



The Communicator!® NXT

Email Qualification

The Communicator!® NXT **Email Qualification** option, supported by Microsoft® Exchange Server IMAP, allows contacts to reply to an email or mobile email message and confirm receipt of the notification by typing 'Yes'. This positive response is documented on scenario activation reports as a successful contact.

How it Works: If an email or mobile email message will be sent for scenario qualification, you must use the **Auto Text** entry 'Email_Qualify_Subject' in the email **Subject** field and 'Email_Qualify_Body' in the email **Message Text** field. These auto text entries will produce a unique identifier for a specific contact and a particular scenario. When the scenario is activated and the email message is assigned to the scenario, contacts with email devices will receive this qualification email and, using the **Reply** option in your email application, can respond to the email by typing **Yes** to qualify for a position.

Benefits

- Contacts can *qualify* via email, reducing the number of phone calls made (e.g., ED10WCH), thereby increasing phone minute efficiency.
- Emails are sent at a much faster rate than phone calls, so more people can be reached in a shorter time frame.
- Email qualification is convenient and fast, enabling contacts to quickly reply without receiving a phone call and responding to each prompt in a call flow.
- Reports document confirmation of email receipt, ensuring the content of the message was read (e.g., emails can also include attachments).

Set-up Configuration

- Access the **Messages > Messages Detail** page.
- Type the **Subject of the Email and/or Mobile Email Message**, and then click the **Auto Text** button. Select the entry titled **Email_Qualify_Subject**.
- Type the **Message Text** for the **Email and/or Mobile Email Message**, and then click the **Auto Text** button. Select the entry titled **Email_Qualify_Body**.
- Assign this **Email and/or Mobile Email Message** to the desired scenario.
- It is important that contacts only **Reply** with **YES**. This is the only response recognized by the system. Please train all contacts accordingly.

1 Create Message

2 Contact Replies to Email with YES

3 Reports Display Email Receipt

Contact Name	Attempted	Contacted	Fill Status	Pickup Date	Time	Device Detail
Alberts, Joel	Yes	Yes	FP	12/15/2008	03:14:43 PM	
Brown, Chris	Yes	Yes	FP	12/15/2008	03:11:42 PM	
Cooper, Chris	Yes	No	NC			E cconnearmey@dccusa.com
Gregory, Shannon	Yes	Yes	FP	12/15/2008	03:11:42 PM	
Moore, Beth	Yes	No	NC			E beth.moore@dccusa.com
Total	5					