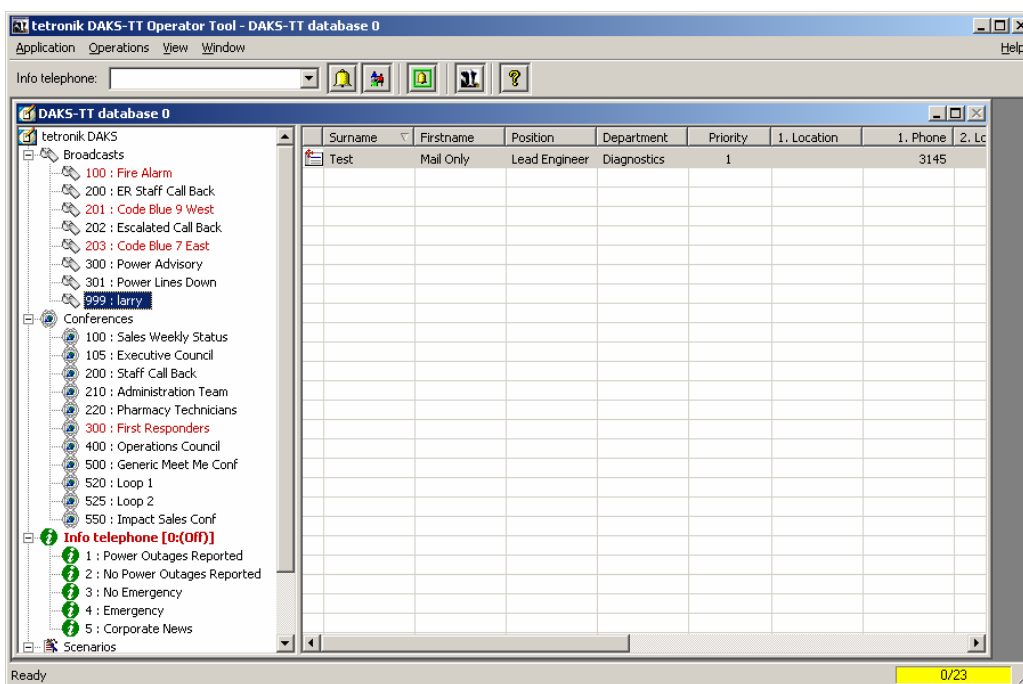
Created by:

Source: DAKS-TT Administrator Tool

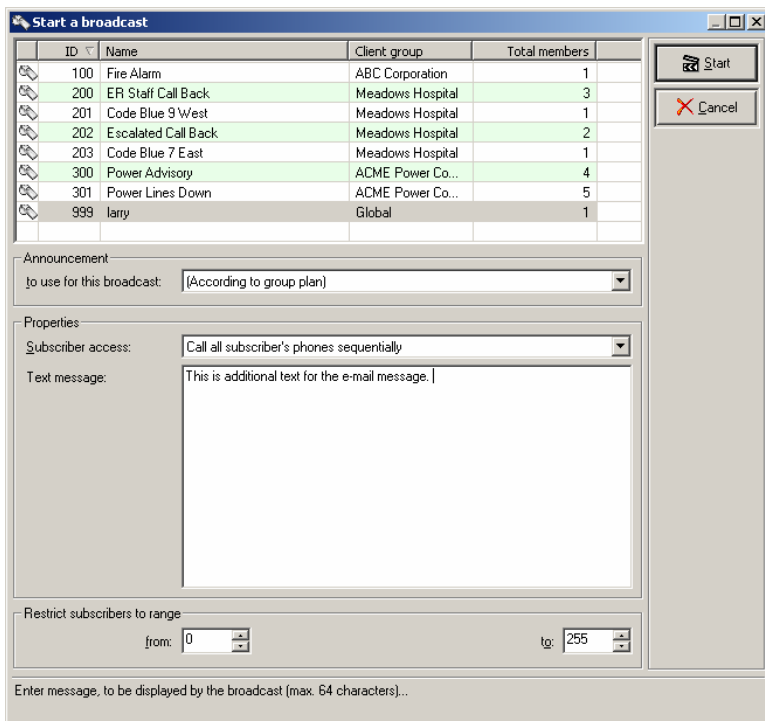
5. Select or create the broadcast and add the list of subscribers as members of the broadcast. If you plan on including text using the “Text message” box in the Operator Tool, you must also set the “Display outputs to other subscribers” dropdown on the Display tab of the broadcast group to “group-specific text.” If you prefer the e-mail’s text to originate from the Output Display text included in the Announcement definition, set the “Display outputs to other subscribers” dropdown on the Display tab of the broadcast group to “announcement-specific text.”



