

*Miracle Service* **Accent**<sup>™</sup>

Configuring

# email templates

in your escalation rule book

Version: 1.2

Date: November 2004

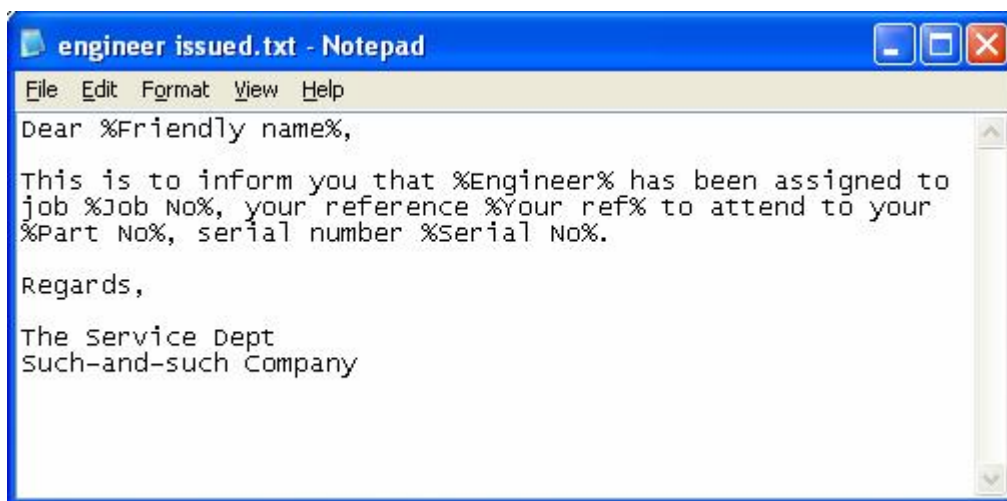
Reference: F:\Documents\WinWord\Manuals\Accent\MSA\Using email templates.doc

## How to configure the email templates

Miracle Service Accent allows you send email messages to nominated recipients when jobs reach a certain escalation rule. These messages are preconfigured and can not be changed. However, it is possible to write your own message that Miracle Service Accent will use when sending the email messages out.

These email *templates* are held in text files, which you can store anywhere, but for the sake of example, let us assume that we have created a folder in our AccentDB folder called *Templates* (for example, F:\AccentDB\Templates), and that we have a rule in one of our escalations called *Engineer issued*. We want the customer to receive an email whenever a job has been issued to an engineer so they are kept updated as to the status of the job.

In our *Templates* folder, use Notepad to create a file called "engineer issued.txt". The name is not significant to Miracle Service Accent, but it's easier to see what is what if we assign a sensible name. Now enter the following text:



Now save the file. Go back to Miracle Service Accent, open the escalation rule book and select or create the rule you want to use. Select the appropriate email options and enter the path and name of the file you created above in the option to *Use specific email template*. See Fig 1.

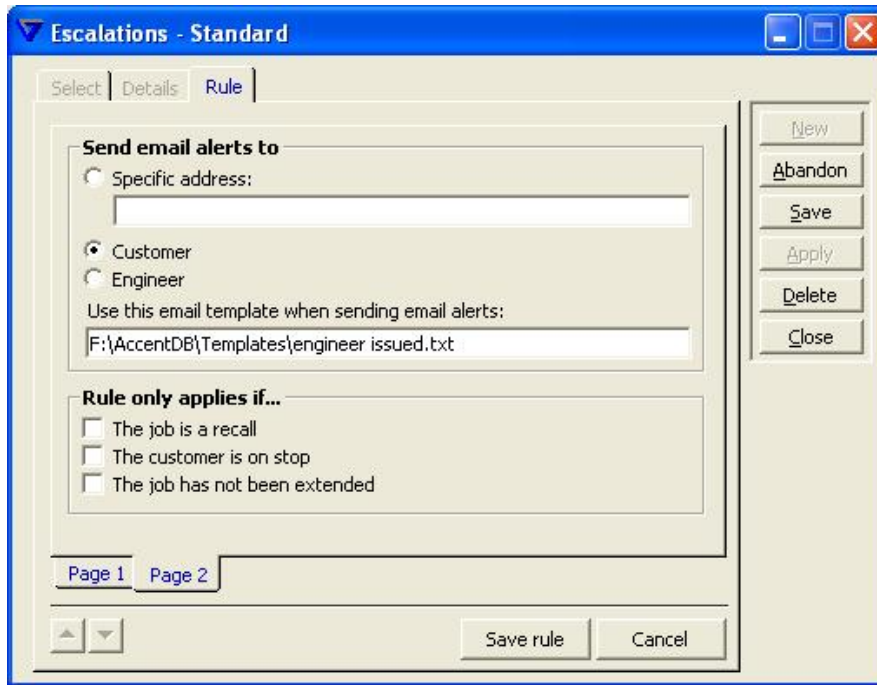


Figure 1 - Specifying the email template

Now, whenever this rule is triggered, an email will be sent to the customer's email address (if they have one) using the template we have just created.

## Specifying the fields in the template

The following field definitions can be used in the email templates:

Name	Description
Current date	
Current time	
Time in	Date and time job was logged
Respond by	Date and time job is to be responded by
Fix by	Date and time job is to be fixed by
Job No	
Serial No	Serial number of the machine the job is booked against
Item location	Location of item
Engineer	Engineer's name
Part No	Part number of the machine the job is booked against
Customer	Customer name
Address 1	First line of job address
Address 2	Second line of job address
Address 3	Third line of job address
Town/City	
County/State	
Post/Zip code	
Friendly name	First name of the contact (same as <i>first name</i> below)
Contact title	
Contact first name	
Contact surname	
Your ref	Customer's reference for the job
Fault	Fault comments
Fault code	Selected fault code
Fault description	Description of selected fault code
Last meter reading 1 Last meter reading 2 Last meter reading 3 Last meter reading 4 Last meter reading 5 Last meter reading 6	} Last meter readings for meters 1 to 6

### Notes

1. To use a field in the template, surround the field name by percentage characters (e.g., %Customer%); this is so Miracle Service Accent recognises it as a replaceable parameter and not the text you want to send out.
2. Field names are not case sensitive.