

Version 25



Notifications

User Guide

Trade Secret | February 2025

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Technical Support

Trapeze provides several ways to connect with the Customer Care team. Please provide detailed information to the representative. If you are reporting an issue by e-mail, include any error messages, screen shots of your problem, and steps to replicate the issue.

Customer Care is available Monday through Friday, 8:00 a.m. to 8:00 p.m., Eastern Standard Time.

Toll-Free Telephone: 1-877-411-8727

E-mail: cc@trapezegroup.com

FTP Site: <https://ftps.trapezegroup.com/>

Web Site: <https://collaborate.trapezegroup.com>

The website provides access to Trapeze Collaborate which offers resources to implement and operate the software, search knowledge, participate in communities, log/track service requests, sign-up for release alerts, view product health recommendations, and download updates or documentation. For secure access to Collaborate, contact Customer Care through the website or by calling the number above.

Product Compatibility

Refer to the latest [Product Compatibility](#) information on Trapeze Collaborate for requirements including operating system information, databases, Crystal reports, network protocol, HTTP servers and browsers that are supported.

Notifications - User Guide

Version 25.x

February 2025

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1. Overview

Just as maintenance and fleet management practices are becoming more active and less passive, software systems are expected to do the same. It is recognized that a static maintenance system no longer meets the needs of most organizations. A system that notifies you and provides timely information is essential for efficient and effective business operation. The Notifications module is an important first step in addressing this need.

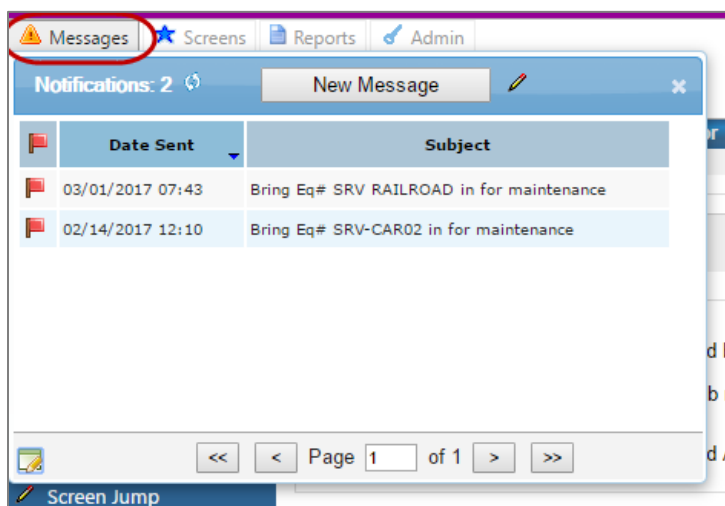
The Notifications module provides:

- Instant alerts of important and need-to-know scenarios
- Flexibility in the what and how of notifications that lets you choose what scenarios are important to you and specify how the alerts should arrive (email, pager, on-screen messages)
- Better communication and information sharing between departments
- Instant value from the system without having to train your customers on the system
- A collection of out-of-the-box notification scenarios to get you started
- A tool that can create custom notification scenarios to meet the unique needs of your organization

The Notifications module provides a means to send messages and, optionally, emails to its users. Because the integrated Send Message feature in the system is used, users can view notifications in the client GUI, Enterprise Portal, or all other Web Modules.

To view notifications:

1. Click the shortcut to see the list of notifications



2. Select the notification to view details

The screenshot shows a web application interface with a top navigation bar containing 'Messages', 'Screens', 'Reports', and 'Admin'. The 'Messages' tab is active, displaying a 'Notifications: 2' header and a 'New Message' button. Below this is a table with two columns: 'Date Sent' and 'Subject'. The table contains two rows of notifications. A mouse cursor is hovering over the second row. Below the table is a pagination control showing 'Page 1 of 1'. At the bottom left, there are two buttons: 'Screen Jump' and 'ICUEE Home Page'. On the right side, a 'Reply' dialog box is open, showing details for the selected message. The dialog includes fields for 'Sent', 'From', 'Scenario', 'Active Rules', and 'Subject'. The 'Subject' field contains the text 'Bring Eq# SRV RAILROAD in for maintenance'. The 'Active Rules' field shows 'No Active Notification Rule(s) Defined'. The main body of the dialog contains an '---AUTOMATIC NOTICE---' section with the following text: 'An appointment for your assigned equipment has been scheduled for Feb 21, 2017 1:55 PM. Please deliver the vehicle to OPS (1). Work Order: 1-2017-6 Vehicle: SRV RAILROAD Vehicle Description: 0'. Below this text, it says 'If you have any questions regarding this appointment, refer them to:' followed by 'Email:' and 'Phone:' fields. A 'Close' button is at the bottom of the dialog.

Date Sent	Subject
03/01/2017 07:43	Bring Eq# SRV RAILROAD in for maintenance
02/14/2017 12:10	Bring Eq# SRV RAILROAD in for maintenance

Page 1 of 1

Screen Jump
ICUEE Home Page

Reply

Sent: 03/01/2017 07:43 Read? Y

From:

Scenario: Notify Operator of Appointment Activity

Active Rules: No Active Notification Rule(s) Defined

Subject: Bring Eq# SRV RAILROAD in for maintenance

---AUTOMATIC NOTICE---

An appointment for your assigned equipment has been scheduled for Feb 21, 2017 1:55 PM.

Please deliver the vehicle to OPS (1).

Work Order: 1-2017-6
Vehicle: SRV RAILROAD
Vehicle Description: 0

If you have any questions regarding this appointment, refer them to:

Email:
Phone:

Close

You can also see these messages in the Notifications tab.

The screenshot shows a 'Notification Portal' interface. At the top, there is a 'Messages' section with radio buttons for 'ALL' and 'UNREAD'. Below this is a table with columns: 'Read', 'Action', 'Scenario', 'Date', and 'Subject'. The table contains one row of data. Below the table is a 'Message Summary' section with a list of items: '1 Unread', '1 Read', and '2 All'. At the bottom, there is a section titled 'What do you want to do?' with a button labeled 'Configure Notification Rules'.

Read	Action	Scenario	Date	Subject
N	View	Notify Operator of Appointment Activity	02/14/2017 12:10	Bring Eq# SRV-CAR02 in for maintenance

Message Summary

- 1 Unread
- 1 Read
- 2 All

What do you want to do?

Configure Notification Rules

Requirements

Application 25.x

Web Modules 25.x

MAXQueue 25.x

Assumptions

This guide assumes familiarity with workflows and configuration of the application and MAXQueue.

-  The intended audience for this Notifications Admin Guide is IT (Information Technology) staff. Please ensure that the individual installing and configuring Notifications is from your IT department.
-  Do not use the browser's **Back** button in the Web Modules as unanticipated results may occur.
-  Do not open or use the same instance of the web portals in multiple browser windows or tabs. This can cause errors or unexpected performance issues.

2. Viewing Notifications

Notifications may be viewed via a shortcut or a tab (legacy method). It is necessary to create either the shortcut or tab for the Notifications Module to view and process transactions.

- ✔ It is recommended to use the Shortcut to view notifications. If using the Tab, transition to the shortcut and removal of the tab is recommended as cross browser support validation will not be maintained.

Please refer to the *Administrator Guide, Initial Configuration, Accessing Administrative Features, The Admin Center, Managing Shortcuts* section for detailed instructions on adding shortcuts and configuring security access to those shortcuts.

Please refer to the *Administrator Guide, Web Modules Configuration, Overview* section for detailed instructions on adding new tabs and configuring security access for those tabs.

3. Notifications Shortcut Icons

Prior to configuring Notifications, refer to the [Enable Email and Printer Functionality](#) section below.

