Location Intelligence
Infrastructure Asset Management

Confirm®

Confirm Alerts and Notifications

v26.30a.AM

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October 02, 2026

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Alerts and Notifications

There are several Alerts modules available in Confirm. They all are used to Alert a user to a particular event which has happened or is about to happen in Confirm. Alerts can be delivered to an email address, a Confirm Inbox or both.

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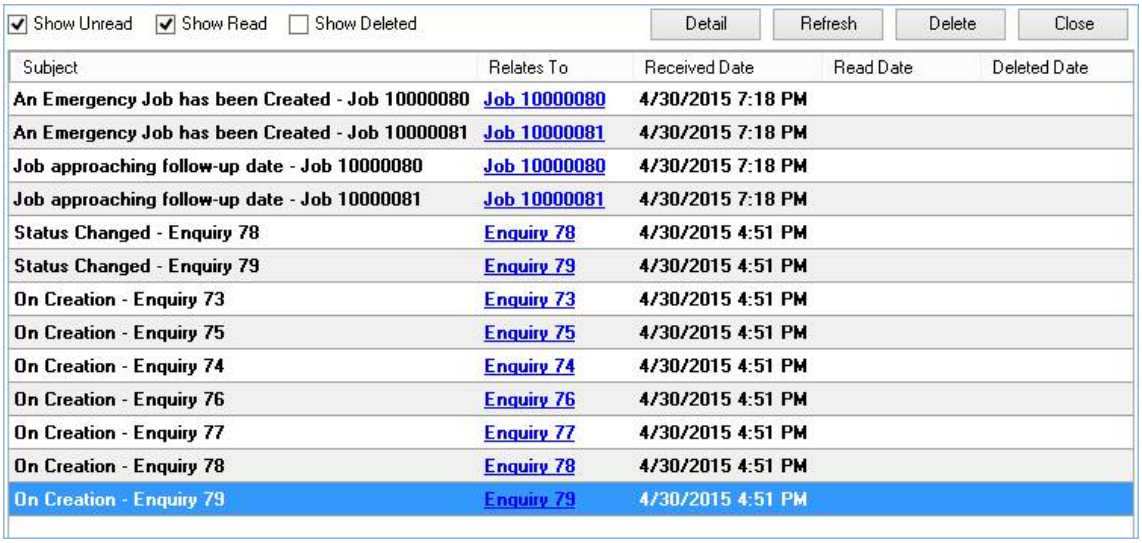
Internal Messages Screen

The Internal Messages screen shows all the Messages received by the current User within Confirm. Messages will be stored in the database and retrievable on this screen if the User has their Message Preference option appropriately set on the User Security screen.

Messages viewable on the Internal Messages screen may originate from any of the following:

- Enquiry Alerts
- Job Alerts
- Offence Alerts
- Street Works Alerts

The messages are shown in order of being received, with the most recent first. Unread messages are shown in bold.



The checkboxes at the top of the screen are used to configure the combination of messages to be displayed:

Checkboxes	Description
Show Unread	Unread messages are displayed. This option is on by default.
Show Read	Read messages are displayed. This option is on by default.
Show Deleted	Deleted messages are displayed. This option is off by default.

The buttons on the screen perform actions as described below.:

Buttons	Description
Detail	Click to view the detail of the currently selected Message (alternatively, double click any Message in the view). Once viewed, the Message will be marked as Read.
Refresh	Messages received while the Internal Messages screen is open will not be added to the screen. Click the Refresh button to retrieve any new Messages from the database.

Buttons	Description
Delete	Click to mark a Message as deleted. The Message will immediately disappear from the view unless ‘Show Deleted’ is checked. Note: messages are not deleted from the database.

The Confirm toolbar holds an icon that shows the state of the Internal Messages. More information on the icon can be found in **Internal Messages Button** on page 7

The **‘Relates To’** column shows the Confirm record from which the Internal Message originated, e.g. ‘Enquiry 409’ or ‘Job 2000345’. Clicking this field, either on the Internal Messages screen or on the detail of an Internal Message, will open the relevant screen and show the record in question. This is subject to the User having access to the screen and to the particular record.

Internal Messages Button

The Internal Messages button on the Confirm toolbar launches the Internal Messages screen for the current User, or refreshes the screen if it is already open.

This icon is only visible if:

1. At least one of the Confirm Alerts modules is enabled.
2. The Users 'Message Preference' is set to send messages to the Confirm Internal Messages screen.

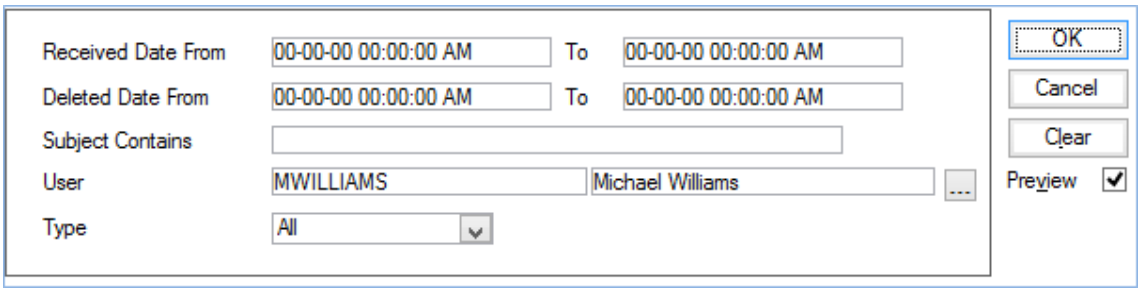
When the User logs in to Confirm, the system will check for Internal Messages for that User, and show one of the following icons on the toolbar:

Button State	Description
	There are some unread messages, and at least one has arrived since the User last read a new message, or deleted a message without reading it.
	There are some unread messages.
	There are no unread messages.

Clicking the button will open the Internal Messages screen showing the User’s messages. Refreshing the screen, reading any message, or deleting any message, will update the toolbar to show one of the three icons above. The icon is also refreshed regularly by a timer. The timer defaults to every 5 minutes, but can be altered for a particular User on the 'General User Settings' screen. If the Internal Messages screen is open when this time is reached, it will be refreshed to show any new messages that have arrived and the toolbar will be updated to show one of the three icons above. If the Internal Messages screen is not open, the toolbar will still be updated. See **System Administration\General User Settings** for further information.

Internal Messages Cleardown

This batch utility is used to permanently delete old messages of specified users from the database so they do not show on the Internal Messages screen. This utility is useful to administer Internal Message boxes that grow too large.



