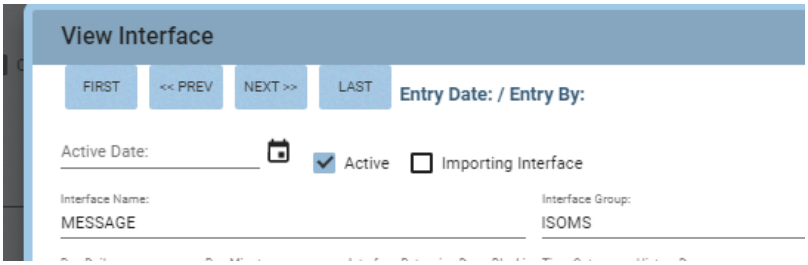
Email / Text Events

Turn on any message notification from iSOMS Cad

Company setup, Interface Tab, MESSAGE/ISOMS



Tone out a Department from cad

System will generate a List for the Toned Out department where the Email or text account matches the below criteria. It makes two lists for notifications 1 group for Email 1 group for text. So if a department has 2 entries 1 for email and 1 for text (which below flags checked) it will get 2 notifications.

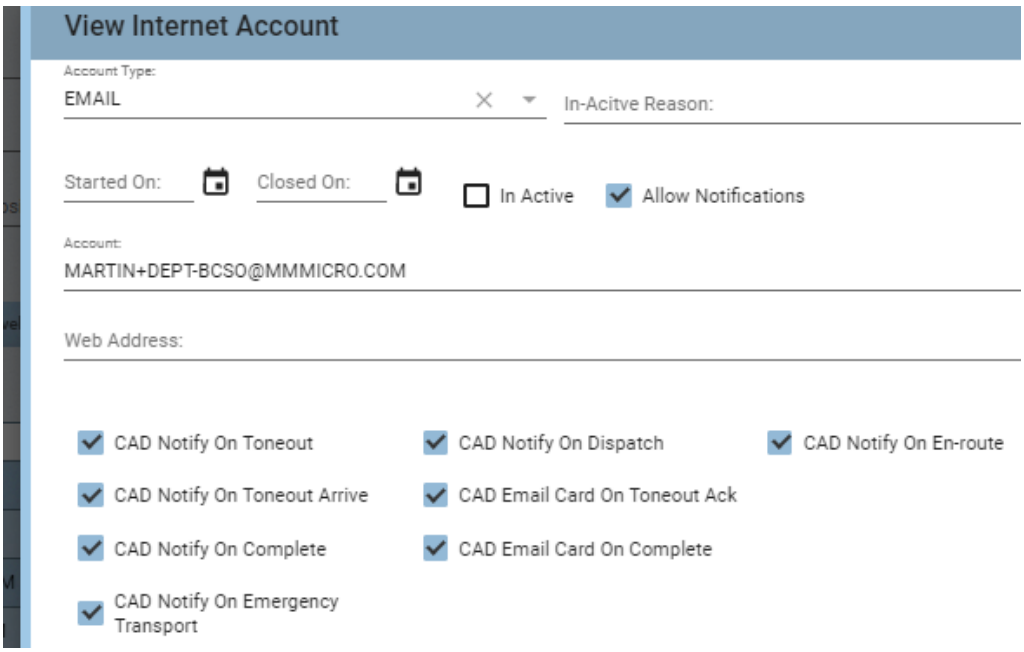
Account Type Must Be “EMAIL” or “TEXT”

Must have Allow Notifications, Must Not be In-Active, Must have Account,

Must have Cad Notify on Tone Out (if not checked no other boxes will be evaluated)

Tone out for Departments will fire On Tone Out, Re-Tone and Cancel.

Its optional to get the Cad Notify On Tone out Ack (default is NO)



Tone out for CAD Email/Text Notifications (other accounts to notify not an employee)

Cad menu, Cad Email/Text Notification item

In example below this outside person would get both an Email and a Text of the Tone Out

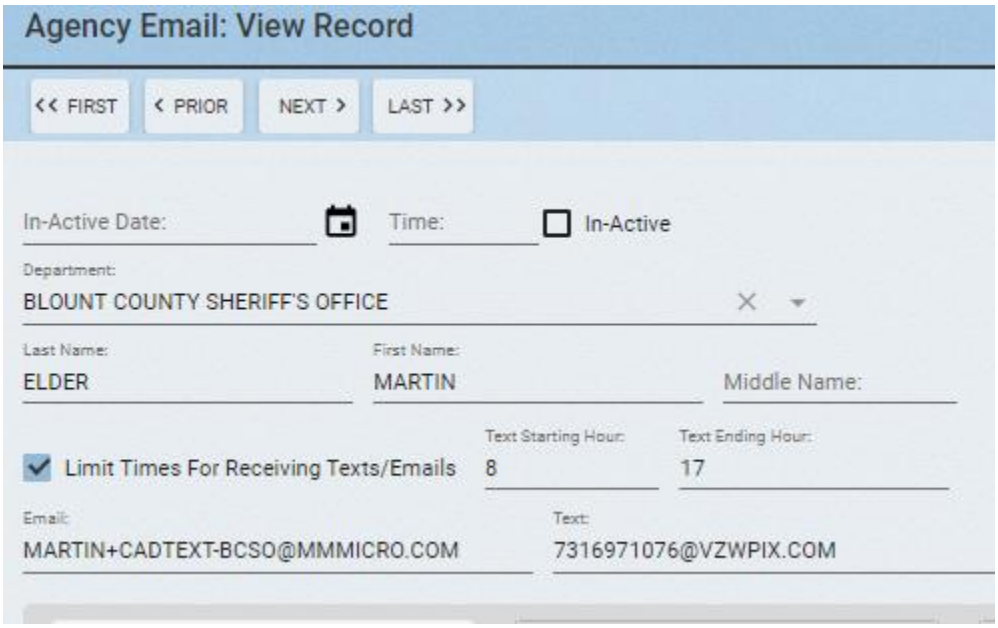
It's recommended to only populated 1 below either Email or Text (not both)

Limit Times (if used will only create the Email/Text) to this person if the Hour when sending the message in inside the range below means Starting at 8 to 17 this person would receive the Email/Text

Ex: If message hour is 6 he would not get the email/text

Ex: if message hour is 8, 9, 10, 11, 12, 13, 14, 15, 16, 17 he would.

Ex: If message hour is 18 he would not get the email/text



Tone out, where the Nature of the Call has an Email Group connected to it.

If the Nature has an Email group on it, it will build a list of Active Employees + Outside Email Accounts

Note you can have up to 3 email groups on a single nature

The system will remove duplicate email accounts at the of sending mail. Meaning if you select 3 email groups and the same Employee is in all three groups, their exact email address will only be in the final sending list once.

This email event will only get Email Accounts (not text account) so if the employee, in employee records, only has a Text Account they will not get the notification from this specific event.

Email:::

Tone out will Tone Out Departments on Tone, ReTone, Cancel and Ack(if configured)

Tone out will only Tone out Other Emails for Depart on Tone, Retone and Cancel(no ack)

Tone out will only Tone Out Email Groups On Nature on Tone, Retone and Cancel (no ack)

Text:::

Tone out will Tone Out Departments on Tone, ReTone, Cancel and Ack(if configured)

Tone out will only Tone out Other Texts for Depart on Tone, Retone and Cancel(no ack)

Tone out will not send text to email group..any condition