This section provides an explanation of the various states of the Shortcut Icon states and what they represent. It also outlines how to configure the Notifications Shortcut and the Notifications Tab.

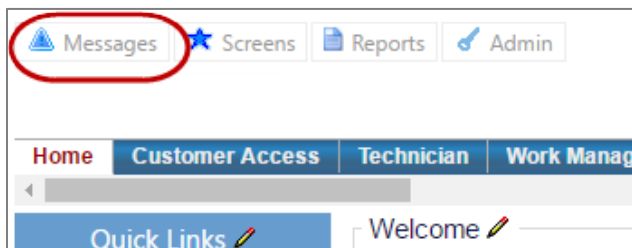
- ✓ When configuring global or user notification rules, you must install and configure at least one notification scenario. Failure to do so will result in no notifications listed in the Scenario drop-down list and you will not be able to create or set a global or user notification rule. Refer to the *Directory of Notifications, Notification Scenarios* section for specific notification scenario information

The Shortcut Icon States

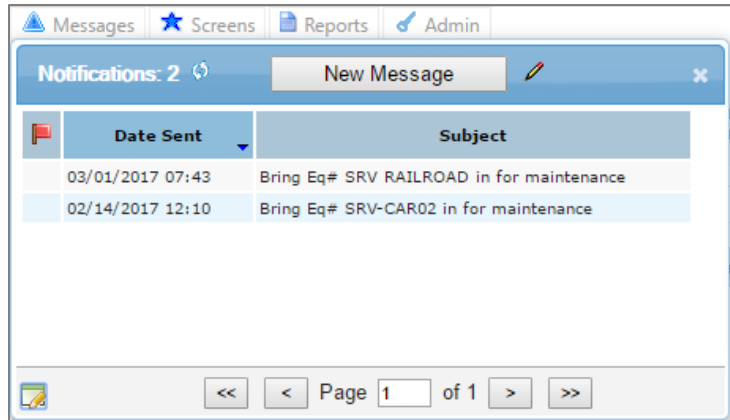
The Notifications shortcut takes the user to the Notifications pop-in to access notifications and messages. Refer to the *Notifications Messenger User Guide* for details about Messenger functionality. Before configuring the shortcut, it is necessary to understand the various icon states. The shortcut is represented by a triangle icon. The state of the icon indicates whether new or unread notifications exist in your queue as shown in the sample screenshots below.

Blue Messages Icon

A blue triangle indicates that no new messages or unread notifications exist in the queue.

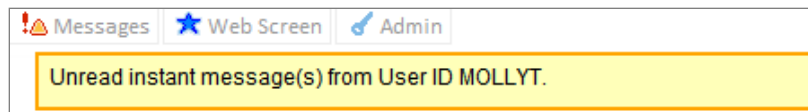


When you click the blue icon, the list of previously read notifications displays.



Alert Messages Icon

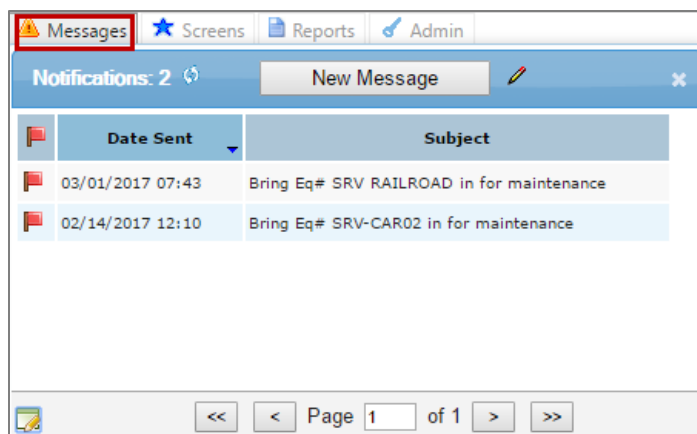
The Alert icon: A red exclamation mark outside a yellow triangle indicates a new (unread) message or notification came in during your logged in session. The title of the item displays briefly highlighted in yellow as shown in the image below. This Alert message only displays when the user is logged in.



When you click the Alert icon, it changes to an unread message icon (yellow triangle with red exclamation mark inside).

Unread Messages Icon

The Unread Message icon: A yellow triangle with a red exclamation mark inside indicates there are unread notifications or messages in your queue.



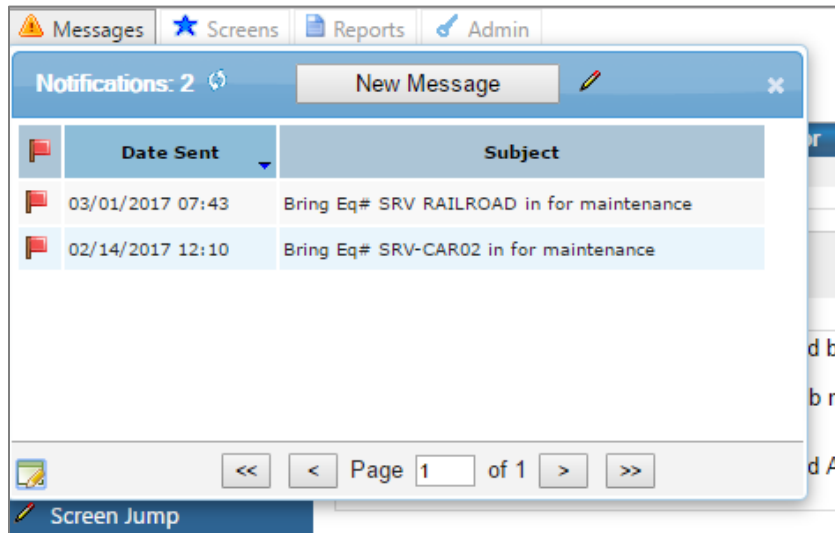
After clicking the unread messages icon, the Notifications pop-in displays. The icon remains in this state until all the notifications have been read.

4. Understanding the Notifications Shortcut

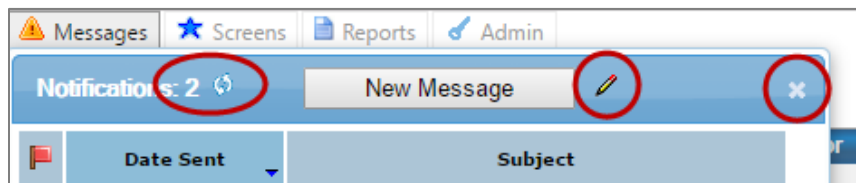
This section explains the pop-ins associated with the Notifications shortcut and how they work.

Main Notifications List

When you click the notifications shortcut, the Main Notifications List displays. The Notifications List is a pop-in with the individual notifications listed most recent first.

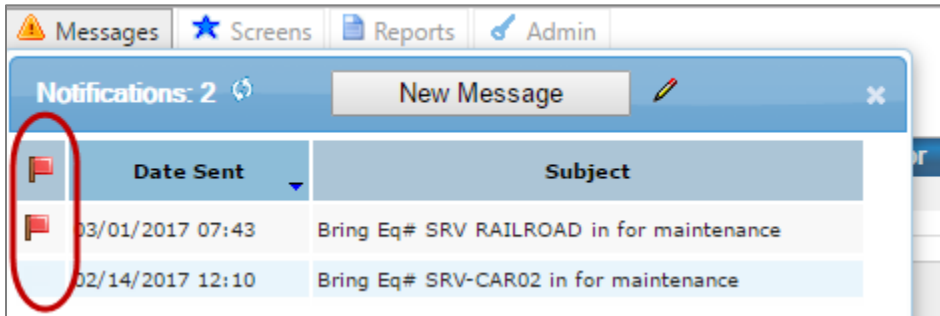


Next to the pop-in's title, you can see the total number of notifications, a refresh icon, an edit pencil (which takes you to the Notification Portal Settings page and is only available to Administrators), and the **X** to close the pop-in as shown in the screenshot below.