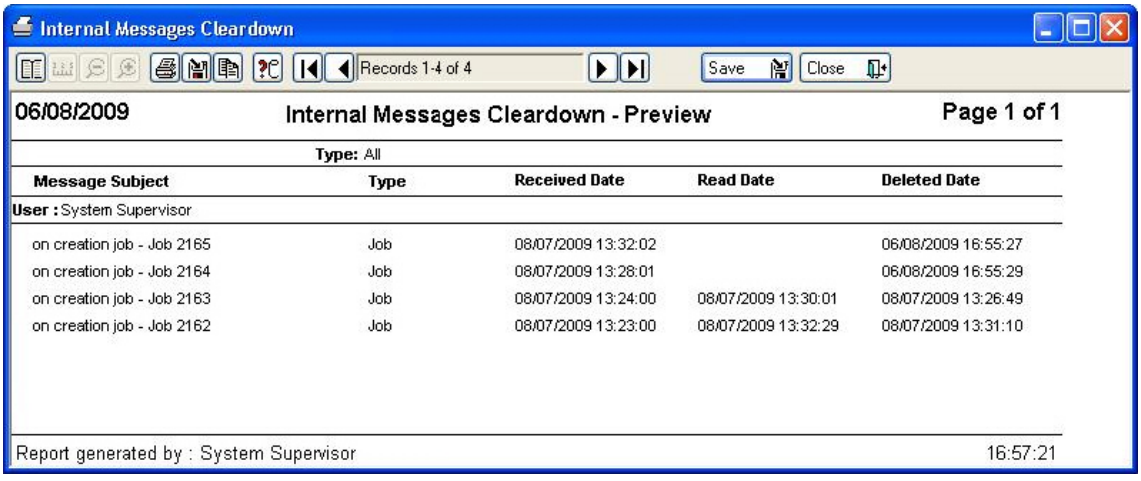
The fields specify filter criteria to select messages that will be included in the cleardown.

Field	Description
Received Date From/To:	Date/Time fields that will, if set, cause the permanent deletion of messages received between the two dates.
Deleted Date From/To:	Date/Time fields that will, if set, cause the permanent deletion of messages marked as deleted between the two dates.
Subject Contains:	A text field that will, if set, further filter the selection of messages for permanent deletion to those containing the specified text in their subjects.
User:	Filter the selection to only messages for the specified user.
Type:	Filter the selection to only messages of the specified type.

Note: Only deleted messages (those with a Deleted Date) can be included in the cleardown

The Clear button resets all the fields to the default blank state.

Click OK to run the cleardown. If the Preview checkbox is ticked then the candidates for deletion are presented for review before the permanent deletion happens.



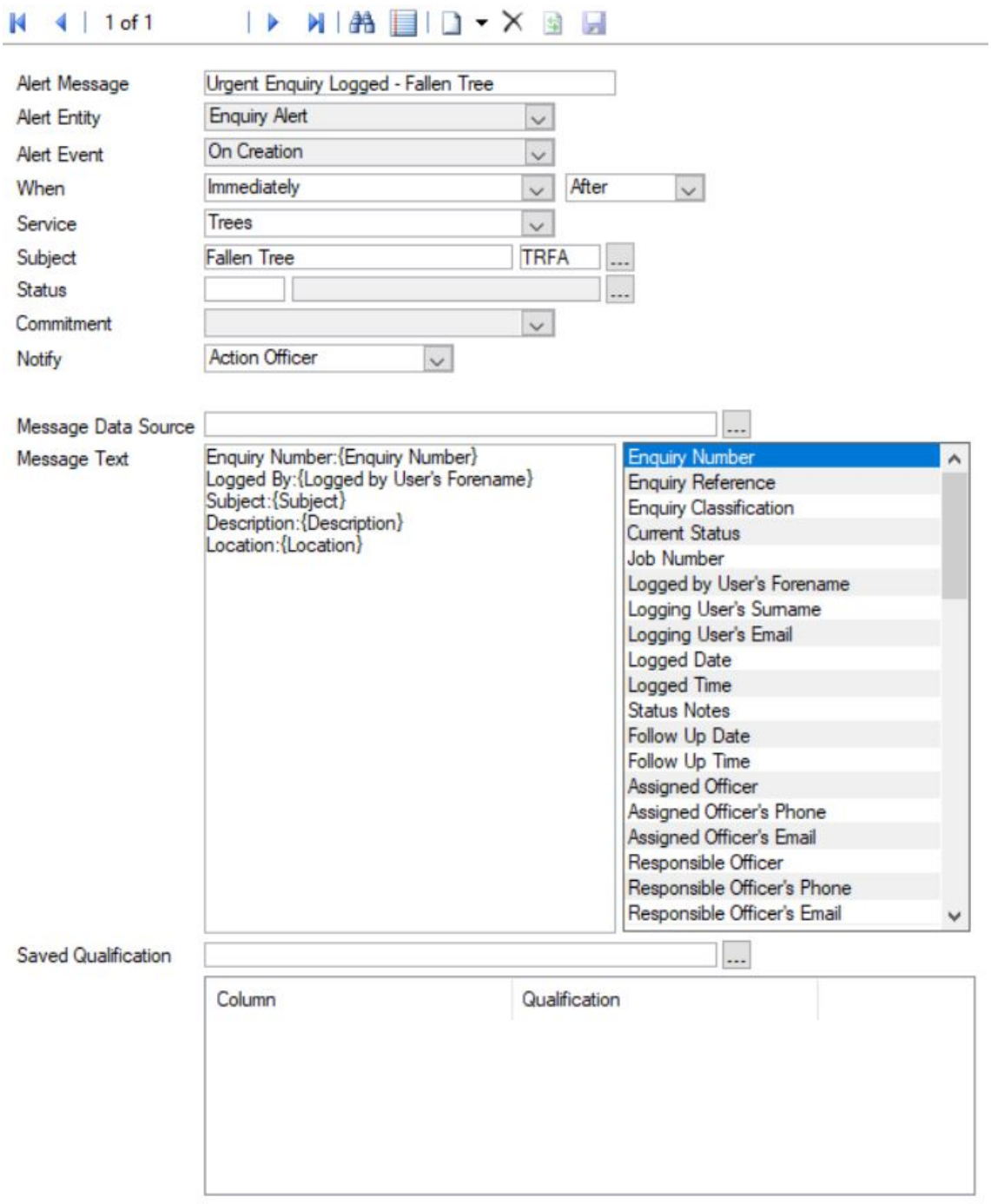
Click the Save button on the preview screen to permanently delete the messages.

Alert Types

Enquiry Alert Type

(CS – Alerts and Notifications module)

The Enquiry Alerts system will send an Alert to the selected people, notifying them of the selected event, and giving the message outlined in the Lookup when specified criteria are met.



