

Messenger Communications

How to Create an IC Communication to Student Households		
		<p>1. The first thing you will need to do is build your message template. Start by going under Index>Messenger>Message Designer</p>
		<p>2. Next you will create a new template. Click the New Template button in the Saved Templates window.</p>
	<p>3. In the template window, enter in a Template Name, then type in the text you want the automated voice to read. This is also the text that will be Emailed to the audience you are targeting for the message. You can also have the Messenger use a recorded voice message (see instructions for creating a recorded WAV file for this purpose-Wav File Instructions.doc) by checking the 'Use WAV file' button.</p> <p>If not using a WAV file go to step 6.</p>	
	<p>If the 'Use WAV file' button is checked, you will be prompted in a window to locate the WAV file.</p> <p>4. Click Browse button, navigate to the WAV file, click on the file to highlight and click Open.</p>	

	<p>5. Click Save icon.</p>
	<p>6. Save the template by identifying the group or user account you want to save the template to, by choosing from the list in the 'Organized To' field. Then click Save Format.</p>

Message Builder

	<p>1. To link your message with a filter and then send the message. This is done in the Message Builder. Navigate to Index tab, Messenger folder, Message Builder link.</p>
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	<p>2. In the Saved Filters window, select the appropriate filter</p> <p>3. In the Saved Templates, navigate to and select the Message you want to send.</p> <p>4. Leave Set Operation at Intersection In the Deliver To: options, Select Student Messenger Contacts -Calls the phone numbers for those flagged messenger in the relationships for the students.</p> <p>5. Student-Calls the phone numbers for Household numbers for students.</p> <p>6. Select Message For Each Student or One Message Limit Choose the Language Filter from the drop down list. No Language Preference-Calls all people in the list en US: US English-Calls only people in the list with this preferred language selected in the personal contacts section in the census/demographics window. es MX: Spanish- Calls only people in the list with this preferred language selected in the personal contacts section in the census/demographics window</p> <p>7. Enrollment Filter should have Message Only</p>
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Message Subject:

Message Type:

Delivery Devices: Email Phone

Start Delivery on:

Send Emails at:

Dial Window: until

https://campus.dpsk12.org - Test Message - Microsoft Internet Explorer

File Edit View Favorites Tools Help

TEST MESSAGE

To send a test of this message to yourself, enter the phone number or email address you would like the test to be delivered to and test values to replace the fields on the message.

Subject:

Destination Phone #:

Destination Email:

student.firstName:

student.lastName:

*Note: If the dialer is currently busy your test message will wait in the queue until it is ready to dial, so you may not receive this message immediately. To check the status of the dialer view the Dialer Activity report.

Done Internet

Message Subject:

Message Type:

Delivery Devices: Email Phone

Start Delivery on:

Send Emails at:

Dial Window: until

8. Type **Message Subject**
9. **Message Type:**
High Priority Notification sets the priority as high in the Dialer queue, before all other Message. **Used only in emergency General** Notification sets the message as normal in Dialer queue, used most often is Behavior and Attendance messages.
10. **Delivery Devices:** Check **Email** and **Phone**. This will send message to devices that are checked.
11. Select or type the **Start Delivery On:**
12. Type the time in **Send Emails at:**
13. Type the **Dial Window** start time and **Until** time. Be sure to use am and pm format.
14. **Click Test Message button to make sure it is the message you want to send**
15. Fill in Subject
16. Fill in the Destination Phone#
17. Fill in the Destination Email
18. Click Send Test button to get a call and/or an email of the selected information
19. **Preview Message** at this time. This window will show you the subject and message, message body of the text going out in the email, and read by the automated voice, if the WAV file method was not used. You will see Recipient, **Phone count, and Email Count** for messages to be delivered, and email count.

Message Preview

Select Review Recipients to view the people and devices this message is being sent to.
Select Send Message deliver this message.

Subject: Back to School Night Message
 Body: This is your childs school calling to remind you that back to school night is August 24th at 6 p.
 Speech File: Automatic Text-To-Speech of Message Body
 Recipient Count: 218
 Phone Count: 202
 Email Count: 24

20. **Review Recipients;** Un-check the boxes next to recipients or devices to prevent them from receiving the message.

Uncheck the boxes next to recipients or devices to prevent those from receiving the message.
Select Save Recipients when completed to save changes and return to the Message Preview.
Select Cancel to return to the Message Preview without saving.

Sort By Student Name

Count	Recipient Name	Student Name	Preview
1	<input checked="" type="checkbox"/> Aceve...	Kevin	
	<input checked="" type="checkbox"/> (303)3...		
2	<input checked="" type="checkbox"/> Aco...		
	<input checked="" type="checkbox"/> (303)5		

21. Select **Save Recipients** when completed to save changes and return to the **Message Preview**. Select **Cancel** to return to the **Message Preview** without saving.

Message Preview

Select Review Recipients to view the people and devices this message is being sent to.
Select Send Message deliver this message.

Subject: Back to School Night Message
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22. Click **Send Message** button, and the message will be sent.

