



# Alert/Reminder Agent (AR)

## Key Benefits:

- Easy Install
- Never miss a key date again
- User-defined configuration
- Automated Process
- Integrates seamlessly with existing technology
- Works with all MasterGov modules
- SMS text message delivery option available

## Unforgettable

DEF's Alert/Reminder Agent has been developed as a specific response to an age old problem, how can I ensure my officers know what needs to be dealt with before it's too late? Yet the product does so much more than keep officers abreast of their work load.

### Design

Built to operate across a Microsoft Windows platform, the DEF Alert/Reminder Agent runs in a fully automated capacity with no need for any input beyond its initial configuration.

Reading data from the MasterGov database this unique product can process alert and reminder message from any date on any record within the system.

Using the standard messaging technology of SMTP, the Alert/Reminder Agent will send the required messages via your existing systems therefore negating the need for new servers or software.

### Features & Functions

As its name suggests, the DEF Alert/Reminder Agent performs two distinct tasks. Firstly, it sends alert messages to recipients to inform them that particular data in the system has been entered. Secondly, the product will send reminders for pending dates to recipients warning them that a particular date within the system has almost been reached.

The number of days for such reminders is set by the user in the configuration section of the product. This number can also be negative meaning this system will send a message a number of days after a milestone date has passed.

The product can be used to track any date column with the MasterGov database which means you will never miss a key event occurring or let a major date slip again. The control provided by the system is such that you will be able to configure the application to cope with every conceivable circumstance.



# Alert/Reminder Agent (AR)

The product has been engineered to operate across all the MasterGov modules with the core module concerned being used to derive the list of possible recipients.

The following is an example of the possible recipient types:

- List of common Appeal types
- List monitoring categories
- Record full decision details including all conditions and reasons
- Store key dates including inquiry / hearing details
- List of common Appeal types
- List monitoring categories
- Record full decision details including all conditions and reasons

## Delivery Options

The standard mechanism for delivering both alerts and reminders is email. The product achieves this by talking directly to an SMTP server located on the authorities own site. This may be in a Microsoft Exchange Server, Lotus Domino Server or Novell GroupWise Server. The format of the messages is user controlled within the applications own configuration.

For authorities that really want to push the boundaries of service delivery, message routing by SMS text message is a must. No additional software or hardware is required for this facility. Simply signing up for a Clickatell account and buying some credits is all that is required.

## Configuration

Setting up new alerts and reminders is a simple process using the user interface in MasterGov itself. The schedule of the agent and the alert / reminder records are all pre-configured here. No configuration has to be done on the server itself after installation.

In the configuration for each Alert/Reminder, a conditional clause can be added to limit when the message is sent. For example, a reminder message should only be sent to a consultee if their reply has not already been received.



# Alert/Reminder Agent (AR)

## Why Do I Need This Software?

There are countless uses for the agent - here are a few that almost every authority would truly benefit from:

- Informing the applicant or agent that an application has been validated.
- Send a reminder to a consultee to explain that the consultation period is about to expire.
- Remind a developer that money was due for a S106 agreement.
- Tell the applicant or agent that the application has been determined.

## Support when you need it

Under the DEF annual Service Level Agreement (SLA), all Legislative changes in procedures are included as well as full user support from the DEF Software Service Desk.

## So How much does it cost?

The module cost is a one-off fee of **£1,985**. The annual maintenance cost is **£740**.

## How can I see Alert/Reminder Agent working?

We can do this in a number of ways:

- We can come to you and demonstrate the product on-site.
- We can provide a link to a demonstration video online.
- We can provide a live video conference for a full demonstration.
- We can refer you to an existing customer who utilises the software.

## How do I get in touch with DEF?

DEF Software Limited

1 Merchant Court, Monkton Business Park South, Hebburn, Tyne and Wear. NE31 2EX

Email: [team@def.co.uk](mailto:team@def.co.uk) | Tel: 0191 495 5245 | Website: [def.co.uk](http://def.co.uk)