Field	Description
Alert Message	The text entered here will make up the subject line of the Alert
Alert Entity	Select from: • **'Commitment Alert'** – to set up an Alert based on the progress of Commitments • **'Enquiry Alert'** – to set up an Alert based on the progress of Enquiries.

Field	Description
Alert Event	The options available depend on the Alert Entity selected. Commitment Alerts: • **'On Creation'** - when a Commitment is set against an Enquiry and that Enquiry is saved. • **'Follow-up'** - a given time before or after the Follow Up /Target date for the Commitment. • **'Resolved'** - on the date on which the Commitment is fulfilled. Enquiry Alerts: • **'Creation'** - when an Enquiry is first raised and saved. • **'Follow-up Date'** - a given time before or after the Follow Up date is reached for the Enquiry. • **'Officer Reassignment'** - when the Enquiry Action Officer is changed. • **'Resolved'** - when the Enquiry achieves a Status that is not 'Outstanding'. • **'Status Changed'** – when the Status of an Enquiry is changed. **Note:** With the exception of 'Follow-up Date', the Enquiry Alerts will be based on the Effective Date of the Status change that triggered them.
When	Select the period of time from the drop down, and specify 'Before' or 'After' in the following field to determine whether the Alert should be sent the selected time before or after the Follow-up date is reached. The drop down list references the 'Follow-up' lookup.
Service	Select a Service from the drop down list. The drop down list references the Type of Service lookup. **Customer Services\Enquiry Lookups**
Subject	Select from the pick list. The pick list references all the Subjects listed against the Service entered in the field above. **Customer Services\Enquiry Lookups**
Commitment	This option is only available for Commitment Alerts. Select from the drop down list to restrict the Alert to the selected Commitment Type. The drop down list references the Commitment Type lookup. **Customer Services\Enquiry Lookups**
Status	This option is only available on Enquiry Alerts. Select the Status that will trigger the Alert when this Status is entered for an Enquiry with the above Service and Subject. The pick list references the Status lookup. **Customer Services\Enquiry Lookups**

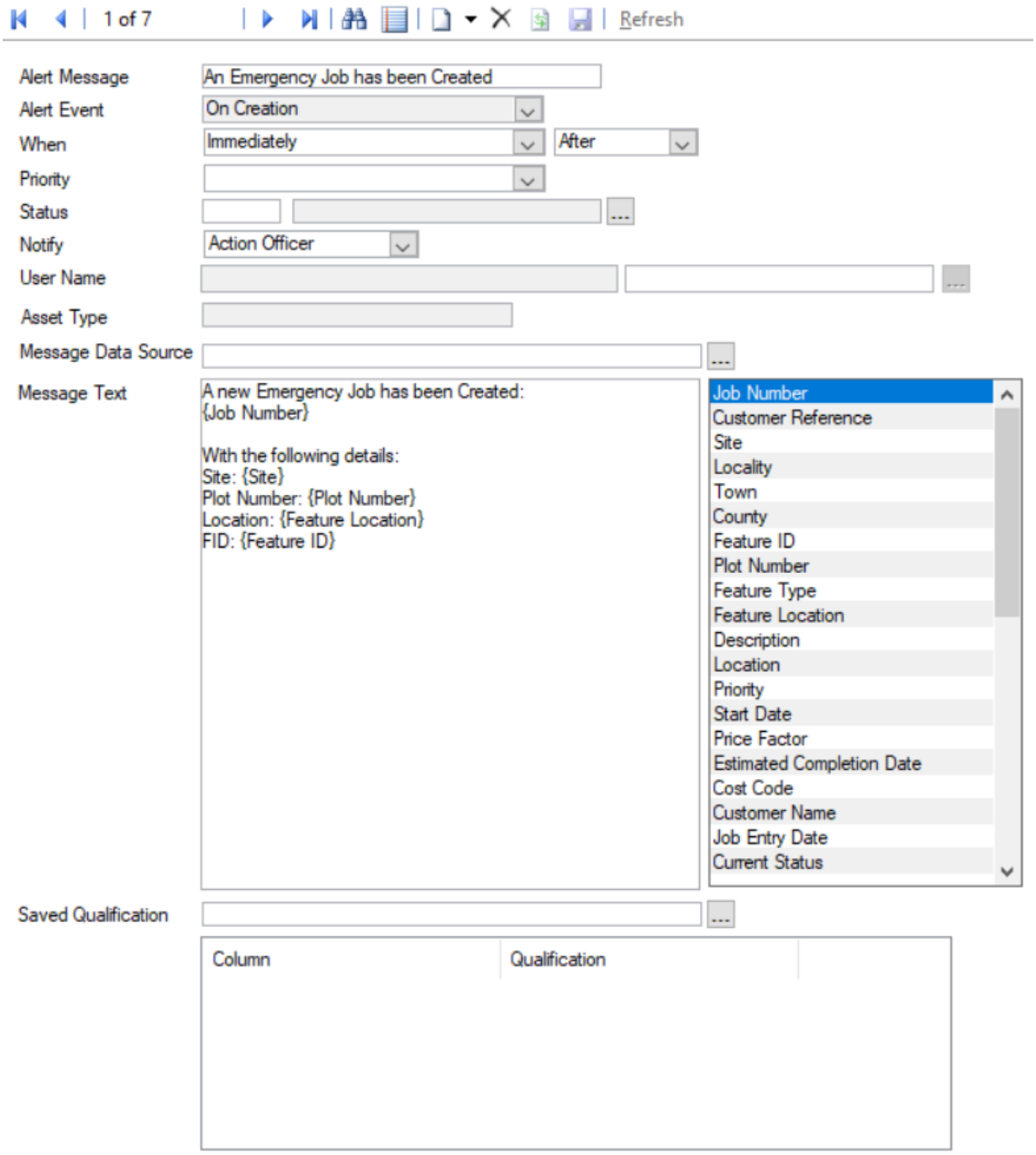
Field	Description
	Note: If an Alert is required that triggers on Status change, it is possible to create a Alert for each Status, which triggers on an 'Immediate' Follow Up.
Notify	Select who should be notified from the drop down list: • **'Action Officer'** - the Action Officer entered in the Action Officer field of the Enquiry when the Alert falls due. The Action Officer must be linked to a User record for the Alert to be sent. The Alert will be sent according to the User's Message Preference (None, Email, Internal or Both). • **'Originator'** - the User who is entered in the 'Logged By' field of the Enquiry, that is, the User who first logged the Enquiry. The Alert will be sent according to that User's Message Preference (None, Email, Internal or Both). • **'Responsible Officer'** - the Action Officer entered in the 'Responsible Officer' field of the Subject selected for the Enquiry. The Action Officer must be linked to a User record for the Alert to be sent. The Alert will be sent according to that User's Message Preference (None, Email, Internal or Both). • **'User'** - the user selected in the 'User Name' field below. The Alert will be sent according to that User's Message Preference (None, Email, Internal or Both). • **'All Enquiry Customers'** - all Customers who are linked to the relevant Enquiries. • **'Enquiry Contact'** - the person entered in the Contact field of the relevant Enquiries. • **'Data Source'** - Select this to generate alerts based on a Data Source. The specified Data Source must contain a column named 'Email Address' and have a linked table to the appropriate table (central_enquiry or enquiry_commitment) . When an Alert is due to be sent, the Data Source will be retrieved for the Enquiry or Commitment in question and the Alert sent to the address obtained from the 'Email Address' column for each record returned. Note this could result in no Alert being sent if no records are returned, or the Alert being sent to more than one address if several records are returned. See **Alerts/Alerts Data Sources** for more information.
User Name	This field is only available when 'User' has been selected in the 'Notify' field above. Select a User from the drop down list. The drop down list references the User Security library. Note: Email addresses must be entered for all Users where a User or an Action Officer is to receive an Alert via email. Where Customers are to receive the Alert, their Email address much be entered in the relevant Customer records. Where a Contact is to receive the Alert, an Email address must be entered in the Contact Email field of the relevant Enquiries. **System Administration\Security**
Message Data Source	A Message Data Source may be specified if the Message Text for the Alert Type needs to include details not available in the standard list of fields on the screen. Selecting a suitable Data Source will result in the list of fields being updated to reflect those in the Data Source. See **Alerts/Alerts Data Sources** for more information.

