Notify AutoText 2.0

AutoText 2.0 represents a significant upgrade in communication management, offering robust features for both email and SMS notifications.

NEW

- All Notify Actions will now behave in a “Broadcast to All” manner. The previous “Broadcast to All” under the Notify Action Pattern Action Command has been removed.
- We've also created new menus for you to use. See below for details.
- Reverse Commands (these need to be set up if they do not already exist)
- Action Pattern Changes

Understanding Contact vs. Notify Actions

- A **Contact Action** handles one contact at a time, ensuring each action is completed before moving to the next.
- A **Notify Action** blasts out notifications to all contacts at once without waiting for responses, resulting in multiple correspondences to the same contact if they appear in different action items.

Notify Actions have three options:

1. **Email Notifications**

   AutoText 2.0 sends emails to all contacts on a list sequentially. Once all emails are sent, the system can automatically remove the action from the queue if set to auto-client cancelable. This ensures that all intended recipients receive the necessary information without manual intervention.

2. **SMS Notifications**

   - SMS Basic: Sends out notifications without expecting a response. It’s straightforward and used for simple alerts.
   - SMS Two-Way: Allows for interactive communication, where recipients can respond with predefined commands (e.g., canceling an alarm or requesting a callback). This feature enhances real-time interaction and ensures critical messages are acknowledged and acted upon promptly.

3. **Text to Speech**

   How the action progresses depends on any response back or time out.

Find the complete Notify AutoText 2.0 guide here:Notify AutoText 2.pdf

Find the document for AutoText 2.0 Setup in MediaGateway here:AutoText 2.0 setup.pdf

Find the video walkthrough for AutoText 2.0 Setup in MediaGateway here:

Your browser does not support HTML5 video.

For a brief eLearning on AutoText 2.0, find ithere

Find the MS SMS Alarm Notify.xml file here:ms-sms-alarm-notify.zip

Find the MS SMS Basic Notification.xml file here:ms-sms-basic-notification.zip

Find the MS SMS Extend OC Schedule.xml file here:ms-sms-extend-oc-schedule.zip

Here are all three files contained in a single .zip file:AutoText 2.0 files.zip

Find the MS Outbound Voice pass or fail call.xml file here:MS_Outbound Voice pass or fail call.xml

** NOTE: The MS Outbound Voice pass or fail call.xml isnot customer ready. This should be used only as a guideline if you want to create a similar menu for your environment. **