



TECHNICAL BULLETIN

TRANSFERCENTERIQ™ APPLICATION MESSAGE NOTIFICATIONS

Version 2023-12-06

Published: 2023-11-06

MESSAGE NOTIFICATIONS INTRODUCTION

In the fast-paced transfer center environment, it is sometimes helpful to communicate in a time-sensitive manner with other users about a transfer case. Users can now send messages to other users by selecting the envelope icon () in the case header while the case is in edit mode. In the **Message Dialog** box that appears, users can type a message of up to 1,500 characters and select multiple recipients. This feature requires administrators to configure the following setup.

ADMINISTRATOR SETUP

Add Wireless Communications Transfer Protocol (WCTP) Endpoints

1. Administrators go to the **Admin > Settings > Platform Settings** page.
2. Scroll down to the **WCTP Configuration** section. Each row is a WCTP endpoint.
3. Select the **Add WCTP Endpoint** link to add a new, blank row.



Endpoint Name*	URL*	Sender ID	Security Code
some-endpoint	example.com	123	321

[Add WCTP Endpoint](#)

4. Enter the following information:
 - **Endpoint name** – (Required) Type a unique name for the WCTP endpoint that is used for sending wireless messages to mobile phones and other wireless devices. **Note:** If your organization uses Mobile Heartbeat® MH-Cure for notification purposes, you must use WCTP.
 - **URL** – (Required) Type the unique identifier used to locate the messaging service on the Internet (web address).
 - **Sender ID** – (Optional) Type the identifier to send with each message that will help identify who sent it.
 - **Security code** – (Optional) Type the security code (if applicable) for the WCTP notification endpoint.
5. Select **Save** on the **Manage Settings** page (**Admin > Settings > Platform Settings**).

These endpoints will appear in the selection list for configuring **WCTP Endpoint Names** on **User Account** page.

Configure Users to Receive Messages

- Administrators go to a user's account page in **Admin > Users > Message Notifications** section.

Users can receive message notifications via email and/or wireless devices.

- If you want the user to receive message notifications by email, select the **Email** checkbox in the **Notification Methods** section.

The user will receive messages in emails that use the value displayed in the **User Information** section > **Email Address** field.

- If you want the user to receive message notifications on a wireless device, select the **Add WCTP Endpoint** link to display the configuration fields for wireless notifications. You can add multiple WCTP endpoints.

Enter the following information:

- Endpoint Name** – Select from the list that displays the available WCTP endpoints configured by the administrator on the **Platform Settings** page.
- Identifier** – Type the user's identifier.

- After configuring the **WCTP Endpoint**, select the checkbox next to the **WCTP Endpoint** option at in the **Notification Methods** section to enable wireless message notifications for the user via the listed endpoint(s).

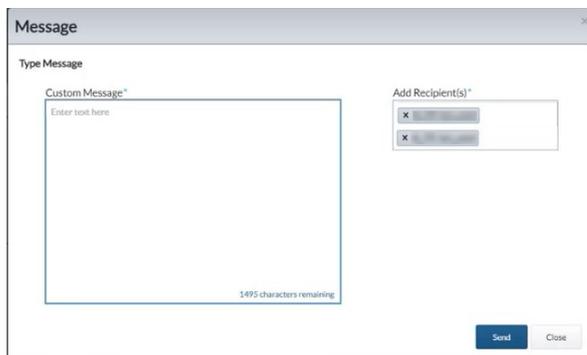
Note: Users who utilize an IQ-enabled **Capacity Management Suite**® solution must be configured as described above to receive messages from the **TransferCenterIQ**™ application.

SEND A MESSAGE

1. On any page from a transfer case that is in edit mode, users can select the envelope icon in the case header.



The **Message** dialog box appears.



2. Type your message of up to 1,500 characters in the **Customer Message** free text field.
3. In **Add Recipients**, begin typing the user's identifier and select it from the list of all available recipients that appears. You can select multiple recipients. To delete a recipient, select the **x** next to their identifier.
4. Select **Send** to send your message notification to the selected recipients.