VERSION 1.0

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ALERTS IN VIENNA ADVANTAGE

A USER'S GUIDE

VIENNA ADVANTAGE

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1 INTRODUCTION

1.1 WHAT'S IN THIS MANUAL

This Document intends to inform the user about the Alerts in VIENNA Advantage.

1.2 AUDIENCE

	Audience and Market
1	End Users
2	
3	
4	
5	

1.3 SYMBOLS AND CONVENTIONS

	Example
	Note
	Caution
	Recommendation
Tenant (Client)	Tenant is a terminology used to define a subset of data related to one or more organizations in a system. It is not a business entity but the name of a group which could relate to one or multiple business entities.

1.4 PRODUCT SUPPORT

In case of any questions related to this user manual you can contact VIENNA Advantage customer care located in the "Contact" section of http://www.viennaadvantage.com

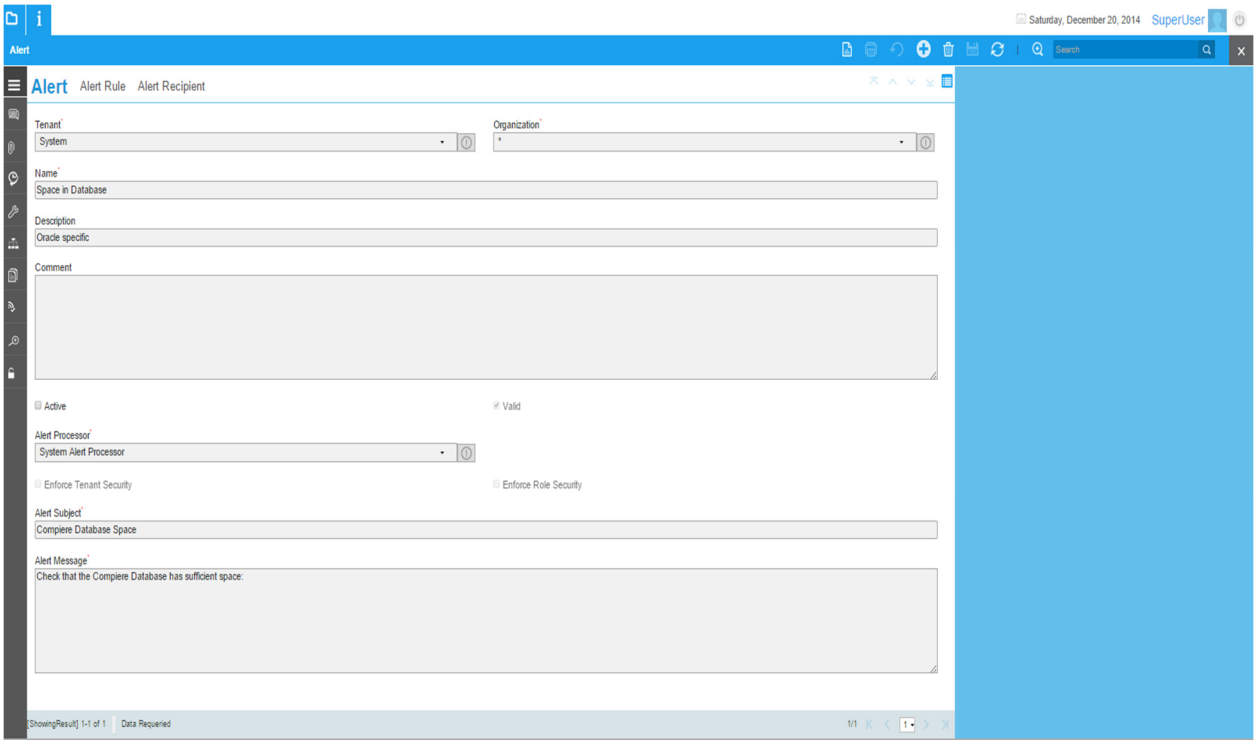
2 ABOUT ALERTS

2.1 OVERVIEW OF ALERTS

VIENNA Advantage Alert facilitates the flow of information within your organization to manage your business information and to notify your users of the information you required.