The following is a list of actions or information for viewing the notification list:

- Click a message to open the message in the notification detail window.
- Sort each column by clicking on the column's title.
- Unread notifications are indicated by a red flag.



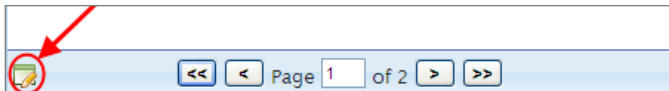
- Use the arrows and numbers at the bottom of the Notifications List allow the user to navigate as follows:

Icon	Description
	Click left or right to move one page forward or back.
	Click the left or right double arrow to move to the first or last page.
	Type the page you want to go to here to go to a specific page.
	Click this icon to open the Your Notification Rules screen to edit notification rules.

Configuring Notification Rules

To edit notification rules:

1. In the bottom-left footer of the notifications list, click the configure notification rules icon to open the Your Notification Rules pop-in.



Configure Notification Rules pop-in opens.

Configure Notification Rules

Your Notification Rules

☐ Disable All ☐ Enable All

Notification Scenario: ALL

Disabled	Scenario	Action	Destination	Date Created	Forward as Read
☐	Notify Locations that Equipment Repair Location has changed	Edit Delete	EMAIL:FAUSER	06/12/2017 11:22	N

What do you want to do?

This pop-in allows users to create their own notification rules. To define user-specific notification rules, follow the same instructions as in the section above.

- Click the **Define New Rule** button to define a notification rule.

The Configure Notification Rules pop-in displays.

Configure Notification Rules

Create New Notification Rule

Scenario: DEFAULT

Destination: NONE

☐ Disable

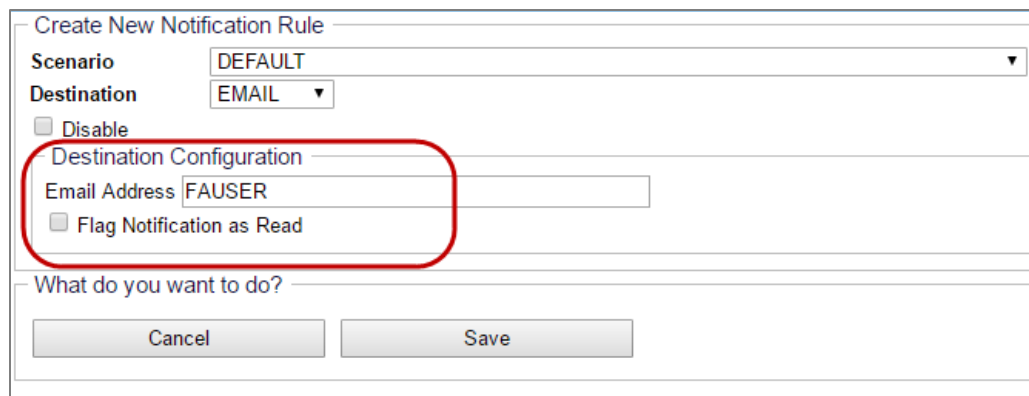
What do you want to do?

- Select a **Scenario** and **Destination** from the drop-down boxes.



Note: If you check the **Disable** box, it stops notifications from being sent to the destination defined for the scenario.

- In the Destination drop-down, configure the destination accordingly when selecting **EMAIL** or **PRINTER**.
 - For **EMAIL**, enter the **Email Address** and select **Flag Notification as Read** if desired.



Create New Notification Rule

Scenario: DEFAULT

Destination: EMAIL

☐ Disable

Destination Configuration

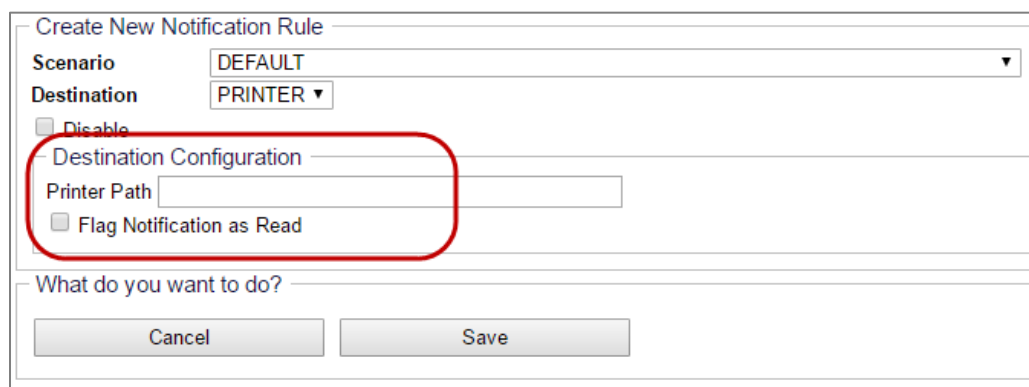
Email Address: FAUSER

☐ Flag Notification as Read

What do you want to do?

Cancel Save

- For **PRINTER**, enter the **Printer Path** and select **Flag Notification as Read** if desired.



Create New Notification Rule

Scenario: DEFAULT

Destination: PRINTER

☐ Disable

Destination Configuration

Printer Path:

☐ Flag Notification as Read

What do you want to do?

Cancel Save

 To send a message to a phone as a text, select the **EMAIL** option. When entering the email address, you will need to know the carrier for the phone you are sending. Once you know the carrier, you can find what their email address is for sending texts to phones. For example, if a user has an AT&T phone, the format for that email is: *5551234567@txt.att.net*.

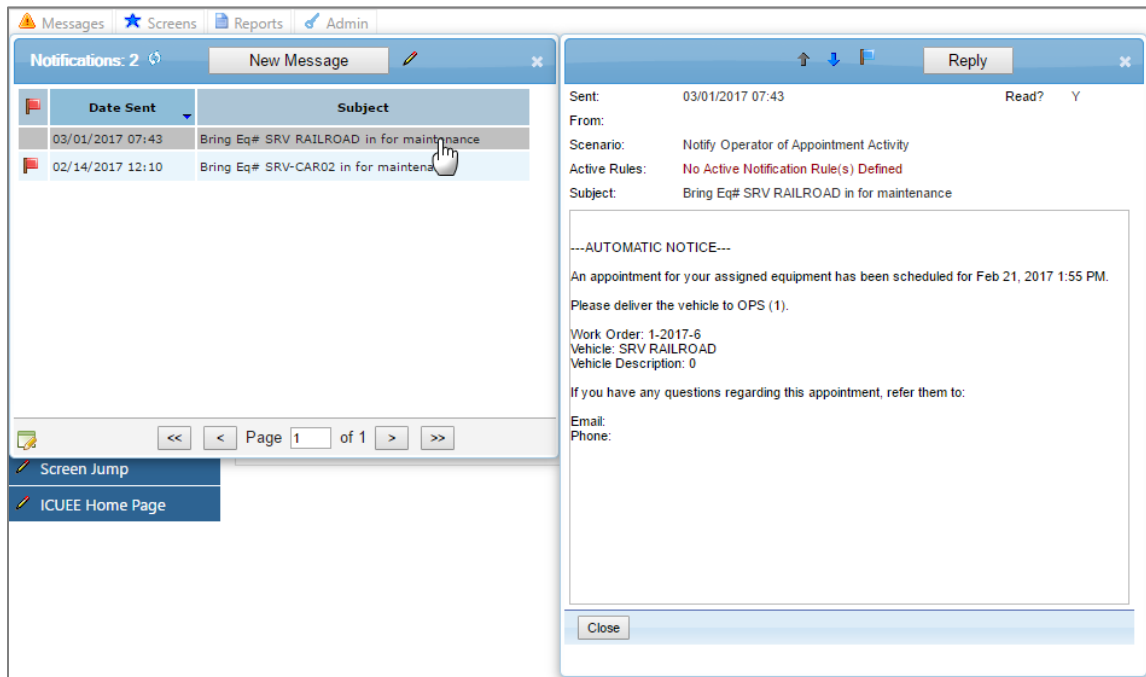
5. Click **Save** to save the new rule.

