

Apollo-FM Email Job Status

This paper explains how the emails can be sent to customers as the status of a reactive maintenance job changes. The status changes many times as a job goes on it's road to completion. At this time the emails will only be sent for reactive maintenance, but there are plans to send emails for PPM's, to warn when certain important PPM's are due. The email process uses a freeware package called BMAIL. This will have to be installed on the Apollo-FM Server for the process to work. BMAIL allows an email to be sent through the command level process, and therefore needs to know certain information before it can work. I have combined this with the ability for the user to switch on which status they want to email the user for. The screen to do this has been added to the Apollo-FM Parameters menu.

BMAIL Setup

SMTP Server Name: mail.btconnect.com
SMTP Port Number: 25
From Address: adean@premier-softwa
Subject: Your Job Status

Check the boxes below when you want an email sent


Job Reported
 Seen by Helpdesk
 Job Card Printed
 Work in Progress
 Job Completed
 Job Cancelled

Cancel Save

This screen only has to be set up once, and if the details are right the emails can be sent through BMAIL. The SMTP Server Name you can obtain by looking at your account details in outlook, or by asking your IT department. The SMTP Port Number is usually 25, but it could be worth checking with your IT department first. From Address is the email address that the email is sent from. This Address is the email the client can reply to if they have a query on the email that has been sent to them. The Subject, is the text that is put in the Subject Header of the email. This is all the data that is required for the BMAIL system. The check boxes below specify when an email is to be sent to the person raising the job. For example, when a job is raised remotely, an email will be sent if the Job Reported box is checked, and so on. Any that are not checked will not send an email at that stage. The system requires the email of the person raising the job to be able to send the message, so the system will be triggered **IF** the person who raises the job enters their Email address in the NAME box. If they only enter their Name the email will not be sent. Let us look at the new Work Requisition screen.

Work Request

The Shrewsbury & Telford
Hospital
NHS Trust



Fill in one or more of the boxes below to create a work request

Date	<input type="text" value="11/08/2011"/>
Requested By	<input type="text"/> <small>Name or Email address</small>
Asset Id	<input type="text"/>
Site	<input type="text"/>
Location	<input type="text"/>
Telephone	<input type="text"/>

Please enter your name, or the name of the person who will be the contact for this request, or your email address if you want to be sent progress notifications.

Job Description

You will notice that the Requested By is now prompted for Name or Email address. The help explains to the user that they will be sent progress notifications if they enter their email address. This pops up when they hover the mouse in the input box. If they enter their email address here and the Job Reported box is checked above, an email will be sent when they click on the Create Job button.

From: adean@premier-software.co.uk [mailto:adean@premier-software.co.uk]
 Sent: 28 July 2011 16:05
 To: adean@premier-software.co.uk
 Subject: Your Job Status

Your Job Number 2M6R Has Been Recorded In Our System. It Will Be Picked Up By The Help Desk In Due Course

HelpDesk

Call No. 2M6W ? ⓘ Logger: system ESTATES ▾

Telephone	Location	Contact
<input type="text" value="1"/> ? ⓘ	AUDIT DEPT. ▾ AC1ACAC1 ? ⓘ	ADEAN@PREMIER-SOFTWARE.CO.UK ▾ ADEAN@PREMIER-S ? ⓘ
Task: User Friendly List	Requisition	<input type="text" value="2M6W"/> ? ⓘ
gutter leaking at the rear of the building ? ⓘ		

Dept. Warning: warning asbestos

Priority	Within 24 Hours ? ⓘ	
Asset Id	test assets ▾ <input type="text" value="100087"/> ? ⓘ	
Category	▾ ? ⓘ	Job Type Building ▾ ? ⓘ
Estimated Time	<input type="text" value="0"/> ? ⓘ	Trade Builders ▾ ? ⓘ

? ⓘ
 ? ⓘ

From: adean@premier-software.co.uk [mailto:adean@premier-software.co.uk]
 Sent: 11 August 2011 16:20
 To: ADEAN@PREMIER-SOFTWARE.CO.UK
 Subject: Your Job Status

Your Job Number 2M6W Has Been Seen By Our Helpdesk And Is Being Investigated

Above is shown the helpdesk where a job is being entered from a telephone call. In this instance, the Telephone Numbers file has had the Contact details changed to an email address, so that all calls from this location are alerted by email.