You can create alerts that are as simple or as complex as you need, and you can create your alerts in a variety of ways so they perform the kind of execution according to your organization requirement.

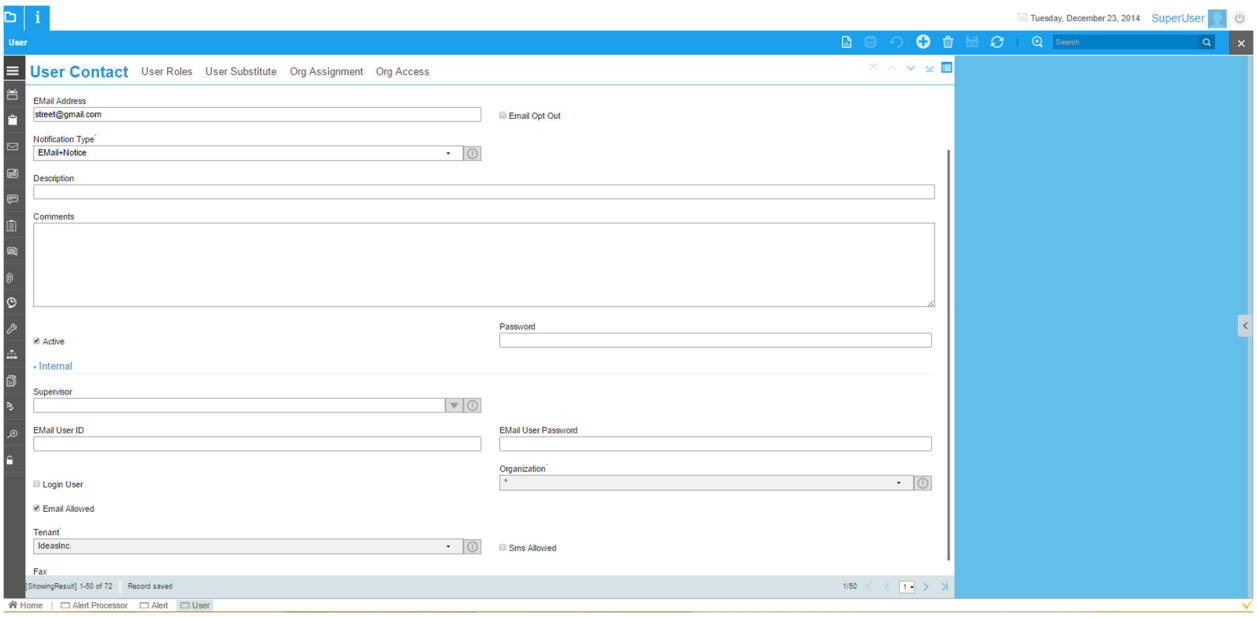
An Alert checks the database for information according to a schedule you define and if where clause condition matched then system used to execute the alert to the relevant users. You can also define the frequency or interval time whenever you want to execute this alert.



2.2 TYPE OF ALERTS

In VIENNA Advantage, there are two types of alerts in the systems which are NOTICE and E-Mail Alert. To configure the alert in the system you need to write a query at Alert window and make the setting at user window so that alerts can be execute and send the information to the relevant users.

3 PRE-REQUISITES



In VIENNA Advantage, User makes the setting at User Window for NOTICE and E-Mail.

3.1 NOTIFICATION TYPE

Select Notification Type

If you select Notification Type as Notice, then only Notice is send to the relevant users when the alert is executed.

If you select Notification Type as Notice + Email, then Notice and E-Mail is send to the relevant user when the alert is executed. But for E-Mail, you make a setting at User window.

