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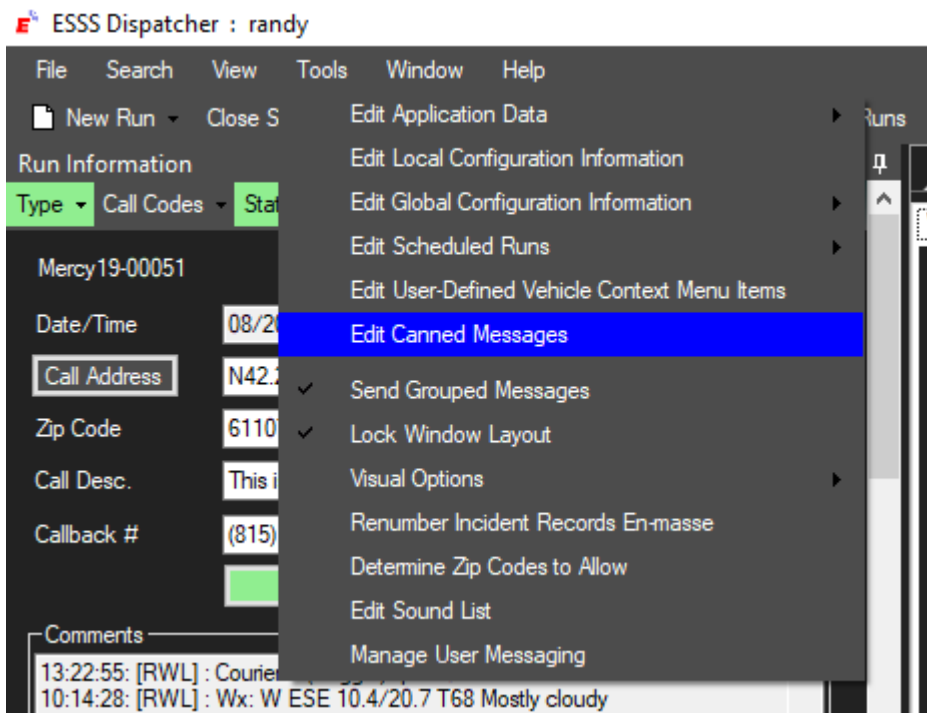
The Canned Message Management dialog opens, displaying a screen such as this:

	Name	Message Text
	Another Message	Here is <another message>
	M2	This is the <second message>
	Riverside Code Strike Direct Transfer	Riverside Code Stroke Direct Transfer from <hospital name> ETA <xx> Minutes to <IR or CT>.
✏	Some sort of text	This message says <some sort of text> so it can be read by <someone's name>.
✱		