Viewing Sent Messages

1. Begin from the **Index** tab, **Messenger** folder
2. Click the **Sent Messages** link.

Show top 10 messages on or before: 06/26/2006

Subject	Created Date
Student Attendance	05/30/2006 11:00:00 AM
Student Attendance	05/30/2006 10:00:00 AM
Student Attendance	05/25/2006 11:12:00 AM
Student Attendance	05/25/2006 10:24:00 AM
Student Attendance	05/25/2006 09:54:00 AM
Student Attendance	05/24/2006 11:05:00 AM
Student Attendance	05/24/2006 10:00:00 AM
Student Attendance	05/24/2006 09:54:00 AM
Student Attendance	05/24/2006 09:04:00 AM
Student Attendance	05/23/2006 11:00:00 AM

Message

Subject: Student Attendance Type: Attendance

Created Date: 05/30/2006 11:00:00 AM Sent By: Jeffrey Braa

Attendance Date: 05/30/2006 Attendance Calendar: 290 05-06

[View Delivery Report](#)

- Type or select the date of the message
- Click the 'View Delivery Report' button.
- Sample report of message, from the **Sent Messages View Delivery Report** button.

Sent On: 05/30/2006 11:00:02 AM

Attendance Parameters:

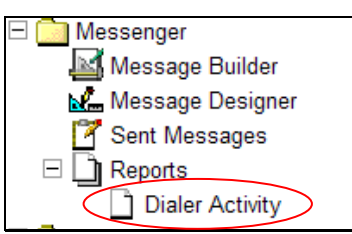
Effective Date:	05/30/2006	Status:	Absent
Calendar:	290 05-06	Excuse:	Unknown
Grade Level:	All	Min Periods:	1

Body:

Hello, This message is from Maxwell Elementary. We have it recored that you child student.firstName student.lastName is absent today attendanceDialer.effectiveDate . Please call the school at 303-576-6557 to let us know why your student is absent.

Recipient Name	Student Name	Device	Job Status
Parajas, Fabiola Details: 05/30/2006 11:02:29 AM	Barajas-Rivera, Alan 07200740214	(720)374-2014	Completed Call Completed Normally - Delivery Confirmed By Recipient
Berber, Zulema Details: 05/30/2006 11:03:47 AM 05/30/2006 11:03:03 AM 05/30/2006 11:05:19 AM	Delgado, Jorge 0303079293	(303)307-8293	Out Of Service Operator Intercept - Check Dialed Number Operator Intercept - Check Dialed Number Operator Intercept - Check Dialed Number
Bryant, Juliette Details: 05/30/2006 11:02:32 AM	Bryant, Matys 0303073449	(303)371-3449	Completed Call Completed To Answering Machine
Campeal, Dennis Details: 05/30/2006 11:05:59 AM 05/30/2006 11:03:04 AM	Campeal, Faith 03030768406	(303)375-0406	Max Attempts Operator Intercept - Check Dialed Number Call Was Stopped Before Connection

Viewing Reports Dialer Activity-Status of Message



- Begin from the Index tab, Messenger folder
- Reports, Dialer Activity link



View your dialer activity for a given date.

Date:

All Messages: All Messages Active Messages Only

Generate Report

Sample Message

	Subject	Recipient	Phone	Status	Delivery Start Time	Student	Attendance Date (if Attendance)
<input type="checkbox"/>	Student Attendance	Alicia Gonzalez	(720)929-3834	Completed	05/30/2006 10:30:08 -0600	Alicia Gonzalez	May 30 2006
<input type="checkbox"/>	Student Attendance	Beverly Burnett	(303)373-4734	Completed	05/30/2006 10:30:12 -0600	Larry Webster	May 30 2006
<input type="checkbox"/>	Student Attendance	Maria Martinez	(303)921-3838	Completed	05/30/2006 10:30:15 -0600	Patricia Martinez	May 30 2006
<input type="checkbox"/>	Student Attendance	Jocelyn Rice	(303)373-4838	Completed	05/30/2006 10:30:19 -0600	Monique Rice	May 30 2006
<input type="checkbox"/>	Student Attendance	Shamska Oliver	(720)374-0539	Completed	05/30/2006 10:30:22 -0600	Rajshaven Taylor	May 30 2006
<input type="checkbox"/>	Student Attendance	Ramona Marcano	(720)983-2830	Completed	05/30/2006 10:30:25 -0600	Julin Comanche	May 30 2006
<input type="checkbox"/>	Student Attendance	Lita Madrano	(720)983-3132	Completed	05/30/2006 10:30:28 -0600	Rajesh Madrano	May 30 2006
<input type="checkbox"/>	Student Attendance	Andre Cervelli	(720)434-2838	Completed	05/30/2006 10:30:28 -0600	Antwan Cervelli	May 30 2006
<input type="checkbox"/>	Student Attendance	Magdalena Estrada	(720)921-0837	Completed	05/30/2006 10:30:30 -0600	Magdalena Estrada	May 30 2006

- In the **Dialer Activity** window, type or select the date from the calendar icon
- Click the radio button next to either **All Messages** or **Active Messages**.
- Click the **Generate Report** button.

- The report will display the following information about the status of the message.

Subject, Recipient, Phone, Status, Delivery Start Time, Student Name, and Attendance Date (if Attendance).

Messenger Preferences for Person and Household

Index, People, Demographics Tab

Messenger Preferences

Contact Reason	High Priority	Attendance	Behavior	General	Teacher
* Household Phone: (303)727-9495	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Phone:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work Phone:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cell Phone:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* Household phone preferences apply to all active members of this household.

Person and Household Phone numbers:
The numbers that are called in Infinite Campus are the ones selected in the **Messenger Preferences** area and in the Relationship tab of the student.

Student Information, People, Relationship Tab

Relationships within the **Primary Household Relationships

Name	Gender	Relationship	Start Date	End Date	Seq	Guardian	Mailing	Portal	Messenger	Private
Abell, Elwin M	M	Father	08/24/2007		1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bowman, Paula F	F	Step-Mother	08/22/2002			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>