

# **CM05: Automated Messaging**

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## 1.1. Introduction

Automated messages are triggered in Florida Safe Families Network (FSFN) by saving a piece of work that is flagged to send a pre-defined message to another Florida Safe Families Network user via electronic mail.

The function of the automated message is to send information about a business process to another user using e-mail without requiring action on the part of the user. If the message is undeliverable, the sender will receive a notice that the message was undeliverable.

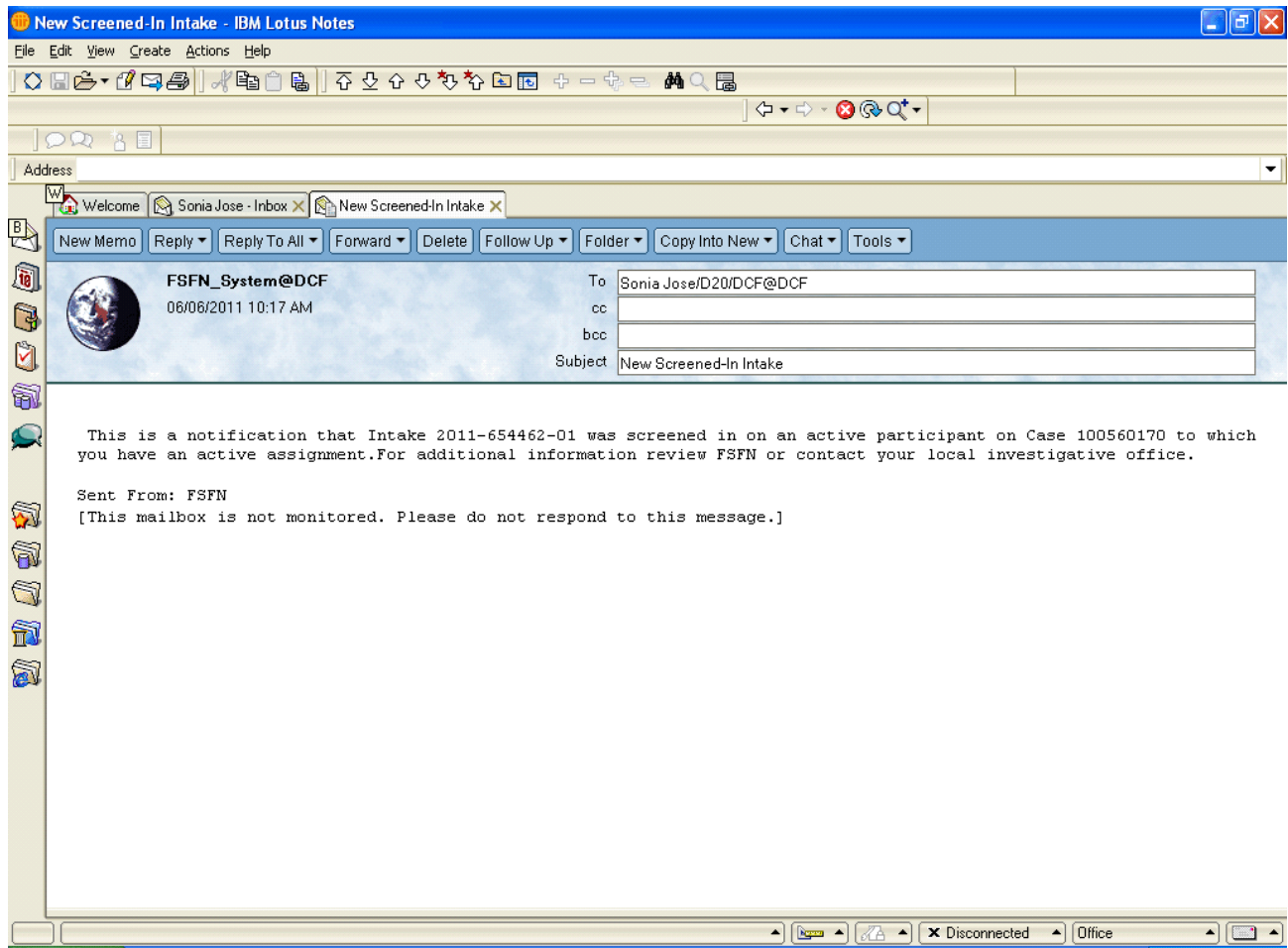
Each automated message will have a “To” field, a “Cc” field, a “Subject” field, and a “Message” field. The fields are populated by the business process as specified during detail design, thereby relieving the user of the responsibility for creating and sending the message. The Automated Message recipients are derived by a module’s background processing.

The “To” field will be populated and the Automated Message will be routed to the appropriate recipient. The “From” field will always contain [FSFN\\_System@DCF](mailto:FSFN_System@DCF), but the name of the worker whose actions generated the email will not be included in the “Sent From: FSFN/” field that is actually within the body of the email. The “Cc” field also contains worker’s or workers’ mail ID and determines who should receive a copy. The “Subject” field is filled by the calling business process. The “Message” field is predetermined text defined by the business function and contains the IDs of the pieces of work that are important to the recipient, including the name and email address of the worker from whom the automated message is generated.

The recipients of automated messages (all names populating the “To” and “Cc” fields) are notified through the standard tone and graphical representation depicting a new e-mail message as supported by the Mail application. It is the recipients’ responsibility to go into the Mail application and review the message.

An example of how the automated process works is illustrated by the assignment process. When the supervisor completes an assignment to a worker and selects the Assign button on the Create Worker Assignment page, an automated message is immediately generated to the recipient of the assignment through background processing informing the recipient that they have an assignment. Details of the contents of the automated messages can be found in the CM02: *Worker Assignment* topic.

The following is an example of an automated message in Florida Safe Families Network:



In Florida Safe Families Network, all mail is processed through **DCF Central Mail server**. Because Florida Safe Families Network uses a **Mail** server, all mail sent in Florida Safe Families Network must be sent to an internet addressable mail address (mailuser@maildomain). For some Florida Safe Families Network users, it would be their user name followed by “@dcf.state.fl.us. For other users like CBC’s and Sheriffs offices, other e-mail formats will be utilized. As long as Florida Safe Families Network users have a valid internet mail address attached to their worker record and are sending to a valid internet mail address, automated messages will be sent and received without issue.



## **1.2. Pages**

None

### **1.2.1.1. Page Overview**

None

### **1.2.1.2. Page Information**

None

### **1.2.1.3. Background Processing:**

None

### **1.2.1.4. Save Processing:**

None

### **1.2.1.5. CRUD Matrix:**

None

## **1.3. Inventories**

### **1.3.1. Table Descriptions**

None

### **1.3.2. Reference Data**

#### **1.3.2.1. Drop Downs**

None

#### **1.3.2.2. List Boxes**

None

### **1.3.3. Automated Messages**

None

### **1.3.4. Checklists**

None

### **1.3.5. Ticklers**



None

**1.3.6. Notifications**

None

**1.3.7. Templates**

None

**1.3.8. Reports**

None

**1.3.9. Triggers**

None

**1.3.10. Batch Programs**

None

**1.4. Requirements Covered In This Paper**

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