

Application Note D006

<u>Overview</u>

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.





- 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.

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

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Created by Source:	DAKS-TT Administrator Tool					
First item of personal	late (e.g. last name)					



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."

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nik DAKS	Surname 🗸	Firstname	Position	Dep	partment 8	Email		Priority	1. Location	1. P	the
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6. To initiate the broadcast, open the DAKS Operator Tool.



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💫 100 : Fire Alarm											
- 🔍 201 : Code Blue 9 West											
- 🎨 202 : Escalated Call Back											
- 💫 203 : Code Blue 7 East											
- Sol : Power Advisory											
- 🖏 301 : Power Lines Down - 🖎 999 : larry											
Conferences											
Conferences 100 : Sales Weekly Status											
105 : Executive Council											
200 : Staff Call Back											
210 : Administration Team											
220 : Pharmacy Technicians		-									
300 : First Responders											
- 👸 400 : Operations Council											
- 👸 500 : Generic Meet Me Conf		-									
- 🙆 520 : Loop 1											
🙆 525 : Loop 2		-									
- 🛞 550 : Impact Sales Conf		-									
😡 🚺 Info telephone [0:(Off)]		-									
🛛 👩 1 : Power Outages Reported		-									
🚽 👰 2 : No Power Outages Reported		-									
- 👰 3 : No Emergency		-									
4 : Emergency	ŀ	-									
- 🚯 5 : Corporate News - 🏝 Scenarios	-	•									

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

🂫 Start a broadcast 📃 🗖 🗙							
	ID 🗸	Name		Client group	Total members		
60	100	Fire Alarm		ABC Corporation	1		🔂 Start
60	200	ER Staff Call Back		Meadows Hospital	3		
00	201	Code Blue 91	West	Meadows Hospital	1		X Cancel
88888	202	Escalated Ca	II Back	Meadows Hospital	2		,
00	203	Code Blue 7 I	East	Meadows Hospital	1		
00	300	Power Adviso	ory	ACME Power Co	4		
60	301	Power Lines	Down	ACME Power Co	5		
60	999	larry		Global	1		
Annour	ncemer	nt					
		broadcast:	(According to group plan)			-	
to use	IOI triis	DIOGOCOSI.	[Recording to group plan]				
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Enter me	ssage,	to be displaye	d by the broadcast (max. 64 c	characters)			



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.

at tet	tronik DAKS-TT Operator Tool - A - !	999 : larry (Process comple	eted!)			
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Info te	elephone:		11 ?			
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6-6	🗞 A - 999 : larry	Current res	ult: 0000/0001 E	Duration: 00:00:00	3 X Dancel	3145
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	Subscribers successfully reached					
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	Subscribers NOT reached				_ 🗆	
	P V Surname	Firstname	Position	Department	1. Location	
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	2 : No Power Outages Reported					
	🚽 👰 3 : No Emergency					
	4 : Emergency 5 : Corporate News					
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Ready						0/23 //

🍋 Properties		×
	Subscriber NOT reached !	
Details:		
Broadcast: - Name:	999 : larry	
Subscriber: - Name: - Priority: - Predefined pho • 1. Phone Negative results: - Subscriber logg		
	<u> </u>	Close



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.'

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👔 Untitled - Message (Plain	Text)		
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	Select Names		× 6 0 .
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Click the 'E-mail Addresses' tab and you will see the SMTP e-mail address of the distribution list.

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Add to: Contacts	
OK Cancel Apply	

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:

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🍋 Edit broadcast (group	2
- Identification		
<u>N</u> ame:	Test	<u>√ 0</u> k
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_ Initiation via telepho	ne or data interface	Previous
<u>I</u> D: 500	🔲 from first subscriber's phone number only	
Process Propertie	s <u>Announcements</u> <u>Display</u> <u>H</u> ardware outputs	Next 异
Display outputs to		
		References
<u>T</u> ext:	Group-specific text	,
<u>N</u> umber:	No further digits	
Display outputs to	other subscribers	
T <u>e</u> xt:	Group-specific text	
N <u>u</u> mber:	Initiator/input cost ctr.	
Display output to p	pagers	
<u>D</u> TMF message:	None	
Send e-mails		
Properties:	No dispatch	
	No dispatch	
	Info mails to all group members	
	Individual mail on positive result Individual mail on negative result	
	Individual mail on any result	

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.



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