Field	Description
Message Qualification	If a Message Data Source has been specified, it is also possible to specify a Message Qualification, either by choosing an existing Saved Qualification or qualifying the Data Source directly in this screen. This is a flexible way of specifying the Enquiries for which a particular Alert Type is applicable. For example qualifying the Message Data Source to restrict the Enquiry Subject to a certain list of Subjects would mean the Alert would only be generated for Enquiries of a Subject in that list. See **Alerts/Alerts Data Sources** for more information.
Message Text	Enter here the message to be sent in the Alert Email. The text may include any of the merge fields listed to the right of the text entry box. The merge field will enter into the message text the relevant entries for the selected Enquiries and (where the email in being sent to a Customer) Customers. Double click on a merge field name in the list to place it in the text at the current insertion point. (CS – Extended Attribute module) Where Enquiry Attribute Types have been assigned to Subjects, these may be included in the message text. The Attributes are listed as Attribute1, Attribute2, ... , Attriubte10. These correspond to real Service/Subject attributes by mapping the real attribute with the lowest display order number to Attribute1 and then the real attribute with the next lowest display order number to Attribute2 and so on. Attributes can only be used where a Service and Subject is specified for the Alert. Note: If no message text is entered in this field, then a summary of the Enquiry details will be sent as the message. This field supports HTML format. User need to construct an HTML message using any HTML editor and paste it in HTML form in the Message text. Like to enter Confirm in bold and italics, the corresponding HTML form will be “Confirm“ It is possible to send an **image** including the Document Link image as part of HTML message. It is also possible to provide a link to an Enquiry in the Alert Email, allowing the recipient to view the Enquiry in Confirm Customer Services on the web. The URL takes the following form: https://ConfirmWebServer/ConfirmWeb/CustomerServices/index.html?tenant=TestDB#/enquiries/{Enquiry Number} Note that the recipient will need a valid Confirm user account and User Security access to Customer Services to be able to access the link.

Job Alert Type

(Job Alerts Module)

The Job Alert system will send an Alert to the selected people, notifying them of the selected event, and giving the message outlined in the Lookup.

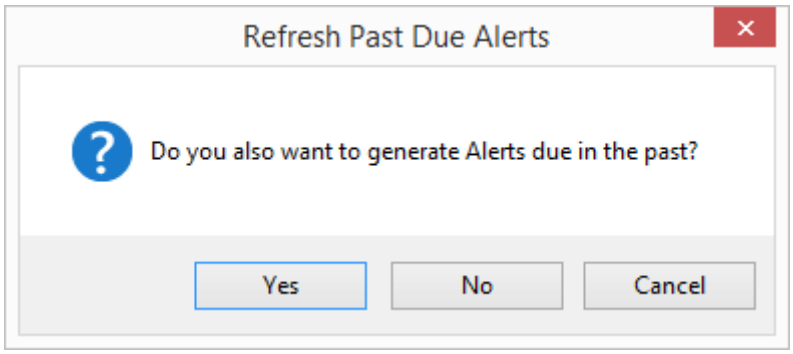


Field	Description
Alert Message	The text entered here will make up the subject line of the email.
Alert Event	Select from the drop-down list the event that will trigger the Alert. Events are actions carried out to the Job. These are: • **'Creation'** - when an Job is first raised and saved. • **'Follow-up Date'** - a given time before or after the Job Status Follow Up date is reached. • **'Officer Reassignment'** - when the Job Action Officer is changed. • **'Resolved'** - when the Job achieves a Status at which it is not 'Outstanding'. • **'Estimated Completion Date'** - To base the Alert on the Estimated End Date of the Job. • **'Status Changed'** – when the Status of a Job is changed.

Field	Description
	Note: Before an Estimated Completion Date Alert is sent the Task processor will check the Actual completion date for the Job and if this is set the Alert will not be sent out.
When:	Select the period of time from the drop down, and specify ‘Before’ or ‘After’ in the following field to determine whether the Alert should be sent the selected time before or after the Follow-up date is reached. The drop down list references the ‘Follow-up’ lookup. **Asset Maintenance\Maintenance Lookups**
Priority:	Select a Priority from the drop down list. The drop down list references the Priority lookup. **Asset Maintenance\Maintenance Lookups** This field may be left blank to select Jobs of all Priorities.
Status:	Select the Job Status which will trigger the Alert at the period of time 'before' or 'after' the Status Follow up specified in the 'When' field. The pick list reference the Job Status lookup. **Asset Maintenance\Maintenance Lookups** This field may be left blank to disregard Job Status in the selection of Jobs for the Alert. Note: This field cannot be used for Estimated Completion Date Alerts.
Notify:	Select who should be notified from the drop down list: • **'Action Officer'** - Select this to email the Action Officer entered in the Action Officer field of the Job when the Alert is triggered. The Action Officer must be linked to a User record for the Alert to be sent. The Alert will be sent according to that User’s Message Preference (None, Email, Internal or Both). • **'Contractor'** - Select this to email the Contractor specified on the Order which contains the Job. The Contractor record must contain an email address. **Contract Preparation\Contractor** • **'Data Source'** - (Reporting module) Select this to generate alerts based on a Data Source. The specified Data Source must contain a column named ‘Email Address’ and either have a linked table to the 'job' table or contain a column named ‘Job Number’. When an Alert is due to be sent, the Data Source will be retrieved for the Job Number in question and the Alert sent to the address obtained from the ‘Email Address’ column for each record returned. Note this could result in no Alert being sent if no records are returned, or the Alert being sent to more than one address if several records are returned. See **Alerts/Alerts Data Sources** for more information. • **'User'** - Select this to alert the specified User in the ‘User Name’ field. The Alert will be sent according to that User’s Message Preference (None, Email, Internal or Both).