Canned Message Management — □ ✕

Cancel   Done

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.
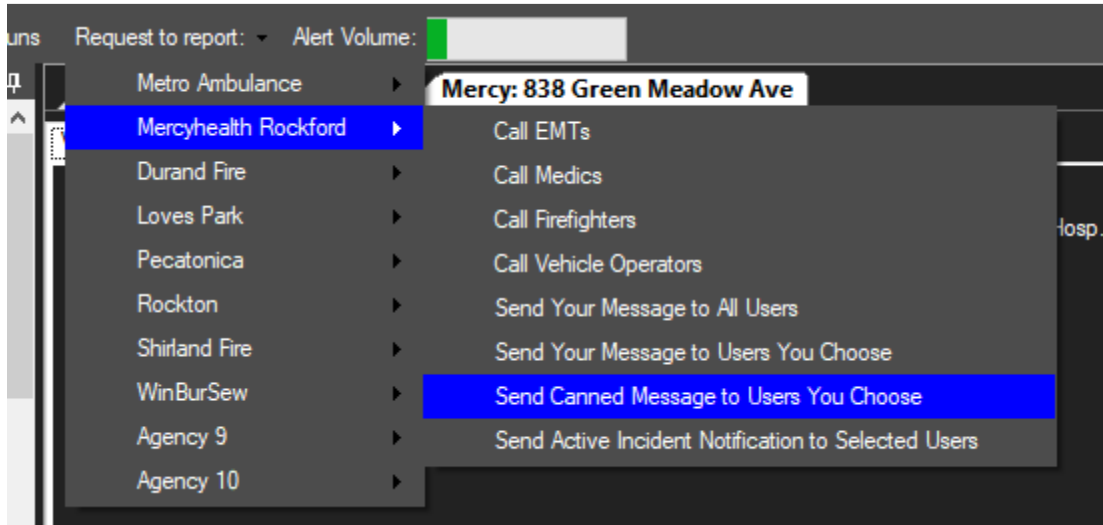
When the dialog opens, the user will see a screen like below:
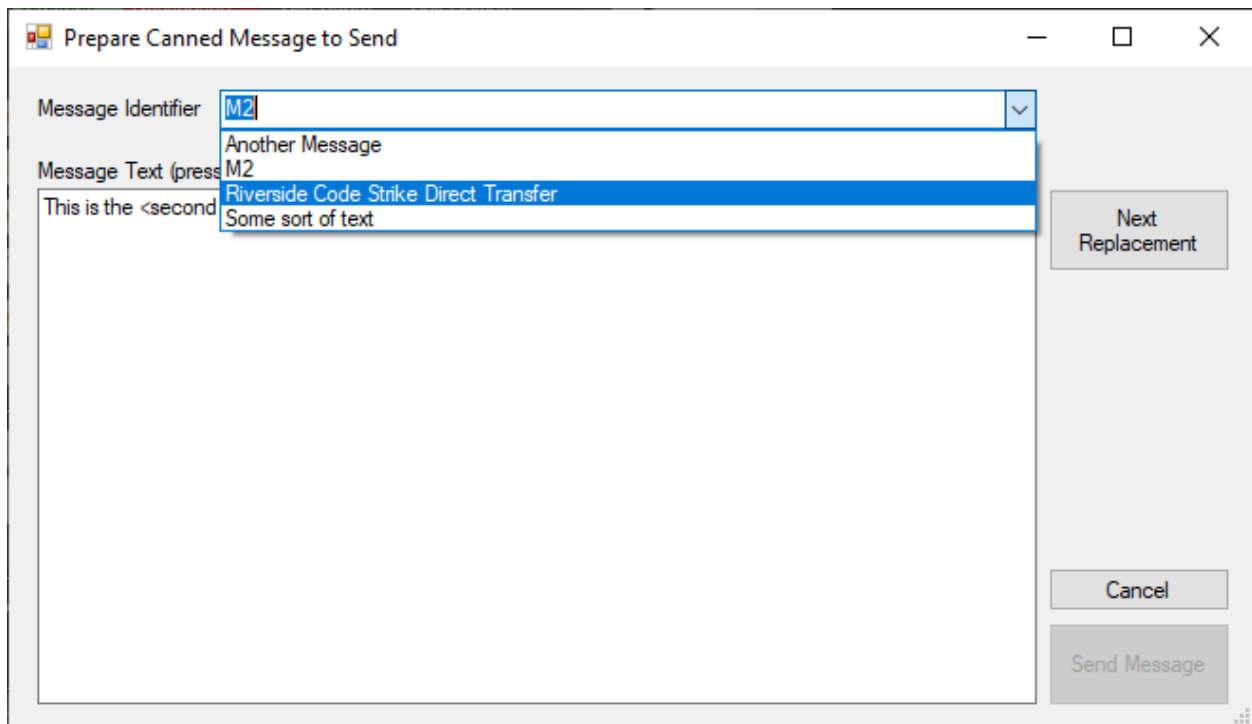
The "Message Identifier" drop down list is populated with the names of the available canned messages. As the dispatcher selects one of the messages, the message text data is populated into the text box below, and the first replacement area is highlighted.
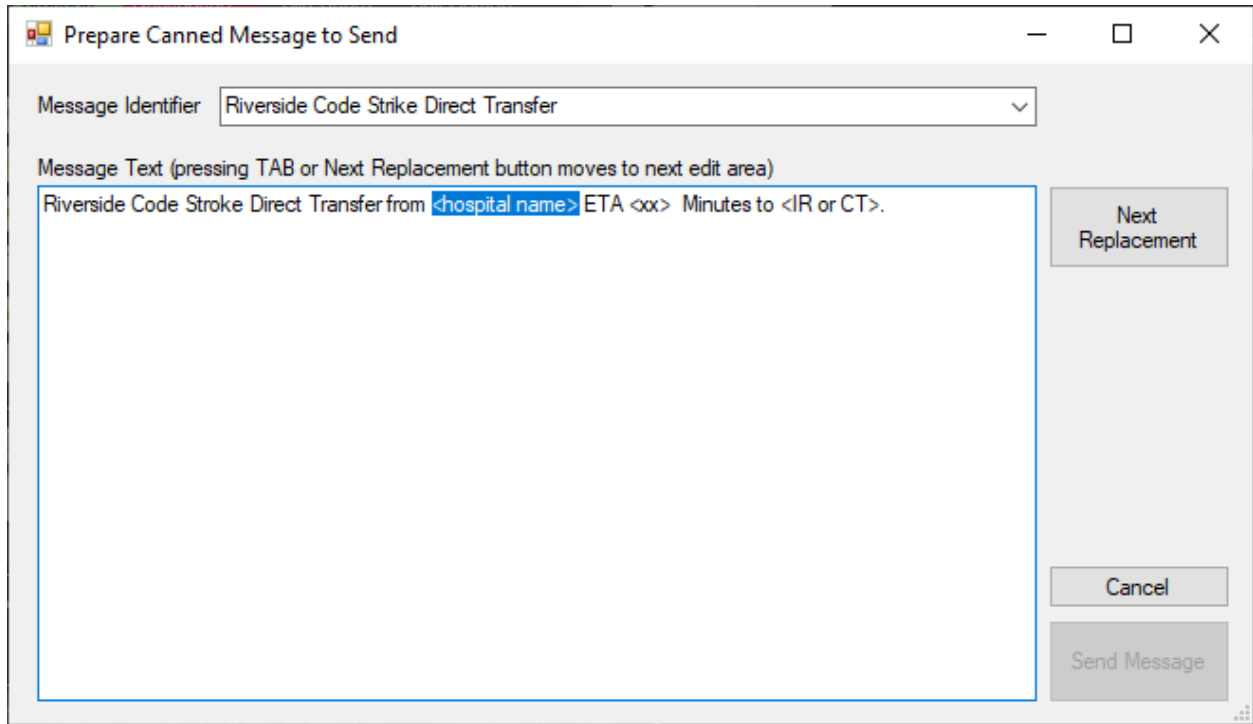
At this point, since there are replacement areas in the text box, the Send button is disabled. Once all replacement areas have been modified, the send button will become active.

