## Canned Message Notification Feature

## Purpose of Canned Messages

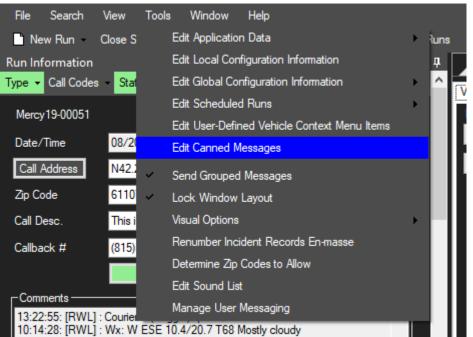
Quite often, notifications need to be sent via the ESSS Dispatch program to alert personnel of information specific to their job functions. With many different dispatchers creating these messages, it is hard to get a consistently formatted message to the recipient.

The Canned Message Notification feature allows the program administrator to created message templates, utilizing < and > characters to surround areas which should be replaced for specific information for the message.

When the dispatcher needs to send a canned message, they simply replace the data from the template with real information before sending out the notification.

## Canned Message Management

To manage the available canned messages, select from the main menu, "Tools / Edit Canned Messages".



ESSS Dispatcher : randy

<u>-</u>	Canned Message Management	— —
	Name	Message Text
	Another Message	Here is <another message=""></another>
	M2	This is the <second message=""></second>
	Riverside Code Strike Direct Transfer	Riverside Code Stroke Direct Transfer from <a href="https://www.eta.au/openation.com">https://www.eta.au/openation.com</a>
,	Some sort of text	This message says <some of="" sort="" text=""> so it can be read by <someone's name="">.</someone's></some>
(	Cancel	Done

The Canned Message Management dialog opens, displaying a screen such as this:

Within this screen, the user can create new messages by simply entering their name and text in the appropriate boxes on the line preceded by the \* character.

Modifications of the name and text can be done by simply typing the changes into the appropriate section.

Finally, deletion of a message is accomplished by clicking the box to the left of the message name, which will select the entire row. Then, press the delete key.

Once the user has finished managing all the canned messages, pressing the Done button will save them to the database, making them available to all dispatchers.

## Sending Canned Notifications to Recipients

The dispatcher can reach the canned message notifications under the "Request to report: / <agency name> / Send Canned Message to Users You Choose" menu option.

uns	Req	uest to report: Alert Vo	lume:		
<u></u> р		Metro Ambulance	•	Mercy: 838 Green Meadow Ave	
^	n -	Mercyhealth Rockford	•	Call EMTs	
		Durand Fire	•	Call Medics	
		Loves Park	•	Call Firefighters	losp.
		Pecatonica	•	Call Vehicle Operators	L `
		Rockton	•	Send Your Message to All Users	
		Shirland Fire	•	Send Your Message to Users You Choose	
1		WinBurSew	•	Send Canned Message to Users You Choose	
		Agency 9	•	Send Active Incident Notification to Selected Users	
		Agency 10	•		

When the dialog opens, the user will see a screen like below:

🖷 Prepare Canned Message to Send –	- 🗆	×
Message Identifier M2   Another Message   Message Text (press   M2   This is the <second< td="">   Riverside Code Strike Direct Transfer   Some sort of text</second<>	Next Replaceme	nt
	Cancel Send Messa	ige

The "Message Identifier" drop down list is populated with the names of the available canned messages. As the dispatcher selects one of the messages, the message text data is populated into the text box below, and the first replacement area is highlighted.

🖶 Prepare Canne	d Message to Send	-		×
Message Identifier	Riverside Code Strike Direct Transfer	~		
Message Text (pres	sing TAB or Next Replacement button moves to next edit area)			
Riverside Code Str	oke Direct Transfer from chospital name> ETA <xx> Minutes to <ir ct="" or="">.</ir></xx>		Next Replacem	ent
			Cancel Send Mess	

At this point, since there are replacement areas in the text box, the Send button is disabled. Once all replacement areas have been modified, the send button will become active.

The user can type the replacement data on the highlighted text, and then either press the Next Replacement button, or press the TAB key to move to the next area requiring modification.

As indicated earlier, now that all replacement areas from the template have been modified, the message is ready to send, according to the enabling of the Send Message bottom at the bottom right.

🖷 Prepare Canned Message to Send	-		×
Message Identifier Riverside Code Strike Direct Transfer	~		
Message Text (pressing TAB or Next Replacement button moves to next edit area)			
Riverside Code Stroke Direct Transfer from Javon Bea Riverside ETA 8 Minutes to CT		Next Replacem	ent
		Cancel	
		Send Mess	age

After pressing the Send Message button, the user is taken to the dialog to select message recipients. If the Cancel button had been selected, the window would have closed with no notifications being transmitted to recipients.