Field	Description
User Name / Data Source:	**'User Name'** - This field is only available when ‘User’ has been selected in the ‘Notify’ field. Either type in the required User's User ID or use the pick button to search for it. The pick list references the User Security library. **System Administration\Security** **'Data Source'** - This field is only available when ‘Data Source' has been selected in the ‘Notify’ field. Select a Data Source from the pick list. **Reporting\Reporting Lookups**
Asset Type:	When the 'Data Source' Notify Option is selected, this field will display the database asset that the current User is logged into. Data Source Alert Types will be protected from edit if viewed in a different database asset (e.g. Alert created in Highways but viewed in Grounds). Note: Email addresses must be entered for all Users where a User or an Action Officer is to receive an Alert via email. Where a Contractor is to receive the Alert, their Email address must be entered in the relevant Contractor record.
Message Text:	Enter here the message to be sent in the Alert email. The text may include any of the merge fields listed to the right of the text entry box. The merge field will enter into the message text the relevant entries for the selected Jobs. Double click on a merge field name in the list to place it in the text at the current insertion point. Note: This field supports HTML format. User need to construct an HTML message using any HTML editor and paste it in HTML form in the Message text. Like to enter Confirm in bold and italics, the corresponding HTML form will be “Confirm“ It is possible to send an **image** including the Document Link image as part of HTML message. It is also possible to provide a link to a Job in the Alert Email, allowing the recipient to view the Job in Confirm on the web. The URL takes the following form: https://ConfirmWebServer/ConfirmWeb/app/index.html?tenant=TestDB#/job/{Job Number} Note that the recipient will need a valid Confirm user account and User Security access to Jobs to be able to access the link.
Message Data Source	A Message Data Source may be specified if the Message Text for the Alert Type needs to include details not available in the standard list of fields on the screen. Selecting a suitable Data Source will result in the list of fields being updated to reflect those in the Data Source. See **Alerts/Alerts Data Sources** for more information.
Message Qualification	If a Message Data Source has been specified, it is also possible to specify a Message Qualification, either by choosing an existing Saved Qualification or qualifying the Data Source directly in this screen. This is a flexible way of specifying the Jobs for which a particular Alert Type is applicable.

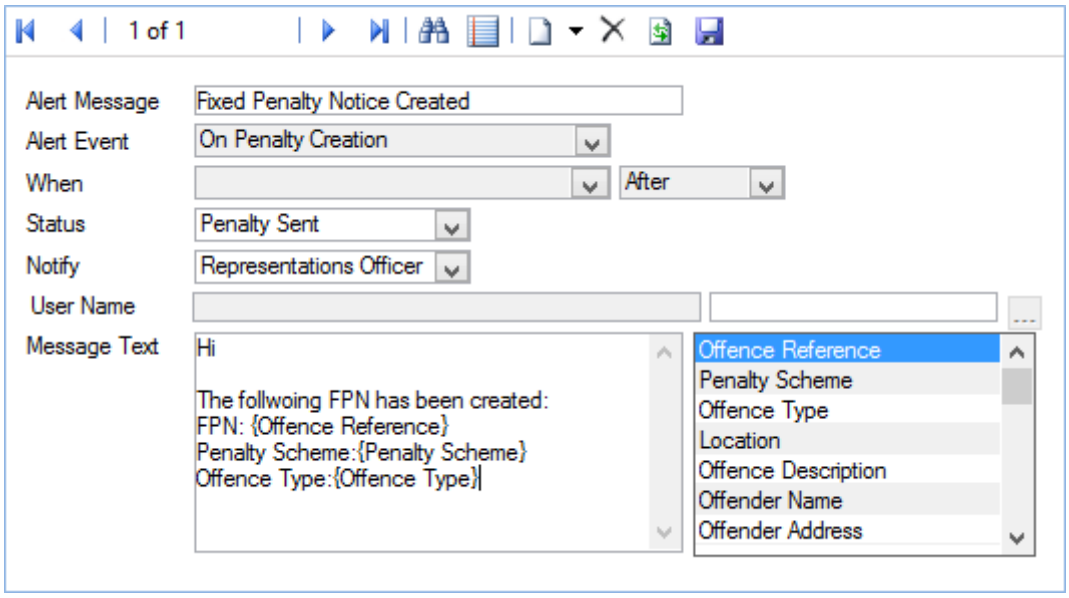
Field	Description
	For example qualifying the Message Data Source to restrict the Job Status to a certain list of Status would mean the Alert would only be generated for Jobs of a Status in that list. See **Alerts/Alerts Data Sources** for more information.

Button	Description
Copy:	This will create a new Alert Type that is a duplicate of the currently selected one.
Refresh:	This button is available when the Alert Event is 'Estimated Completion Date'. When clicked, it will cause all of the Alerts for the current Alert Type to be deleted and then regenerated to ensure the pending Alerts are valid. To refresh the Alerts the Alert Type must first be saved. This facility will prompt the user if they wish to generate retrospective Alerts (i.e. Alerts that would be immediately overdue). Click 'Yes' to create all Alerts, 'No' to create only those that will be effective in the future and 'Cancel' will cancel the entire refresh operation. 

Offence and Fixed Penalty Notice Alert Type

(FPN Alerts - Module 2710)

The Offence and FPN Alerts system ill send an Alert to the selected person, notifying them of the selected event, and giving the message outlined in the Lookup when specified criteria are met.



