

Email / Text Events

Turn on any message notification from iSOMS Cad

Company setup, Interface Tab, MESSAGE/ISOMS

The screenshot shows the 'View Interface' form. At the top, there are navigation buttons: FIRST, << PREV, NEXT >>, and LAST. To the right of these buttons is a label 'Entry Date: / Entry By:'. Below the navigation buttons, there is a section for 'Active Date:' with a calendar icon, followed by two checkboxes: 'Active' (checked) and 'Importing Interface' (unchecked). Below this, there are two input fields: 'Interface Name:' with the value 'MESSAGE' and 'Interface Group:' with the value '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)

The screenshot shows the 'View Internet Account' form. At the top, there is a section for 'Account Type:' with the value 'EMAIL' and a dropdown arrow. To the right of this is a label 'In-Active Reason:'. Below this, there are two input fields: 'Started On:' with a calendar icon and 'Closed On:' with a calendar icon. To the right of these fields are two checkboxes: 'In Active' (unchecked) and 'Allow Notifications' (checked). Below this, there is a section for 'Account:' with the value 'MARTIN+DEPT-BCSO@MMMICRO.COM'. Below this is a section for 'Web Address:'. At the bottom of the form, there are several checkboxes, all of which are checked: 'CAD Notify On Toneout', 'CAD Notify On Dispatch', 'CAD Notify On En-route', 'CAD Notify On Toneout Arrive', 'CAD Email Card On Toneout Ack', 'CAD Notify On Complete', 'CAD Email Card On Complete', and 'CAD Notify On Emergency Transport'.

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

Agency Email: View Record

<< FIRST < PRIOR NEXT > LAST >>

In-Active Date:  Time: ☐ In-Active

Department:
BLOUNT COUNTY SHERIFF'S OFFICE X ▾

Last Name: ELDER First Name: MARTIN Middle Name:

☒ Limit Times For Receiving Texts/Emails Text Starting Hour: 8 Text Ending Hour: 17

Email: MARTIN+CADTEXT-BCSO@MMMICO.COM Text: 7316971076@VZWPIX.COM

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.

The screenshot shows a web application interface for a law enforcement agency. The header is blue with a hamburger menu icon and the text 'YOUR AGENCY'. Below the header is a light blue bar with the text 'Maintain TenCodes: View Record'. The main content area is white and contains a form with various fields. At the top of the form are four navigation buttons: '<< FIRST', '< PRIOR', 'NEXT >', and 'LAST >>'. The form fields are organized into rows. The first row has 'Code: 323', 'Description: ACCIDENT - INJURY', and a checkbox labeled 'Call For Serv' which is checked. The second row has 'Category: PRIMARY INFORMATION' with a dropdown arrow, 'Short Description:', 'Priority:', and 'Safety Check: 0'. The third row has 'NIEM/APCO Code:', 'NIEM/APCO Description:', and a dropdown arrow. The fourth row has 'Email Group 1: ADMINISTRATION (FOR CAD)' with a dropdown arrow, 'Email Group 2:', and 'Email Group 3:' with a dropdown arrow.

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