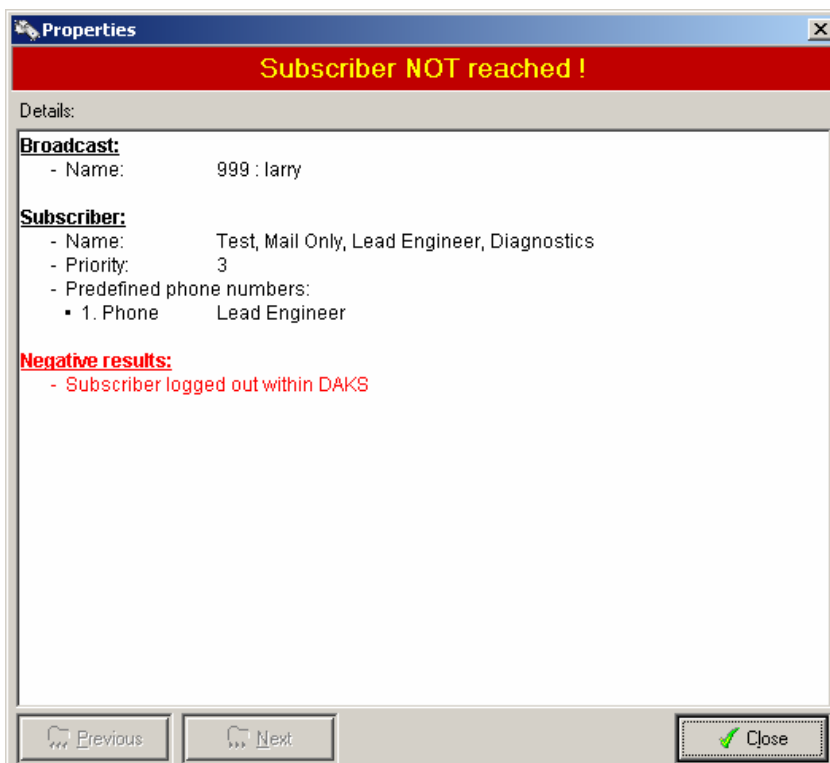
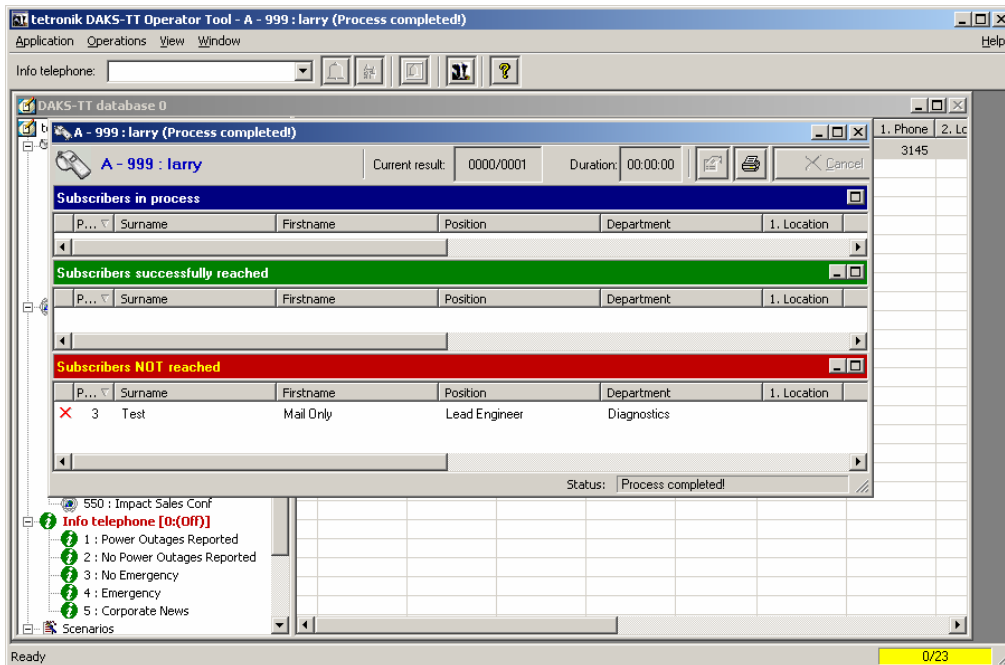
6. To initiate the broadcast, open the DAKS Operator Tool.