Field	Description
Alert Message	Specify what the Subject for the Alert shall be. The type of alert and record number will be appended to the end of this field i.e. 'Alert message - Offence/Penalty - number'.
Alert Event	Specify when the alert should be triggered. Select from: • **'Offence Created'** - The alert will be triggered when the Offence record has been saved. • **'Penalty Created'** - The alert will be triggered when an FPN has been created from an Offence. • **'Offence Date'**, **'Penalty Issue Date'**, **'Due Date'**, **'Discount Date'** - The alert will be triggered based on the date specified.
When:	This field is available if a 'Date' Alert Event has been selected. Select the period of time from the drop down, and specify 'Before' or 'After' in the following field to determine whether the Alert should be sent at the selected time before or after the trigger date is reached. The drop down list references the 'Follow-up' lookup. **Asset Maintenance\Maintenance Lookups**
Status:	Optionally select the Offence/FPN Status which will trigger the Alert.
Notify:	Select who should be notified from the drop down list: • **'User'** - Select this to alert the specified User in the 'User Name' field. The Alert will be sent according to that User's Message Preference (None, Email, Internal or Both). • **'Issuing Officer'** – Select this to notify the Action Officer specified on the Offence screen if a Fixed Penalty Notice has been issued for the Offence. The Action Officer must be linked to a User record for the Alert to be sent. The Alert will be sent according to that User's Message Preference (None, Email, Internal or Both). • **'Representations Officer'** – Select this to notify the Action Officer specified on the Offence Type screen. The Action Officer must be linked to a User record for the Alert to be sent. The Alert will be sent according to that User's Message Preference (None, Email, Internal or Both).

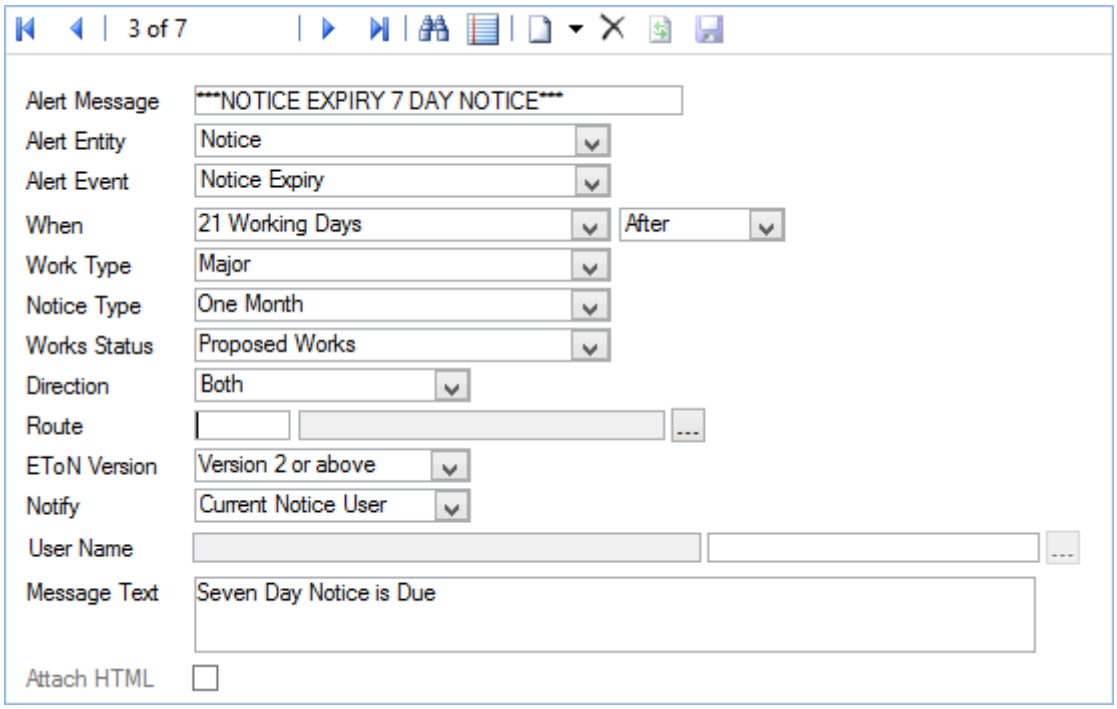
Field	Description
User Name	This field is only available when ‘User’ has been selected in the ‘Notify’ field. Either type in the required User's User ID or use the pick button to search for it. The pick list references the User Security library. **System Administration\Security**
Message Text:	Enter here the message to be sent in the Alert email. The text may include any of the merge fields listed to the right of the text entry box. The merge field will enter into the message text the relevant entries for the selected Jobs. Double click on a merge field name in the list to place it in the text at the current insertion point. Note: This field supports HTML format. User need to construct an HTML message using any HTML editor and paste it in HTML form in the Message text. Like to enter Confirm in bold and italics, the corresponding HTML form will be “Confirm“ It is also possible to send an image like company logo as part of HTML message.

Button	Description
Copy:	This will create a new Alert Type that is a duplicate of the currently selected one.

Street Works Alert Type

(EToN Alert Agent module)

The Street Works Alert system will send an Alert to the selected people, notifying them of the selected event, and giving the message outlined in the lookup as well as the details of the Notice, Inspection or Comment to which the Alert relates.



Field	Description
Alert Message:	The text entered here will make up the subject line of the Alert.
Alert Entity:	Select from the drop down list the event that will trigger the Alert. Select from: • **'Comment'** - Upon receipt of a Comment whose Comment Type has its Alert Flag set an email will be sent. • **'Emergency'** - At the Start date/time of works whose Charge Group is set to 'Emergency' (that is Emergency, Special Urgent, and Urgent types). • **'Inspection'** - Upon receipt of a failed Inspection result i.e. with an Inspection Outcome with a status of 'Failed' in the Inspection Outcome lookup. • **'Notice'** - Upon receipt of a Notice (as defined in the 'Alert Event' field below). • **'Notice Sequencing'** - When the next Notice in a Noticing sequence is due e.g. if a One Month notice is issued in week 1, the works due to start in week 4, the effective date would be the start of week 3 when the Seven Day Notice is due. This Alert Entity only picks up Notices for EToN 1-3 Works. • **'Occupation'** - The date on which an overrun begins (i.e. the Proposed End Date is reached on a Notice which is set to 'Work in Progress'). • **'Reinstatement'** - Six months after an interim reinstatement (where no Permanent reinstatement has taken place). This is calculated by adding six months to the Site date of any Site carrying a Status that is flagged as 'Interim'.
Alert Event:	For all Alert Entities except 'Notice', this field is set to 'On Creation' and may not be edited. If the Alert Entity 'Notice' is selected in the field above, it is possible to select from: • **'Notice Expiry'** - If a Notice matches the selection criteria and the specified follow-up period has expired, an Alert will be created based on the Notice Issue Date. This is intended as a reminder Alert to perform an action on the Notice e.g. send the next Notice in sequence. If the next Notice version has been created but not exported, the Notice will still be considered and Alerts will be sent. • **'Overlapping Works'** - To send an Alert when a Notice is received for Works that overlap with any other Works, Events or Diversions being carried out in the Street. This is based on the Start date and end dates (Est. End or Complete) for any Works, Events or Diversions that have a Site record with the same Street. • **'Permit Response'** - To send an Alert for Notices that relate to making Permit Applications, including PAA Applications and Variations. A new Notice related to Permit Applications will clear any Permit Response Alerts that are already present for the Works, and regenerate them appropriately. If a Permit Application is granted, revoked or refused, all Permit Response Alerts for the Works will be cleared. If a new Notice unrelated to Permit Applications, such as an Actual Start Notice, is received, this will have no effect on any Permit Response Alerts that are already present on the Works. Permit Date will be included in the message text. • **'Proposed Start'** - To send an Alert based on the Works Start Date. Use the 'When' fields to specify when the Alert should be sent e.g. 1 day before the Proposed Start Date. • **'Revised Duration'** - To send an Alert when a Notice is received in which the Estimated End date does not match the Estimated End date of the previous Notice in the sequence. A System Setting determines whether the