Notification Detail Window

The Notifications detail window displays details of the messages in your box.

To view the message:

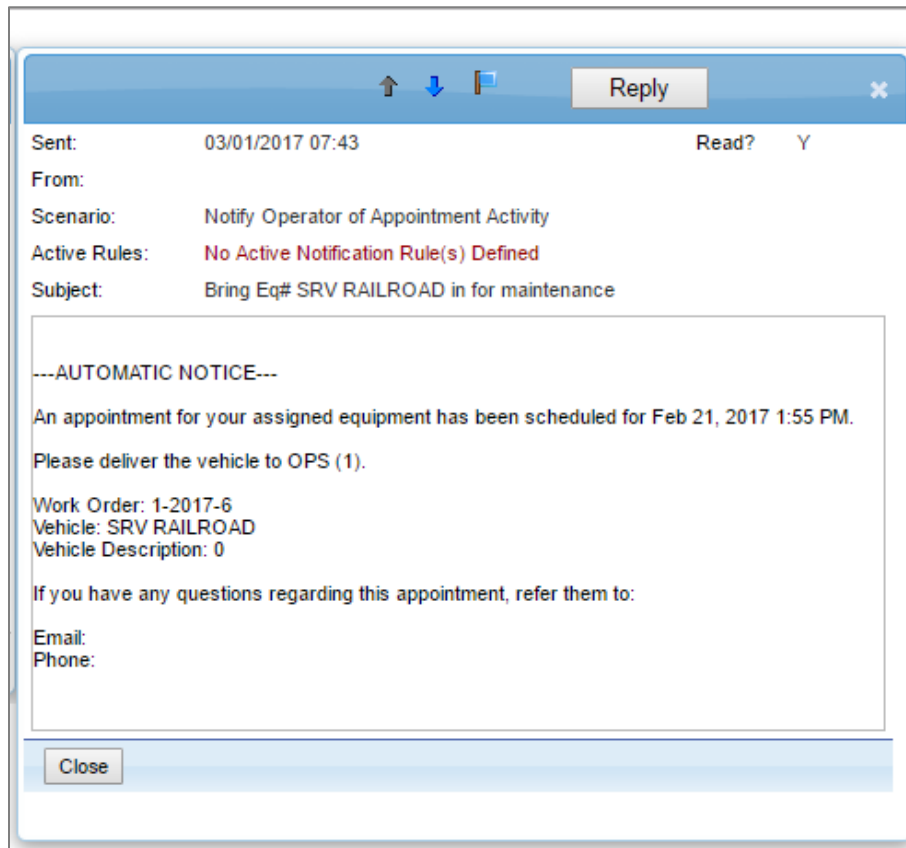
1. Click on a message.
2. The Notification Detail Window displays.



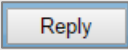
3. For button information, refer to the table below.

Notification Detail Window Information

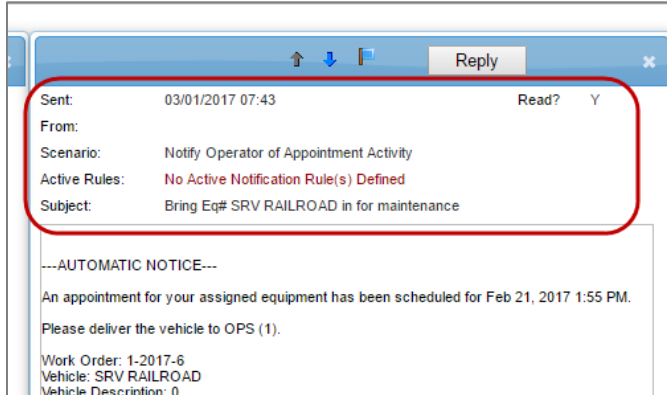
This section provides an overview of the Notification Detail window from top to bottom.



The bar along the top of the Notification Detail window allows you to perform the following functions:

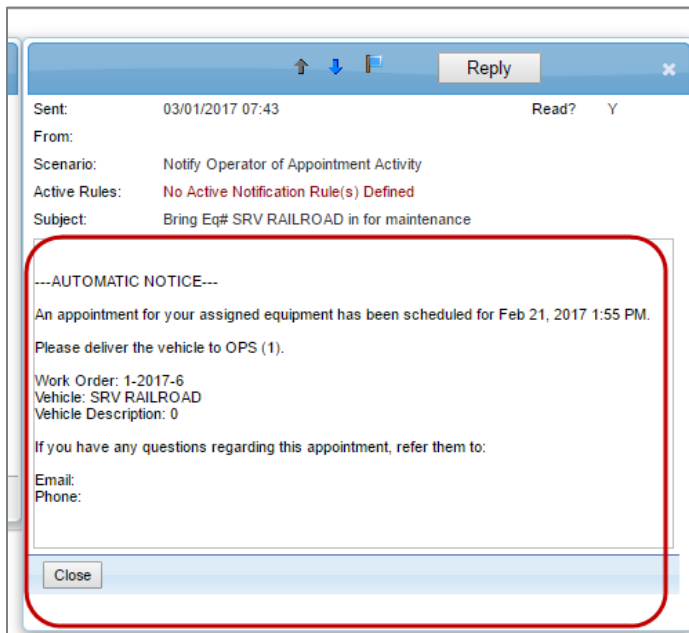
Button	Description
	The Up/Down arrows allow you to scroll up/down through the notifications list to view the Notification Detail for each item in the list. Once you have scrolled to a notification, it marks that notification as Read.
	The Blue Flag Icon indicates the notification has been Read.  Note: Click the blue flag to flag the notification as unread  .
	The X button closes the Notifications Detail window and pop-in.
	Use the Reply button to reply to a message, as long as it is not a system message that does not take replies.

The Summary Information shows in the upper portion of the Notification Detail window. The Summary Information includes the date and time sent, whether the notification is flagged as read or unread (Y/N), the origin of the notification, the notification scenario, the active rules hyperlink, and the notification's subject.



The **Active Rules** hyperlink takes you to the Your Notification Rules dialog filtered on that Notification scenario.

The remainder of the Notification Detail window shows the notification details along with a **Close** button to close the window.



5. Understanding the Notification Tab

The Notification module tab provides an interface to Messaging and allows users to view their messages from a web modules tab. Additionally, the Notification Module provides options for user or system administrator notification rule configuration, allowing users to set their desired notification rules for a given notification scenario.

Main Notification Messages Page (Notification Portal Page)

The Notification Messages page provides a sorted list (most recent at the top) of the messages.

The screenshot shows the 'Notification Portal' interface. At the top, there's a header 'Notification Portal' with a pencil icon. Below it, a section titled 'Messages' contains two radio buttons: 'ALL' (selected) and 'UNREAD'. A table lists messages with columns: Read, Action, Scenario, Date, and Subject. Below the table is a 'Message Summary' section showing counts for Unread, Read, and All messages. At the bottom, there's a section 'What do you want to do?' with a button labeled 'Configure Notification Rules'.