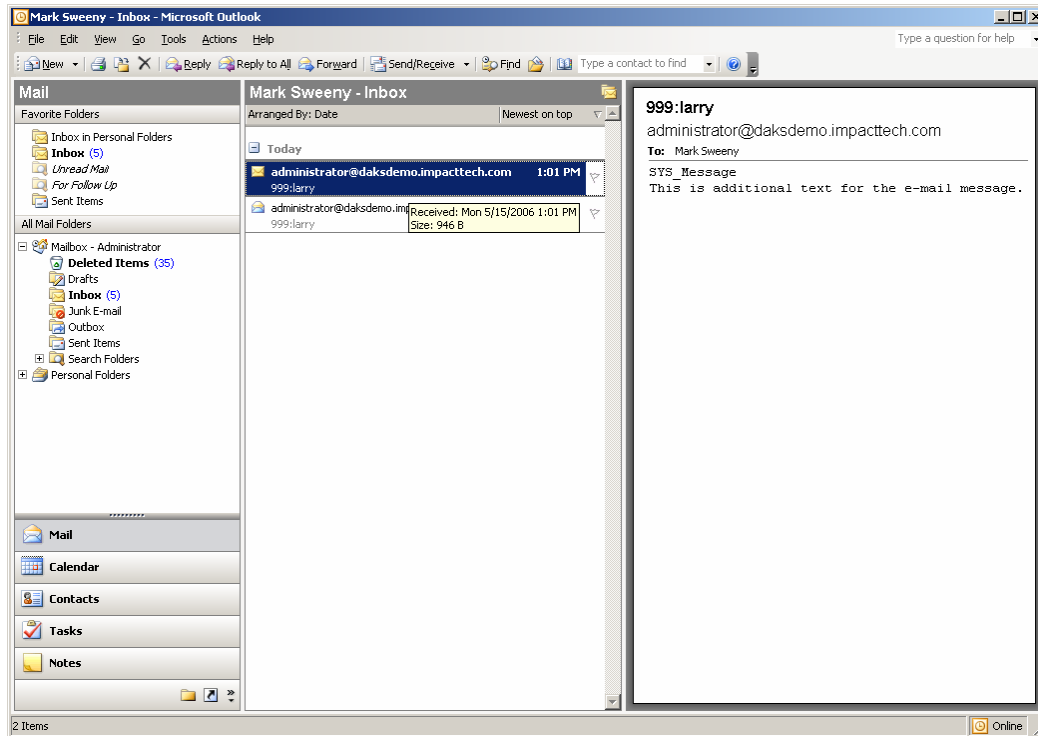
7. Select the broadcast you want to initiate. Note the “Text message” box to enter text for the e-mail. Start the Broadcast.



8. Since this is an e-mail only broadcast, there will be no actual dialing for the subscribers. This will create an error message in the results, although the e-mails have been sent.