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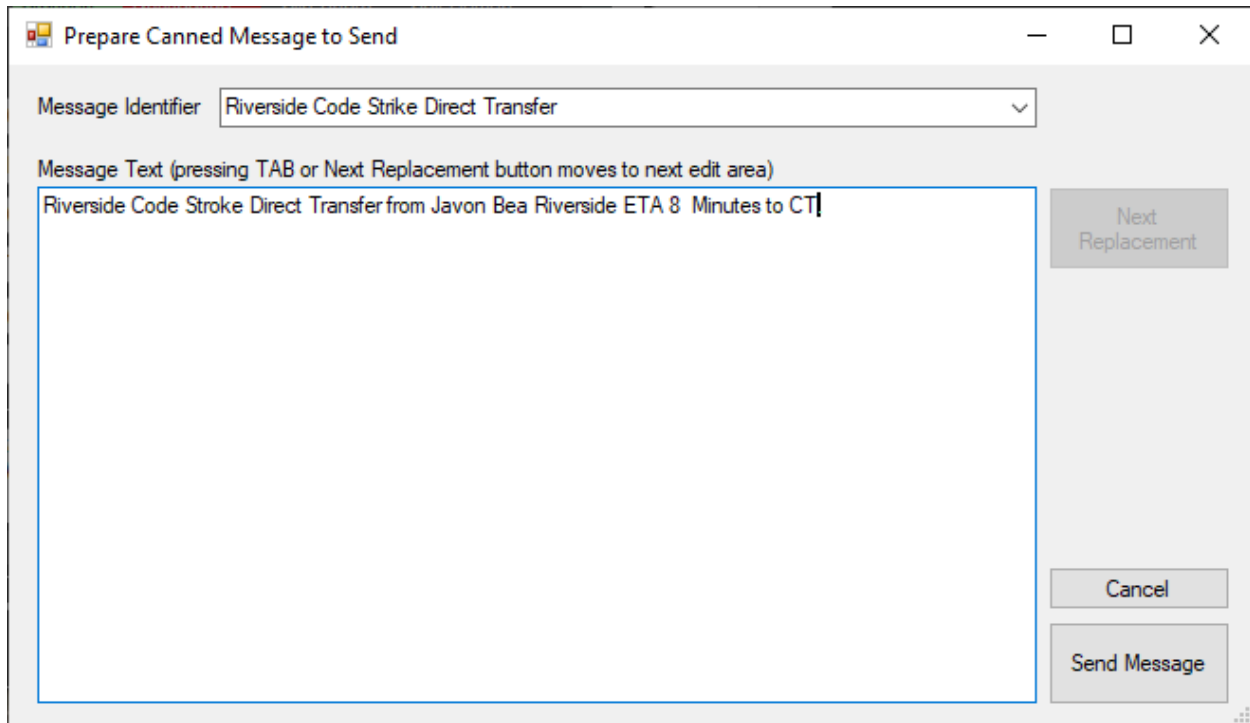
After pressing the Send Message button, the user is taken to the dialog to select message recipients. If the Cancel button had been selected, the window would have closed with no notifications being transmitted to recipients.