Read	Action	Scenario	Date	Subject
Y	View	Notify Operator of Appointment Activity	03/01/2017 07:43	Bring Eq# SRV RAILROAD in for maintenance
Y	View	Notify Operator of Appointment Activity	02/14/2017 12:10	Bring Eq# SRV-CAR02 in for maintenance

Message Summary

0	Unread
2	Read
2	All

What do you want to do?

[Configure Notification Rules](#)

- Click the **All** or **Unread** radio button to list either all or all the unread messages.
- To select a specific message to view, click **View**.

The View Message page opens.

- Additionally, if the system administrator has not restricted the user group's ability to configure notification rules, the **Configure Notification Rules** button displays at the bottom of the page. You may click this button to configure notification rules.

View Message Page

After clicking **View** on the main Notification page, the View Message page opens and provides the user with the message, subject, and header detail regarding when the message was written to the database and the user that sent the message. Below is the View Message page:

Message	
Header	
Date Sent:	02/14/2017 12:10
User From:	
Read:	Y
Subject	
Bring Eq# SRV-CAR02 in for maintenance	
Body	
---AUTOMATIC NOTICE--- An appointment for your assigned equipment has been scheduled for Feb 9, 2017 1:10 PM. Please deliver the vehicle to OPS (1). Work Order: 1-2017-2 Vehicle: SRV-CAR02 Vehicle Description: 1997 CHEVROLET BLAZER If you have any questions regarding this appointment, refer them to: Email: Phone:	
Notification Rules	
Notification Scenario: Notify Operator of Appointment Activity No Active Notification Rule(s) Defined	
New Rule - For Scenario	View All Your Notification Rules
Done	Previous
Flag Unread	

The associated notification scenario and your configured notification rules are displayed based on user group notification portal settings. To view or change these settings, use the following buttons:

- Click the **New Rule – For Scenario** button to configure a new notification rule for this scenario.
- Click the **View All Your Notification Rules** button to view all your currently configured notification rules.

Configure Notification Rules

Click the **Configure Notification Rules** button on the Main Notifications page. This opens the Your Notification Rules page. This page provides a list of your user specific notification rules, and the ability to add, edit, or delete and enable or disable as needed. For the procedure on how to edit notification rules, refer to the [Configuring Notification Rules](#) section above. The steps are the same on this page as the Configuring Notification Rules pop-in.

Your Notification Rules

☐ Disable All ☐ Enable All

Notification Scenario ALL

Disabled	Scenario	Action	Destination	Date Created	Forward As Read
☐	Notify Operator that PM is coming due	EditDelete	EMAIL:FAUSER	08/26/2016 13:22	N

What do you want to do?

Define New Rule

Back



Any user specified notification rules take precedence over system defined rules (defined via the notification portal settings).

6. Required Settings

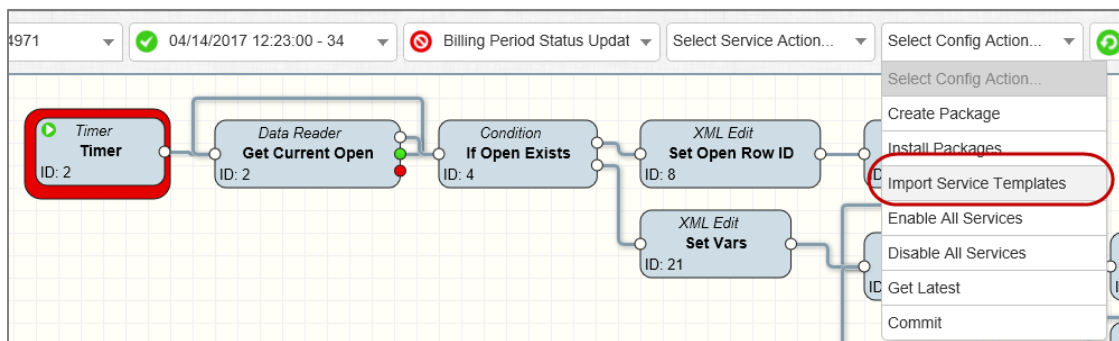
The Notifications package and module contains numerous out-of-the-box notifications from which users may choose. All of the notifications require setup and some basic configuration before they will deliver notifications to a user's Notifications screen (either through the Send Message screen, or through the Notifications Portal). To be able to send an email or print the message, an additional service (Notification - Rules) is required.

Enabling a Notification

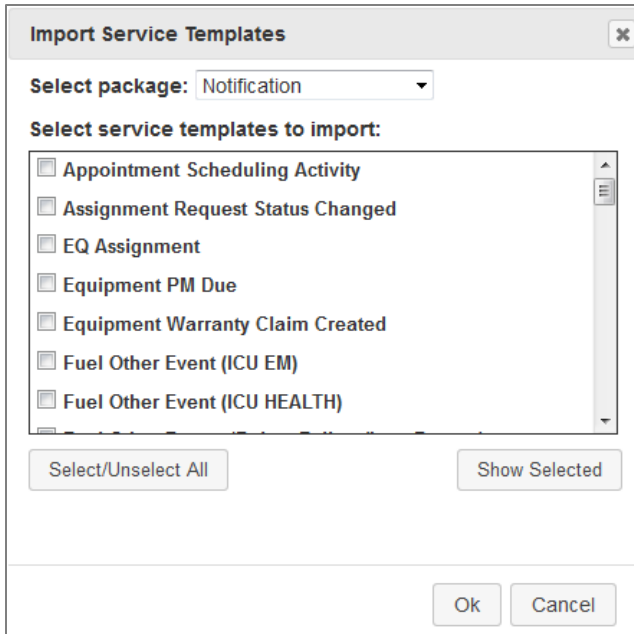
Creating and enabling notifications requires following the steps listed below. Please repeat these steps for each notification your organization will use.

To create a notification:

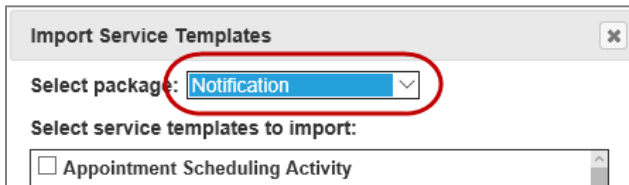
1. Open the MAXQueue Designer and select the appropriate **Instance** and latest **Configuration**.
2. Click the **Select Config Action...** drop-down list and select **Import Service Templates**.



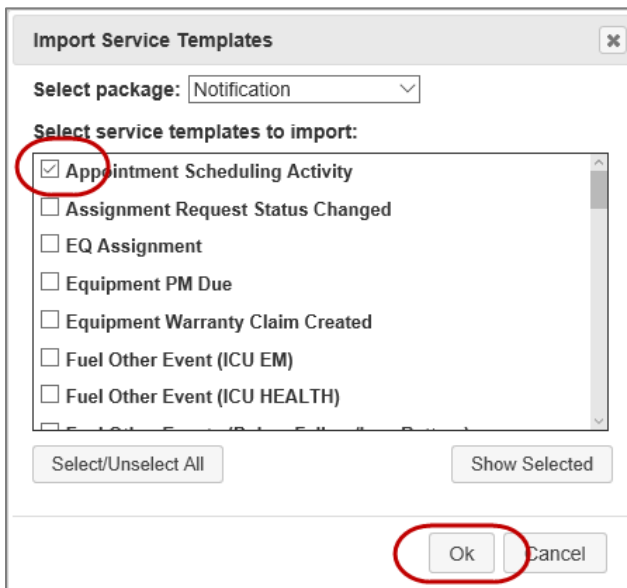
The Import Service Templates pop-in displays.