Field	Description
	Alert is sent in all cases, or only when the Estimated end date is later than on the previous notice. **Street Works Lookups\Street Works System Settings** **Note:** Future dated Alerts with an Alert Event of 'Notice Expiry' and 'Proposed Start' will not be sent if subsequent Promoter Notices are created, such as Confirmation, Error Correction and Actual Start Notices. These Alerts will still be sent if only Authority Response Notices are created against the Works, such as Directions, Authority Comments and Grant Permit Notices.
When:	Select the period of time from the drop down, and specify ‘Before’ or ‘After’ in the following field to determine whether the Alert should be sent the selected time before or after the Alert Event. The drop down list references the ‘Follow-up’ lookup.
Work Type / Notice Type / Work Status:	Specify the filter criteria that need to be met in order to trigger sending the Alert. Alerts with an Alert Event of 'Proposed Start' will trigger if a Notice that meets the criteria specified has further Authority response Notices sent / received against it.
Direction:	This option will filter according to whether the Notice, Comment or Inspection has been sent or received. Select from: • **'Both'** - Both Incoming and Outgoing records will trigger this Alert Type. • **'Incoming'** - The From Organisation for the Notice, Inspection or Comment is used to determine the direction. If the Organisation is not flagged as an 'Initiator' then it is an 'Incoming' record. • **'Outgoing'** - The From Organisation for the Notice, Inspection or Comment is used to determine the direction. If the Organisation is flagged as an 'Initiator' then it is 'Outgoing' record.
Route:	Selecting a Route will cause this Alert Type to only be activated when a Notice contains at least one of the Sites in the selected Route.
EToN Version:	Specify the EToN version that this Alert Type is valid for. This will check the EToN version that is in use for the recipients of a Notice. If there is more than one, the highest version will be used. Select from: • **'Version 1 only'** - This alert will only be sent if the recipient(s) use EToN version 1. • **'Version 2 and above'** - This alert will be sent if the recipient(s) use EToN version 2 and above.
Notify:	Select who should be notified from the drop down list: • **'Action Officer By Route'** - Any Action Officer that has any of the Sites on the Works in their Route set on the Action Officer screen. The Action Officer must be linked to a User record for the Alert to be sent. The Alert will be sent according to that User’s Message Preference (None, Email, Internal or Both). **Inspection Lookups\Action Officer**

Field	Description
	• **'Current Notice User'** - The User entered in the 'Logged By' field of the latest Street Work Occupation record. The Current user must be linked to a User record for the Alert to be sent. The Alert will be sent according to that User's Message Preference (None, Email, Internal or Both). • **'Notice Owner'** - Where the Notice was originated in Confirm (rather that having been received through EToN), the Alert is sent to the contact for the originating Organisation. The Alert will be sent to the owner's Email. • **'Originating User'** - The User entered in the 'Logged' field of the first Notice received in a Works Header. The Alert will be sent according to that User's Message Preference (None, Email, Internal or Both). • **'Specified User'** - The user selected in the 'User Name' field below. The Alert will be sent according to that User's Message Preference (None, Email, Internal or Both).
User Name:	This field is only available when 'Specified User' has been selected in the 'Notify' field above. Either type in the required User's User ID or use the pick button to search for it. The pick list references the User Security library. **System Administration\Security** Note: Email addresses must be entered for all Users who are to receive an Alert. If no email address is found, the Alert will be sent to the Task Processor Supervisor.
Message Text:	Enter here the message to be sent in the Alert email. Note: All messages will contain details of the Works Notice; Message Text is additional to this. This field supports HTML format. User need to construct an HTML message using any HTML editor and paste it in HTML form in the Message text. Like to enter Confirm in bold and italics, the corresponding HTML form will be "Confirm"
Attach HTML:	This will only be available where the Alert Entity is set to 'Emergency', 'Inspection' or 'Comment'. Check the box to attach an HTML version of the Emergency Notice, Defective Inspection or the Comment. This is only applies to Alerts sent by Email.

Alerts Data Sources

Data Sources can be used in two ways in configuring Alerts:

- For Enquiry Alert Types and Job Alert Types, a Notify option of Data Source may be selected for an Alert Type. The Alerts and Notifications Agent will use this Data Source when processing an Alert, to determine which Email Address(es) to send the Alert to.
- For Enquiry and Job Alerts, a Message Data Source may be selected. This then allows the Message Text for the Alert Type to be configured using all the fields in the Data Source rather than the standard set of fields usually available.

The details of how each kind of Data Source works and must be configured are outlined below.

See **Data Sources** for general information on configuring Data Sources.

Configuring a Notify Data Source

Note: This option is currently available only for Enquiry Alert Types and Job Alert Types.

A Data Source to be used as the Notify option for an Alert Type is configured as follows:

- It must have a character column called 'Email Address' to return the destination for the Alert.
- For Enquiry Alert Types, it must have a Linked Table to either the 'Central Enquiry' or the 'Enquiry Commitment' table, depending on the Alert Entity, so that it can be retrieved for a particular record.
- For Job Alert Types, it must have a Linked Table to the 'Job' table, or alternatively a column called 'Job Number', so that it can be retrieved for a particular record.

The Data Source will be retrieved when an Alert is to be sent. If a single record is retrieved, the Alert will be sent to the Email Address contained in the 'Email Address' column. If multiple records are retrieved, the Alert will be sent separately to multiple Email Addresses, ignoring any repeated values and blanks.

If the Notify Data Source retrieves no records, no Alert will be sent, allowing rules of Alert applicability to be built into the Data Source definition.

Note: If the Notify Data Source retrieves more than 50 records, this is assumed to be an issue with the Data Source being configured incorrectly, and is treated as an error. In this case an email will be sent to the Agent Supervisor and no Alerts will be sent.