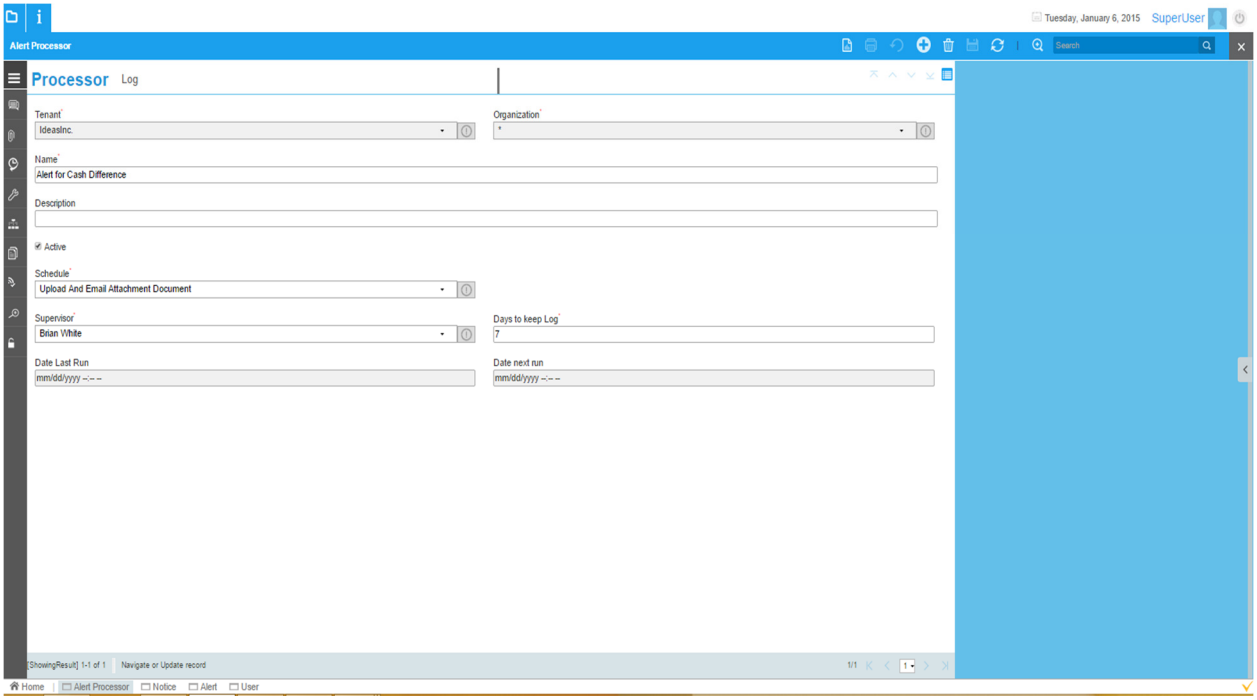
3.2 E-MAIL

Enter E-Mail Address

Check E-Mail allowed is "True"

4 CONFIGURING ALERTS

4.1 ALERT PROCESSOR



Enter Name of Processor

Enter Description

Select Schedule

In VIENNA Advantage, Schedule is used to define the frequency or interval time whenever you want to execute the process. Please read the Schedule related document to understand the schedule concept in greater detail.

Select Supervisor

In VIENNA Advantage, Supervisor indicates who will be used for forwarding and escalating issue for this user.

Enter Days to keep log

It indicates the number of days to keep the log entries. Older log entries may be deleted.