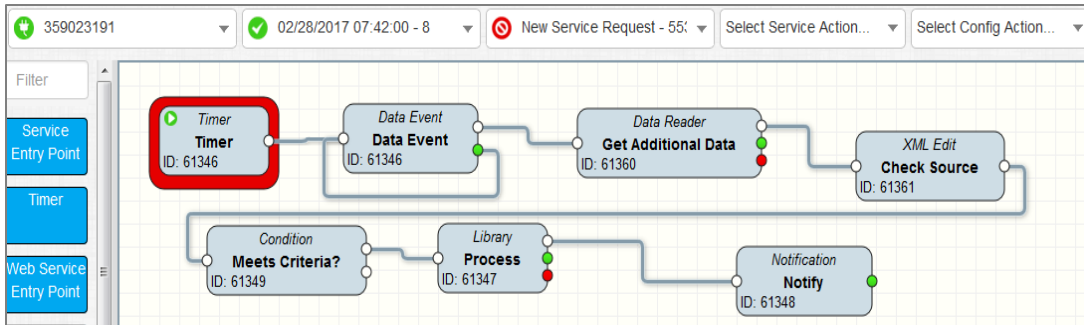
3. In the **Select package:** drop-down list, select **Notification**.



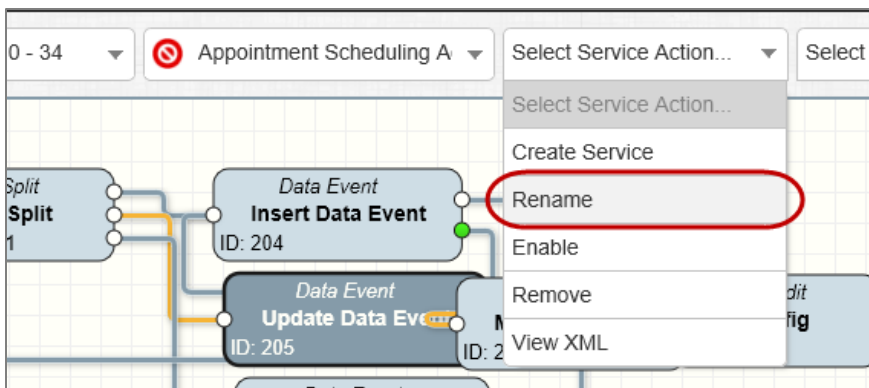
4. Check the box next to the notification you wish to install or enable and click **Ok**.



Under the services drop-down menu, the new service you created is part of the list. You will see the following if you select the New Service Request notification:

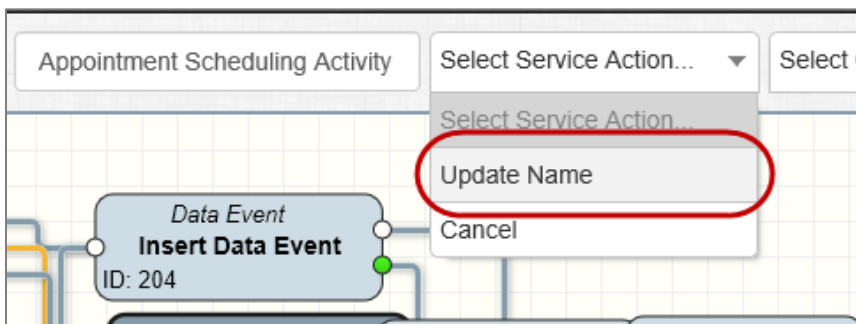


5. By default, all notifications are imported in a disabled status. If you have no plans to implement the notification at this point and just want to configure it, skip the next step. Otherwise, continue.
6. If you want to rename the service, select the **Select Service Action...** drop-down list and select **Rename**.

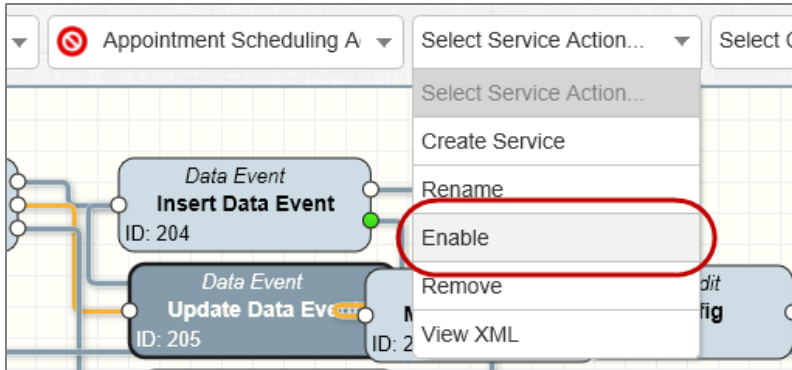


This sets the service name field as editable text.

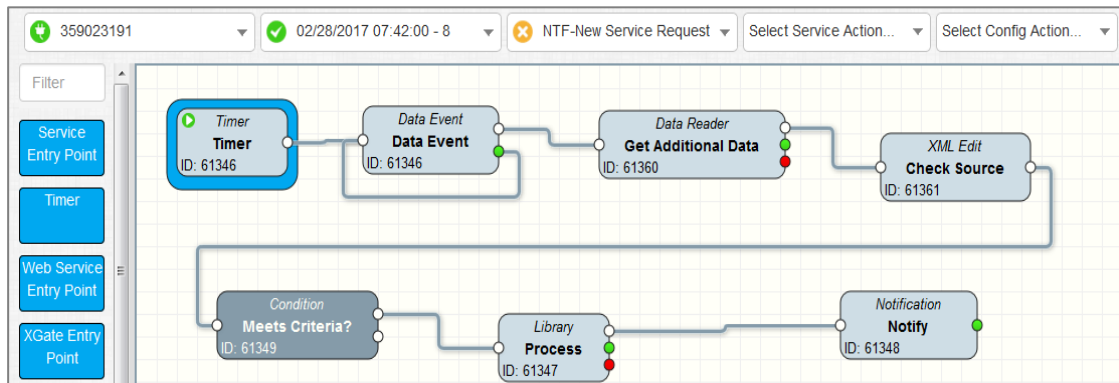
7. Click the **Select Service Action...** drop-down and select **Update Name** after renaming your service.



8. To enable the notification service, click the **Select Service Action...** drop-down list and click **Enable**.

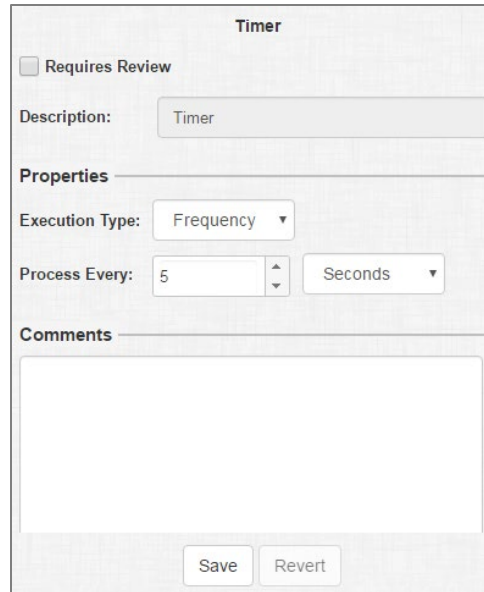


The background of the first adapter in the service turns from red to blue. Blue signifies that the notification is enabled.



9. You can use the notification criteria defaults (if any exists) or change them as you choose.
 - i. Click an adapter to change the default values.

The following timer settings window displays when selecting the Timer adapter.