The example Data Source below is intended to return a list of the Email Addresses of all Councillors for the Ward where an Enquiry is located.

```
SELECT
   central_enquiry.enquiry_number,
   central_site.site_code,
   central_site.site_name,
   councillor.ward_code,
   councillor.councillor_code,
   councillor.councillor_name,
   councillor.councillor_email as email_address
FROM
   central_enquiry,
   central_site,
   councillor
WHERE
   central_site.site_code = central_enquiry.site_code AND
   central_site.ward_code = councillor.ward_code
```

Configuring a Message Data Source

Note: This option is currently available only for Enquiry Alert Types and Job Alert Types.

A Data Source to be used as the Message Data Source for an Alert Type is configured as follows:

- For Enquiry Alert Types, it must have a Linked Table to either the 'Central Enquiry' or the 'Enquiry Commitment' table, depending on the Alert Entity, so that it can be retrieved for a particular record.
- It may optionally have a Linked Table to the ' Enquiry Customer' table, so that if the Alert is being sent to 'All Enquiry Customers' the details of the message can be determined for the appropriate Customer.
- For Job Alert Types, it must have a Linked Table to the 'Job' table, so that it can be retrieved for a particular record.

The Data Source will be retrieved when an Alert is to be sent. If the Alert is to be sent to 'All Enquiry Customers' and the Data Source has a linked table to the Enquiry Customer table, that will be used to find a row for the correct Customer before the message text is built, otherwise the values in the first row will be used.

If the Message Data Source retrieves no records, no Alert will be sent, allowing rules of Alert applicability to be built into the Data Source definition and the associated Message Qualification.

Note: If the Message Data Source retrieves more than 50 records, this is assumed to be an issue with the Data Source being configured incorrectly, and is treated as an error. In this case an email will be sent to the Agent Supervisor and no Alerts will be sent.

The example Data Source below will return details of an Enquiry and its Attributes, including an example of each different type of Attribute.

```
SELECT
   central_enquiry.enquiry_number,
   central_enquiry.enquiry_desc,
   central_enquiry.enquiry_time,
   central_enquiry.enquiry_name,
   central_enquiry.service_code,
   central_enquiry.subject_code,
   type_of_service.service_name,
   enquiry_subject.subject_name,
   central_site.site_name,
   ( SELECT enquiry_attribute.param_num_value FROM enquiry_attribute
     WHERE central_enquiry.enquiry_number = enquiry_attribute.enquiry_num-
ber AND
           enquiry_attribute.param_type_code = 'ATTN' ) as numeric_attrib-
ute,
   ( SELECT enquiry_attribute.param_string_value FROM enquiry_attribute
     WHERE central_enquiry.enquiry_number = enquiry_attribute.enquiry_num-
ber AND
           enquiry_attribute.param_type_code = 'ATTT' ) as text_attribute,

   ( SELECT enquiry_attribute.param_date_value FROM enquiry_attribute
     WHERE central_enquiry.enquiry_number = enquiry_attribute.enquiry_num-
ber AND
           enquiry_attribute.param_type_code = 'ATTD' ) as date_attribute,

   ( SELECT parameter_value.param_value_name FROM enquiry_attribute,
parameter_value
     WHERE central_enquiry.enquiry_number = enquiry_attribute.enquiry_num-
ber AND
            enquiry_attribute.param_type_code = paramet-
er_value.param_type_code AND
           enquiry_attribute.param_value_code = paramet-
er_value.param_value_code AND
```

```
           enquiry_attribute.param_type_code = 'ATTP' ) as pick_attribute
FROM
   central_enquiry,
   central_site,
   enquiry_subject,
   type_of_service
WHERE
   type_of_service.service_code = enquiry_subject.service_code AND
   enquiry_subject.service_code = central_enquiry.service_code AND
   enquiry_subject.subject_code = central_enquiry.subject_code AND
   central_site.site_code = central_enquiry.site_code
```

Images in Alert Message

Images can be embedded in the Alert Message for 'Job Alert Type', 'Enquiry Alert Type' and 'Offence and Fixed Penalty Notice Alert Type'.

This can be used to send images such as a company logo. In the case of Job and Enquiry alert types, a Document Link image can also be sent with the alert message.

Configuring Images in Alert Message

A function call of 'CONFIRMATTACH' needs to be constructed to send embedded images as part of the alert message. The indicator 'CONFIRMATTACH' will take file path as a parameter like <p:\image.png>.

Following are the examples of different image types with syntax that can be embedded in message:

- Image from a UNC path.

  Example: CONFIRMATTACH<"p:\image.png">

- Image from a web URL.

  Example: CONFIRMATTACH<"http://www.confirm.com/Documents/inspections/photo.jpg">

- Image from Confirm Data source (only for Enquiry and Job alert types). The Data Source will be retrieved and the Document path value in the first row will be used when an Alert is to be sent.

  Example: CONFIRMATTACH<{image_path}>, where

  '{image_path}' is the data source column that retrieves the document path value.

Having an embedded image in the alert message will convert the image into BASE64 string before the message is sent. The maximum allowed size for this string is 10 MB. If multiple images are being sent in an alert message and the message string exceeds 10 MB then a warning will be logged, an email will be sent to the Agent Supervisor and partial Alert will be sent containing images upto the 10 MB limit. Remaining images will not be embedded.

Note: The message size limit may be changed using a SQL (to be requested from Confirm team) to update a setting in the database.

The example Data Source below will return the details of an Enquiry and its latest document link:

```
SELECT
   central_enquiry.enquiry_number,
   central_enquiry.enquiry_desc,
   central_enquiry.enquiry_time,
   central_enquiry.enquiry_name,
   central_enquiry.service_code,
   central_enquiry.subject_code,
   type_of_service.service_name,
   enquiry_subject.subject_name,
   central_site.site_name,
   (SELECT central_doc_link.document_name FROM central_doc_link
     WHERE central_doc_link.entity_key =
                                          convert(varchar,central_en-
quiry.enquiry_number) AND
           central_doc_link.entity_type = 'ENQUIRY' AND
```

```
           central_doc_link.document_number =
                 (SELECT MAX(central_doc_link.document_number) FROM cent-
ral_doc_link
                   WHERE central_doc_link.entity_key =
                                                 convert(varchar,central_en-
quiry.enquiry_number) AND
                         central_doc_link.entity_type = 'ENQUIRY')) as
image_path
FROM
   central_enquiry,
   central_site,
   enquiry_subject,
   type_of_service
WHERE
   type_of_service.service_code = enquiry_subject.service_code AND
   enquiry_subject.service_code = central_enquiry.service_code AND
   enquiry_subject.subject_code = central_enquiry.subject_code AND
   central_site.site_code = central_enquiry.site_code
```