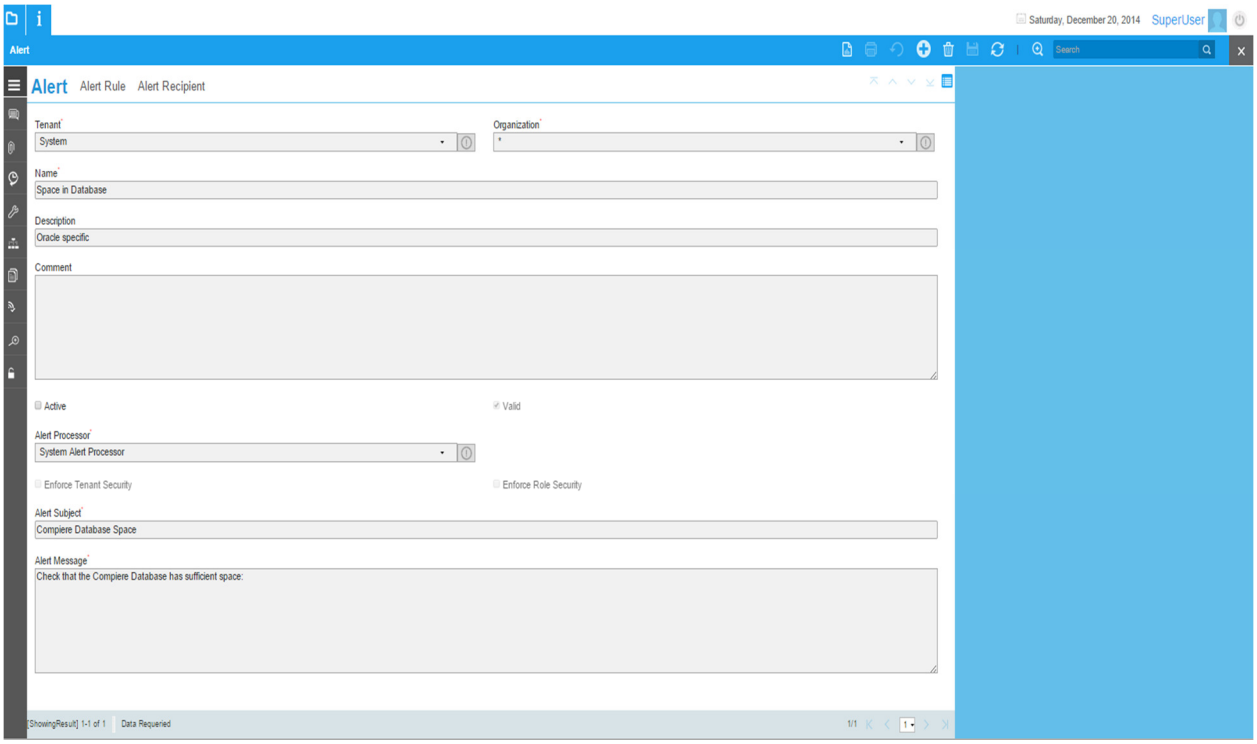
Date Last Run

It indicates the last time an action occurred for this request

Date Next Run

It indicates the next time when the action is occurred for this request.

4.2 ALERT



Enter Name

Select Alert Processor

Alert Processor is used to define the different processes that you want to occur.