Timer

☐ Requires Review

Description:

Properties

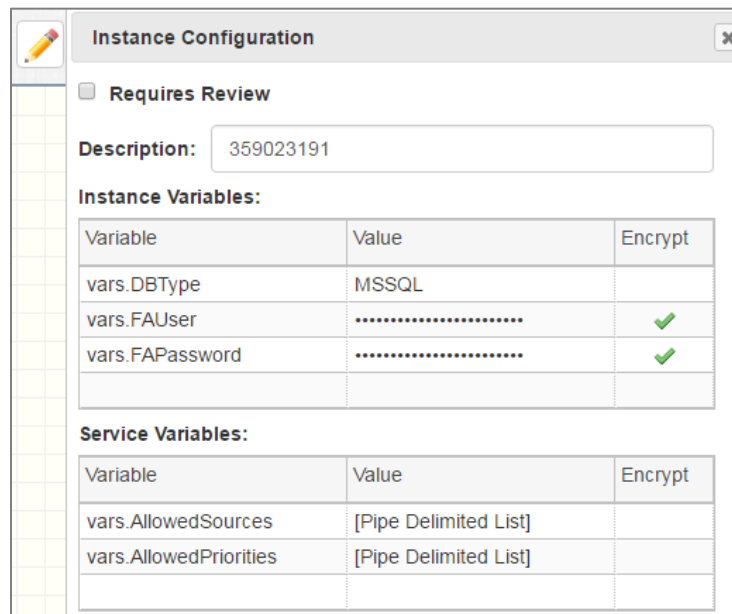
Execution Type:

Process Every:

Comments

- ii. Click the edit pencil to change **Service Variable** settings.

*The following **Service Variables** settings are displayed when clicking the Edit button.*



Instance Configuration

☐ Requires Review

Description:

Instance Variables:

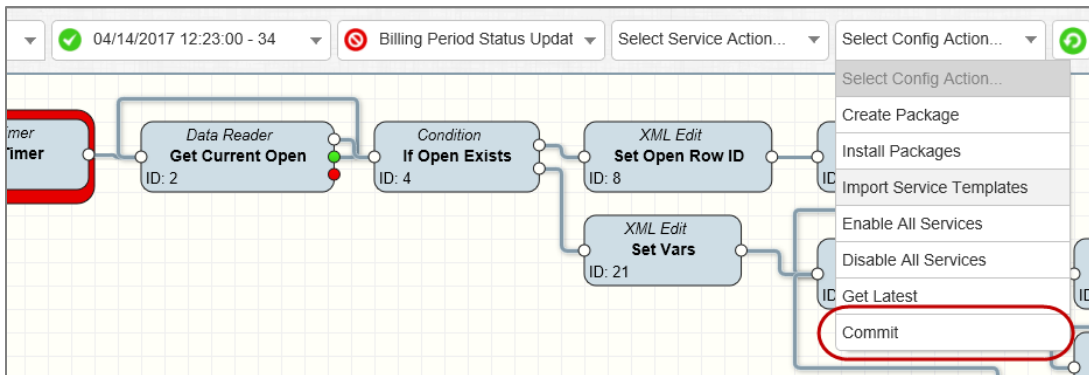
Variable	Value	Encrypt
vars.DBType	MSSQL	
vars.FAUser		✓
vars.FAPassword		✓

Service Variables:

Variable	Value	Encrypt
vars.AllowedSources	[Pipe Delimited List]	
vars.AllowedPriorities	[Pipe Delimited List]	

 **Note:** Notification default configurations are unique to each notification. Refer to the *Directory of Notifications, Notification Scenarios* section for specific notification scenario information. You can edit configurations in adapters by clicking each adapter to open the property panel. Service level configurations are edited by clicking the **Edit pencil**.

10. Once all the settings are in place, click the **Select Config Action...** drop-down list and select **Commit**.



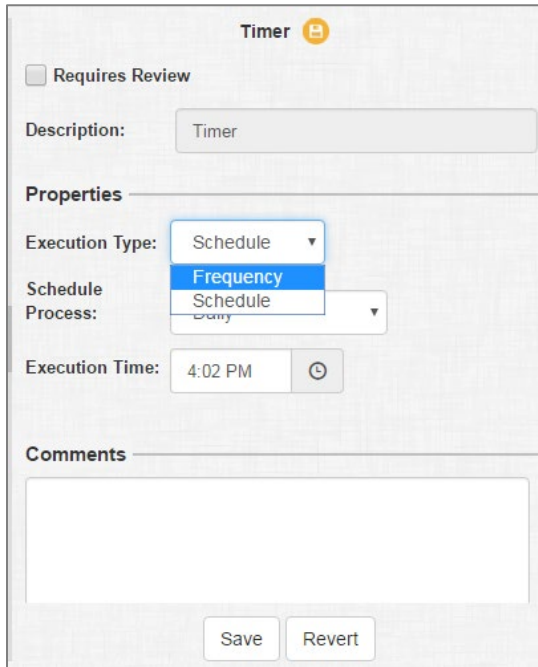
11. In the new view that is displayed, select the checkbox for the notification service that you are working on, and click **Ok**. The notification is now enabled. Please proceed to the next section for instructions on how to trigger the notification.

Triggering Notifications

After following the steps above, the notification is now enabled. The next step in the process is to trigger the notification. Triggering a notification can be done with either a Notification data event definition (trigger) or with a timer.

Setting Timer Adapter

This section explains how to trigger notifications based on a Timer. The Timer adapter dictates whether a notification is executed based on a schedule or a frequency. All notifications have to have a timer adapter configured according to your business needs.

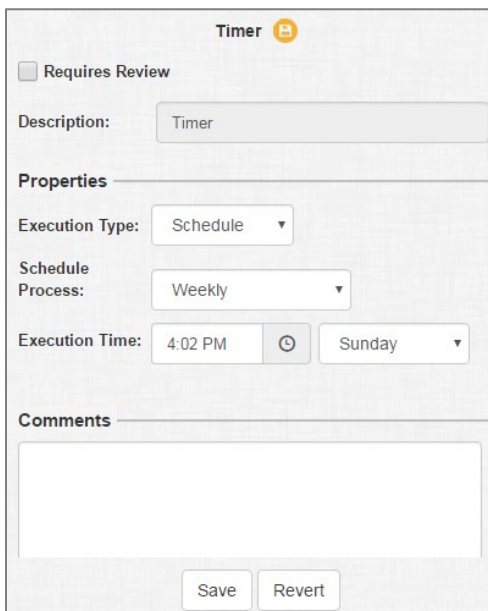


The screenshot shows the 'Timer' adapter settings form. At the top, there is a title 'Timer' with a clock icon. Below it is a checkbox labeled 'Requires Review'. The 'Description' field contains the text 'Timer'. The 'Properties' section contains the 'Execution Type' dropdown menu, which is open and shows 'Frequency' as the selected option. Below it, the 'Schedule Process' dropdown menu is also open, showing 'Schedule' as the selected option. The 'Execution Time' field shows '4:02 PM' with a clock icon. At the bottom, there is a 'Comments' text area and two buttons: 'Save' and 'Revert'.

To run a notification on a schedule:

1. Click the Timer adapter.

The Timer adapter settings display on the right side of the page.



The screenshot shows the 'Timer' adapter settings form. At the top, there is a title 'Timer' with a clock icon. Below it is a checkbox labeled 'Requires Review'. The 'Description' field contains the text 'Timer'. The 'Properties' section contains the 'Execution Type' dropdown menu, which is set to 'Schedule'. Below it, the 'Schedule Process' dropdown menu is set to 'Weekly'. The 'Execution Time' field shows '4:02 PM' with a clock icon, and a 'Sunday' dropdown menu is visible next to it. At the bottom, there is a 'Comments' text area and two buttons: 'Save' and 'Revert'.

