Miracle Service Accent™

Configuring the
Notifications module

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About the notifications module

In Miracle Service Accent, you have the ability to generate notifications (i.e., messages) based on certain triggers. These notifications take the form of email messages and/or SMS messages and can be sent to the customer and/or the engineer for the job.

Setting up your notifications

In Miracle Service Accent, click Admin, Settings, System settings. Now click on Work control tab and select the Notify page (as in figure 1).
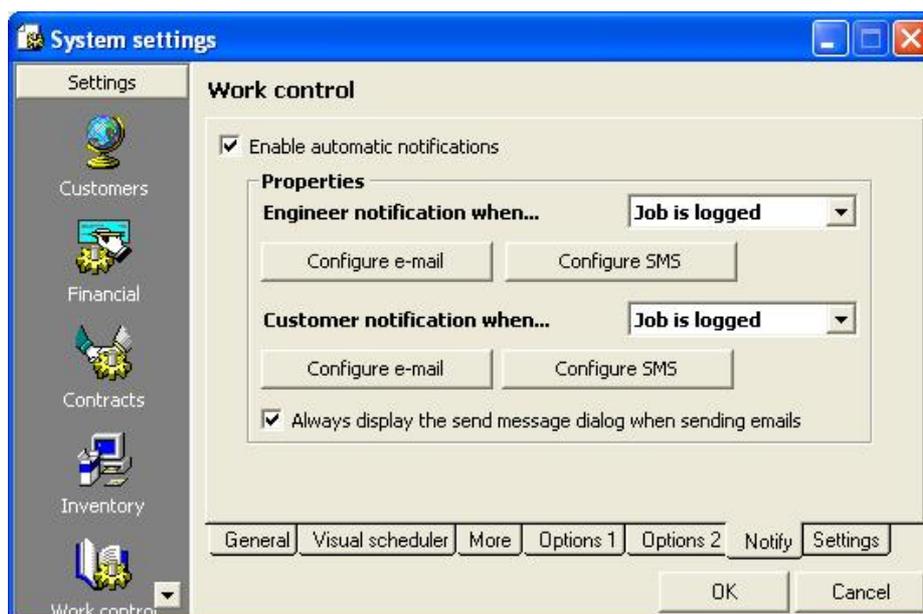

Figure 1 - setting up the notifications

> **Note** this page will be disabled if your license does not include the notifications module

Tick *Enable automatic notifications* to turn the feature on. There are two sections, the top section is for the notifications that are sent to the engineer, the bottom section is for the notifications that are sent to the customer.

Additionally, each section has two buttons, the first configures the email notifications and the second configures the SMS notifications.

> **Note** you will need to set up an SMS account with a provider to be able to send SMS notifications

Finally, each section has a drop-down list of the events that can trigger notifications. Currently, there are three possible triggers, which means that there are 12 possible notifications to configure. You do not need to set them all up: only those notifications that are configured will be used.

Events that trigger a notification

There exist three events that can trigger a notification. These are:

Job is logged
A notification is triggered as soon as a new job is saved for the first time

Job is issued
A notification is triggered when an engineer is issued to the job

Job is closed
A notification is triggered when the job is closed

A notification can be set against any and all of these events.

Configuring an email notification

Select the event you want to configure and click the *Configure e-mail* button for the engineer and/or the customer. You will see a screen similar to the one in figure 2:

Figure 2 - configuring an email notification

You can see that there are three sections to the email. These are:

Subject
This is the subject of the email message

Message
This is the body of the email message. Under certain circumstances (see below), Miracle Service Accent will allow you to modify the text that is to be sent

Footer
This is appended automatically to the body of the email message without any user intervention

On the right is a list of *available fields*. Double-click a field to insert it in to the email message. The field will be inserted at the current cursor position in the subject, message or footer section.

> **Note** there is an option to *url-encode* the field; this can be ignored as it only used where the message may involved a URL for linking to a web site

If you are happy, click *Save and close*.

> **Note** you can remove a notification by clicking *Delete and close*

In the *System settings, Notify* page, you will see an option called *Always display the send message dialog when sending emails*. This serves two purposes:

1. In Microsoft Office XP, and later versions of Microsoft Office 2000, Outlook blocks attempts by applications to send emails automatically without any user intervention. A message is displayed that a virus or other application may be trying to send out an email without your consent, you have to wait five seconds and then click Yes to allow the email to be sent. Bringing up Outlook's *send email message* dialog bypasses this situation, although it forces you to click the *Send* button.

2. There are times when you may want to manually change certain attributes of the email message, for example, to include a CC or request a delivery receipt. Bringing up the *send email message* dialog allows you to set these options as required.

That completes setting up an email notification for a specific trigger, either for the engineer assigned to the job or for the customer for whom the job has been logged.

Configuring an SMS notification

Select the event you want to configure and click the *Configure SMS* button for the engineer and/or the customer. You will see a screen similar to the one in figure 3:
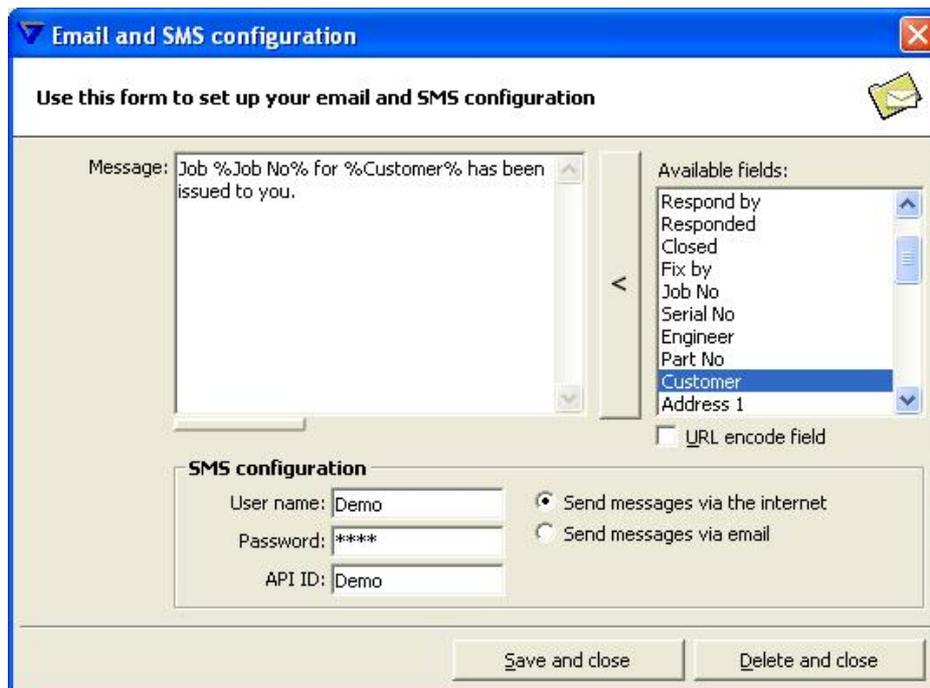

Figure 3 - configuring an SMS message

Type your message in the *message* box, including fields from the *available fields* list. As you type, you will see a small bar underneath the message change to reflect the amount of space left you can use in your message.

> **Note** SMS messages have a maximum length of 160 characters. Remember that any fields you include will not be the same size as the field name displayed when you actually send the message

You can choose whether to send your SMS messages to the SMS provider via the internet or via email. The internet method is quicker and your message is delivered directly to the provider; if your workstation does not have a connection to the internet, the email method is available.

Setting up your SMS account

Please refer to the document **MSA_SettingUpSMS.pdf** to assist you in setting up your SMS account.