9. Check e-mail accounts for the e-mail alert. The message will appear from the “administrator.”

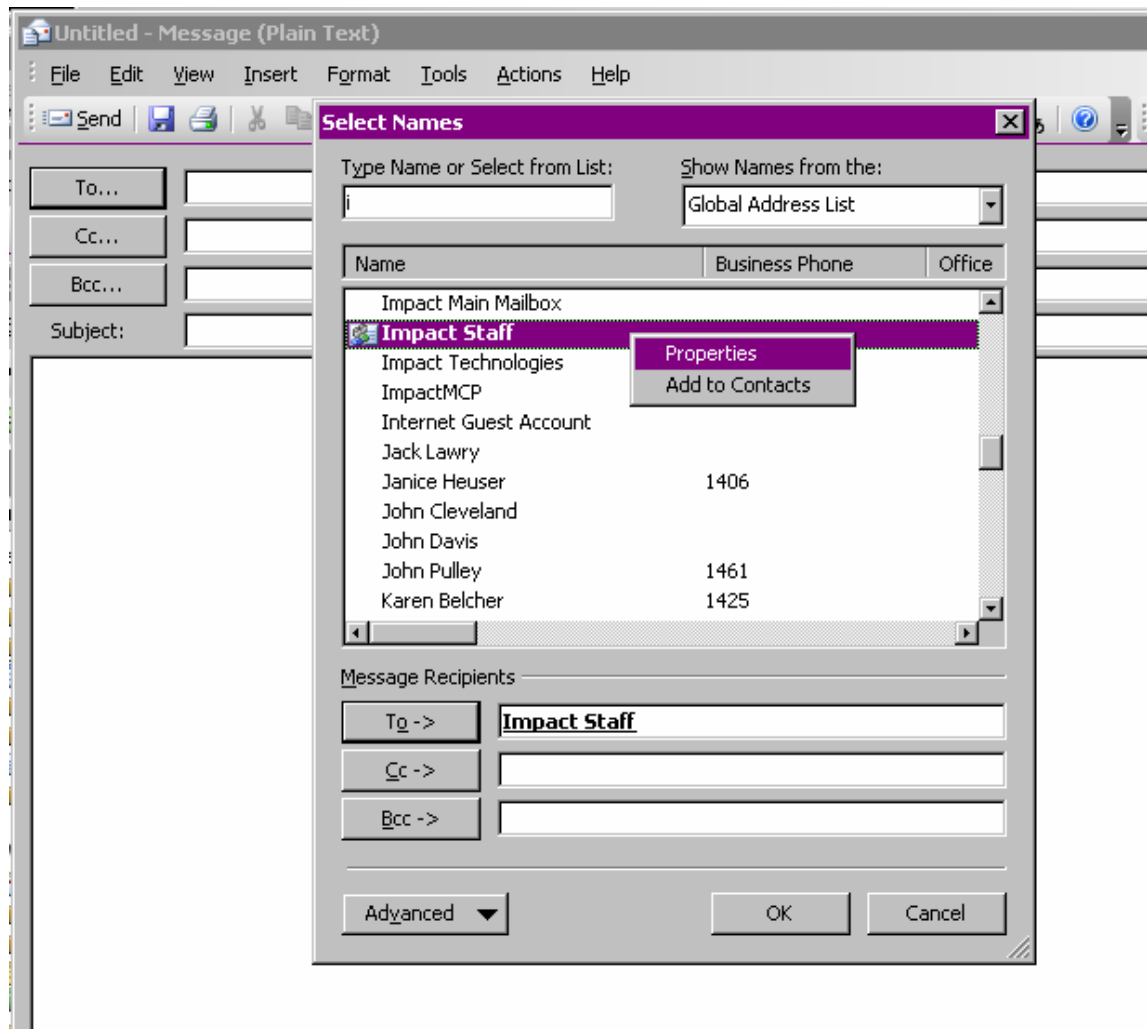


Using a Distribution List

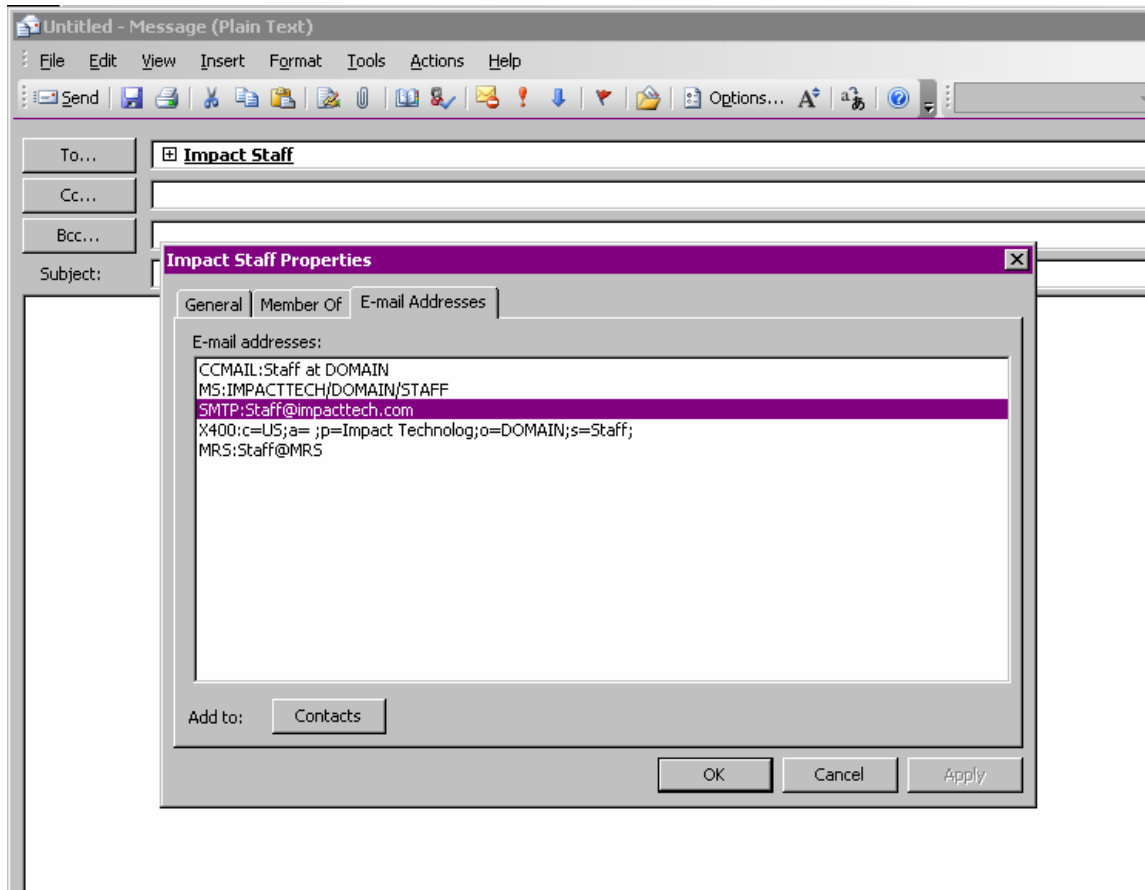
To avoid “using up” subscribers to send e-mail messages, a more efficient method is to use a distribution list with multiple e-mail addresses. The mail server administrator can create a distribution list with a single e-mail address to go to multiple recipients. You can then create a DAKS subscriber using this e-mail address, and the message routing will be done by the e-mail server.

To find out what the e-mail address of an Exchange distribution list is, create a new message in Outlook, and choose the distribution list you would like to use.

Right-Click the name of the list, and choose ‘Properties.’



Click the 'E-mail Addresses' tab and you will see the SMTP e-mail address of the distribution list.



You can then apply this e-mail address to a subscriber as described earlier in the document.

E-mail Notification Processing & Timing

E-mail processing in DAKS is driven by connection type (No Dialing as discussed above) and how the Administrator populates the “Send E-mails Properties” for an individual broadcast. The e-mail only subscribers are sent e-mail messages immediately when the broadcast is initiated. The timing for e-mail distribution for all other subscribers called depends on which option was chosen in the broadcast as shown below:

Info mails to all group members

All broadcast members are e-mailed at the beginning of the broadcast. Sending the e-mail is not dependent on calling or reaching the subscriber. The e-mail might reach a member before a call attempt has even been made.

Individual mail on...

These e-mails are only sent to members that have been called and only after all dialing attempts are executed.

...on positive result:

E-mail is sent only if the result of the called member is positive. A positive result depends on what requirement options were used for the broadcast: Phone answered, phone rang or response entered.

...on negative result:

E-mail is sent only if the result of the called member is negative. As above, results are dependent on options used for the broadcast.

...on any result:

E-mail is sent if the result of the called member is positive or negative. If the member has not been called, the subscriber will not be sent an e-mail.



For additional information, please contact us at 314.743.1420 or custsvc@impacttech.com.