2. Select **Schedule** from the **Execution Type** drop-down list.
3. Select the appropriate **Schedule Process**.
4. Set the appropriate **Execution Time**.
5. Once all required fields have been set, click the **Save** button.

To run a notification on a frequency:

1. Click the Timer adapter.

The Timer adapter settings display on the right side of the page.

Timer

☐ Requires Review

Description:

Properties

Execution Type:

Process Every:
Seconds
Seconds
Minutes
Hours

Comments

2. Select **Frequency** from the **Execution Type** drop-down list.
3. Input a value for the **Process Every** free form field and from the drop-down list choose to run by Seconds, Minutes, or Hours.
4. Click the **Save** button once all required fields have been set.

Enabling Data Events

In version 17.0 and forward, all data events are managed by the MAXQueue server, and users do not need to enable or disable data events in the MAXQueue Designer. When a service is disabled, all associated subscribers and data events are removed from the database.

7. Customizing Notifications

The Notifications module has the ability to create custom messages. You can edit the subject or message fields for any customizable notification, but the method of editing these messages will vary depending on the notification.

The available default values you can overwrite are:

- Subject
- Message

Editing a Customizable Notification Message



This section applies to notifications that have customizable text. All notifications have customizable text unless specified otherwise in the *Directory of Notifications*.

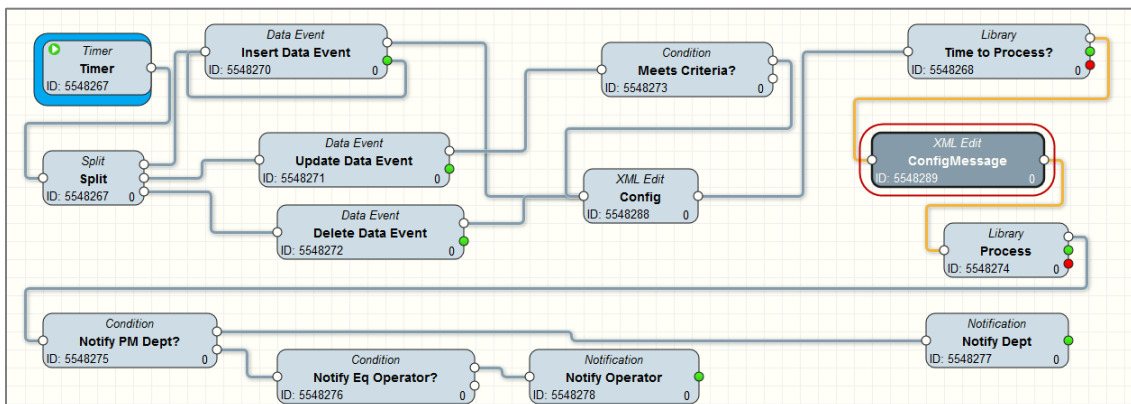
This section assumes that the notification being modified has customizable text and is already imported and configured for use. See [Enabling a Notification](#) for more information.

To edit a customizable notification message:

1. Open the notification in the MAXQueue designer.
2. Click the XML Edit adapter that holds the message.



Note: The notification message is an adapter called **XML Edit**, however, the description of the adapter varies between notifications. In this example, the description is called **ConfigMessage**. XML adapters could also be described as **Edit Notification**, **Message**, **Edit Message**, or a similar variation.



Once the **XML Edit** adapter is selected, the **Properties** pane opens on the side of the designer. The subject and message related **Nodes** are available for editing.

XML Edit

☐ Requires Review

Description: ConfigMessage

Properties

Import Business Facade

New Root:

Nodes:

Node	Value
vars.NewAppointmentSubject	"Bring Eq# [Equipme...
vars.NewAppointmentMessage	"" --AUTOMATIC NO...
vars.UpdatedAppointmentSubject	"Appt for Eq# [Equip...
vars.UpdatedAppointmentMessage	"" --AUTOMATIC NO...
vars.CanceledAppointmentSubject	"Appt for Eq# [Equip...
vars.CanceledAppointmentMessage	"" --AUTOMATIC NO...

Comments

Save Revert

- The notification has different messages and subjects depending on the notification (this example has three). This notification has six available nodes – three for the subject, and three for the message.



Note: Some nodes will have just vars.Subject, Subject, vars.Message, Message, or similarly named nodes.

- In the **Value** column, identify the subject or message you want to change, and double-click it.

An edit pop-in window displays.

The screenshot shows a 'Nodes' table with the following data:

Node	Value	Descrip
vars.NewAppointmentSub...	"Bring Eq# [EquipmentID]	

Below the table is a pop-up window for editing the message. The text inside the pop-up is: "Bring Eq# [EquipmentID] in for maintenance". At the bottom of the pop-up are 'Save' and 'Cancel' buttons.

❗ If there are quotation marks or additional logic as part of the subject or message value, do not remove them, as that will impact any processing logic that is needed to properly display the message.

 Note: If you see a number or a word in a notification's subject or message in the designer such as **[EquipmentID]** or **{0}**, they are place holders for the corresponding exposed value. When the message is sent, the system looks up these values and then replaces them with the actual value from the database. They are fields exposed to the user so they can create custom subject, to user, from user, and message fields. The Notification module has exposed values unique to each specific notification.

5. Update the text for the message, including any exposed values for that notification, as needed.

 Note: Exposed values must be entered in brackets. For example, to enter the exposed value of EquipDescription to have it replace the correct equipment description in the message, type **[EquipDescription]**.

6. Once the text has been updated, click **Save** to close the pop-in edit window.
7. Click **Save** to close the XML Edit properties pane.
8. To save your customized notification, click the **Select Config Action...** drop-down list, and click **Commit**.

Modifications

You can customize notifications. Customizing can include items such as timer events, notification messages (including the information content in the messages that go out), creating new services from the notification templates, etc.

You cannot modify items such as changing data flow, modifying events, etc. without talking to your account manager.

- ❗ Modifications of MAXQueue Workflows, Interfaces, Notifications, or Data Events without prior written consent from the provider of this software (or where specific approved documentation is provided for such modifications) is not allowed. Contact your account manager for information on custom Notifications options.

Notification HTML Markup

Notifications that are HTML template enabled (those which have `vars.UseHtmlForNotification` enabled) have the ability to customize the message (body) of the notification to have markup. As part of this customization, you may use the Notification HTML friendly name markups to control some aspects of the format the message. For example, if you enter in the message:

[bold]Equipment Description [:bold]

Any email based on this message display the text as follows:

Equipment Description

The available friendly names are as follows. Any text in the middle of two bracketed words will be affected by them.

Friendly Name	Description
[newline]	Applies a break to start a new line
[bold]text[:bold]	Applies bolding to the text
[underline]text[:underline]	Applies underline to the text
[italic]text[:italic]	Italicises the text
[bullet]	applies bullets to the text
[hyperlink {link}]	Where the link is the actual URL. This makes the link clickable.

In technical terms, these friendly names get translated into their HTML counterparts once processed by MAXQueue.

For example, a message configured as follows will display as the image below:

[bold]---AUTOMATIC NOTICE---[:bold]

This notification has been [italic]automatically[:italic] generated by the [underline] Management[:underline] system to inform you that the following PM Work Order has been opened:

[bullet] Equipment ID: [ToEquipment]

[bullet] Equipment Desc: [EquipmentDesc]

[newline]

[hyperlink{https://www.assetworks.com}]

The formatted message displays with the following formatting:

