

# 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.
- Changes in Reverse Commands
- 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 MS SMS Alarm Notify.xml file here:[MS\\_SMS Alarm Notify.xml](#) 

Find the MS SMS Basic Notification.xml file here:[MS\\_SMS Basic Notification.xml](#) 

Find the MS SMS Extend OC Schedule.xml file here:[MS\\_SMS Extend OC Schedule.xml](#) 



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 is not customer ready. This should be used

only as a guideline if you want to create a similar menu for your environment. \*\*

---