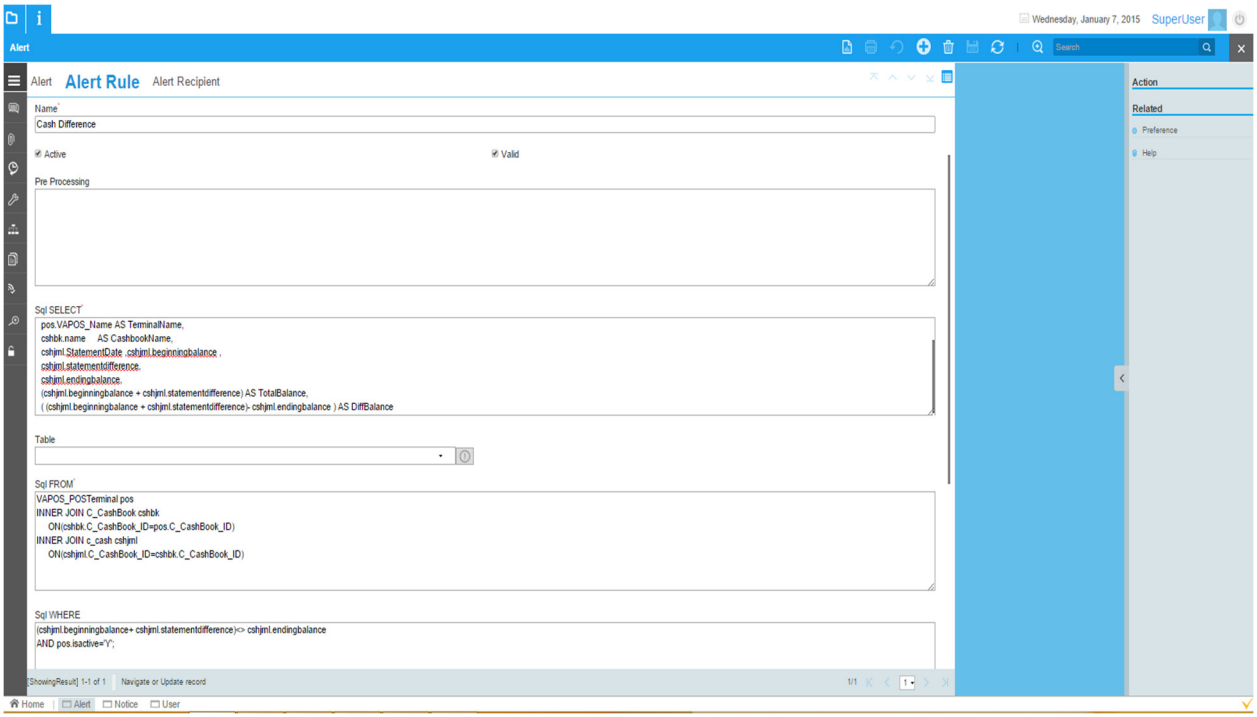
Check valid checkbox as True

Alert is execute and send the information to the relevant users when alert is valid and where clause condition is matched.

Enter the appropriate Alert Subject

Enter the Alert Message which you want to send to the relevant users.

4.3 ALERT RULE



Enter Name

Check "Valid" checkbox as True

Alert is execute and send the information to the relevant users when alert is valid and where clause condition is matched.

Pre-Processing

It indicates that Process SQL is executing which user write in pre-processing before executing the "Select Clause" query. User can write any kind of query like Update, Delete etc. in this field.

Enter Sql SELECT

It indicates that the SQL SELECT Clause to use for selecting the record for a measure calculation. But do not include the "SELECT" itself.

Enter Table

It indicates all the Database table information. If users want to execute the alert based on single table then user can select table from this "TABLE" field. If users want to execute the alert based on multiple table then user need to write in "SQL FROM" clause.

Enter Sql FROM

The “FROM Clause” indicates the Sql FROM clause to use for selecting the record for a measure calculation. It can contain JOIN Clause. But do not include “FROM” itself.

Enter Sql WHERE

The “WHERE Clause” indicates the WHERE Clause to use for record selection. But do not consider WHERE Clause itself.

Note that WHERE Clause should be Fully Qualified. It means that WHERE clause contain “tablename.columnname”