This is the Telephone numbers screen. You can see that telephone number one has the email address of the contact instead of the name.

When a remote call is picked up from the helpdesk, the new amend helpdesk is displayed.

Select Job

Top << < > >> End Cancel

0 to 2 of 2 displayed

Call No	Name	Date Req.	Unit	Loc 1	Job Description	Remote Call
2M6Q	adean@premier-	28/07/2011	STRATHEDEN	my ward	test for bmail	REMOTE
2M6R	adean@premier-	28/07/2011	STRATHEDEN	my ward	test 2 for email	REMOTE

You can see that the remote calls have email addresses in them and these will be transferred in to the helpdesk screen.

The above shows how the new helpdesk is now used instead of the old helpdesk screen. You can complete the job and file the job from the drop

down lists. The email address will send the appropriate email if triggered to do so.

From: adean@premier-software.co.uk [mailto:adean@premier-software.co.uk]
Sent: 02 August 2011 15:06
To: adean@premier-software.co.uk
Subject: Your Job Status

Your Job Number 2M6Q Has Been Seen By Our Helpdesk And Has Been Planned

The message will be different if the job docket is printed.

The next stage is if the job has been worked upon, but not completed, i.e. WIP. During the WIP feedback the system will check the job number and if it has an email address, and the appropriate box is checked an email will be sent.

Work In Progress Feedback

Bonus Group: Bonus Group 1

Current Week ending Date: 06/02/2011

Staff No.	Docket No.	Date	Overtime	Worked Hours	Paid Hours
2 <input type="text" value="ALAN DEAN"/>	015562	01/02/2011	<input type="button" value="Overtime"/>	0.00	0.00

Account Code:

Docket Details to Date (including Above)

Staff Number	Date	Job No.	Hours
Total Total Hours	Total Paid Hours	Total Labour Cost	
0.00		0.00	0.00

The job is looked up from the Docket number entered. This is checked for an email address, and the appropriate box in the BMAIL setup. If this is matched the email is sent.

From: adean@premier-software.co.uk [mailto:adean@premier-software.co.uk]
Sent: 02 August 2011 16:43
To: adean@premier-software.co.uk
Subject: Your Job Status

Your Job Number 2M5M Is Currently Being Worked On

The next stage is docket feedback. If a job is feedback and saved an email will be sent if the usual conditions are met.

Docket Feedback

Docket No.: 015563 Bonus Group: 01

Time Started: 00:00 Time Completed: 00:00

Staff No.: Date Worked: 31/01/2011 Hours Worked: 0.00 Tradesman's Comments:

2 06/02/2011 0.32

As soon as the Update Docket button is clicked the email is sent.

From: adean@premier-software.co.uk [mailto:adean@premier-software.co.uk]
Sent: 11 August 2011 12:30
To: adean@premier-software.co.uk
Subject: Your Job Status

Your Job Number 2M5M Has Been Completed

The last trigger is in the Cancel Defect Job section from the Planning Menu.



CANCEL DEFECT JOBS

Job Number ? 100079
Status 9 Cancelled
Cancellation Date
Reason For Cancellation
Cancel Job Y/N?

If the usual criteria are met then an email is sent. This section also adds the reason for cancellation into the body of text in the email.

From: adean@premier-software.co.uk [mailto:adean@premier-software.co.uk]
Sent: 11 August 2011 12:52
To: adean@premier-software.co.uk
Subject: Your Job Status

Your Job Number 2m5m Has Been Cancelled. The Reason For Cancellation Was test for email

Finally all these emails are logged inside D3 so that we can confirm that they were sent. They are logged in a file called MAILLOG and look like this in TCL.

```
001  
002 Command Line SMTP Emailer V1.07  
003  
004 Opening connection to mail.btconnect.com  
[xxx.xxx.xxx.xxx] on port 25  
005 220 mail.btconnect.com ESMTP  
006  
007 250 DYU30052 Message accepted for delivery  
008  
009  
010 15929  
011 46313
```

Attributes 10 and 11 are the D3 format of the date (10) and Time (11) they were sent. Attribute 7 confirms that the message was accepted for delivery. There is a report in the report writer to produce a converted report on this data.