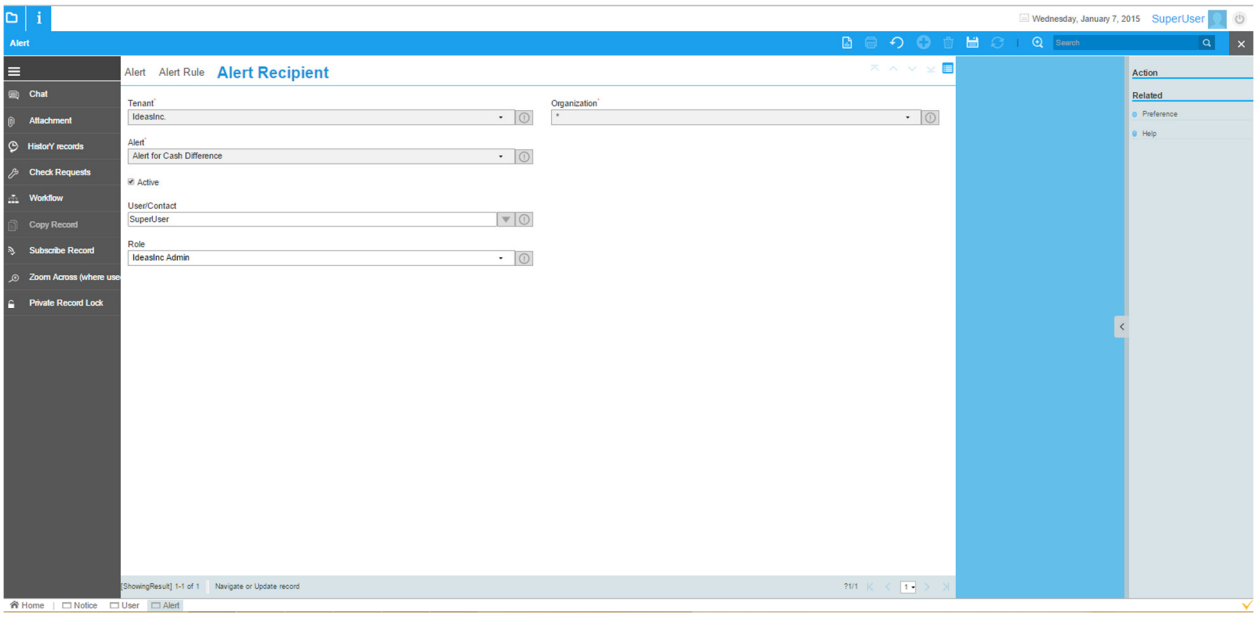
Enter Other Sql Clause

It indicate any other complete clause like GROUP By, HAVING, ORDER BY etc. after WHERE clause.

Enter Post Processing

It indicates that Process SQL is executing which user write in post-processing after executing the “Select Clause” query. User can write any kind of query like Update, Delete etc. in this field.

4.4 ALERT RECIPIENT



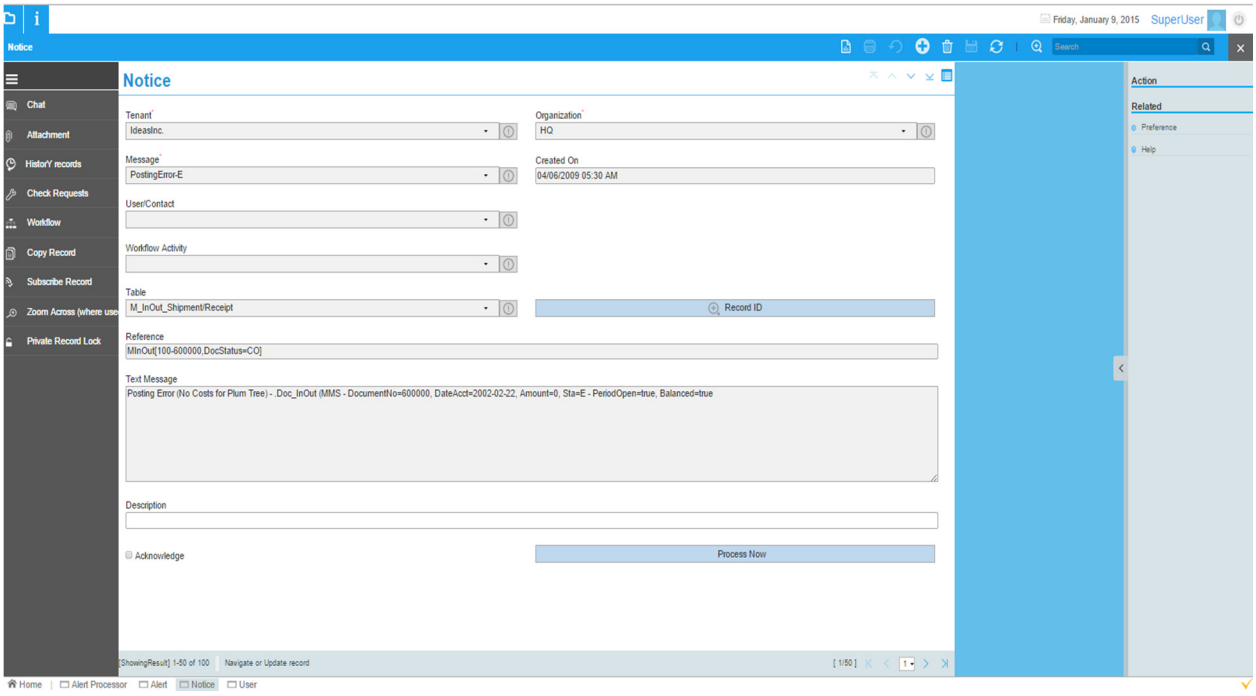
Select User/Contact

It contains the entire “USER” within the system. Select the users to whom you want to send the alert.

Select Role

It contains the entire “Role” in the system. The Role determines security and access a user who has this Role will have in the system. If user wants to send alert to all users who belong to particular Role then select “Role”.

5 ALERTS FROM SYSTEM



On the basis of user alert, when the alert is executed, excel is created and bind in attachment for all relevant user at Notice window and same excel is sent to the relevant user by E-Mail.

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