Behavior Messenger

August 2012

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Behavior Messenger

Overview | Field Limitations | Creating a New Behavior Messenger Template | Using a Behavior Messenger Template to Send a Message

In the E.1226 Release Pack (June 2012), a **Record a Message** button was added to the Behavior Messenger interface. When selected, a ShoutPoint Voice File Recorder tool displays. See the ShoutPoint Voice File Recorder for more information.

Overview

See It | Discuss It

PATH: *Behavior > Behavior Messenger*

The Behavior Messenger Wizard allows users to create message templates that will be sent to parents of students with behavior events.

The Behavior Messenger templates specify the criteria on which to filter events. Users can later set up a Behavior Messenger template to be dialed on a schedule using the Behavior Messenger Scheduling tool.

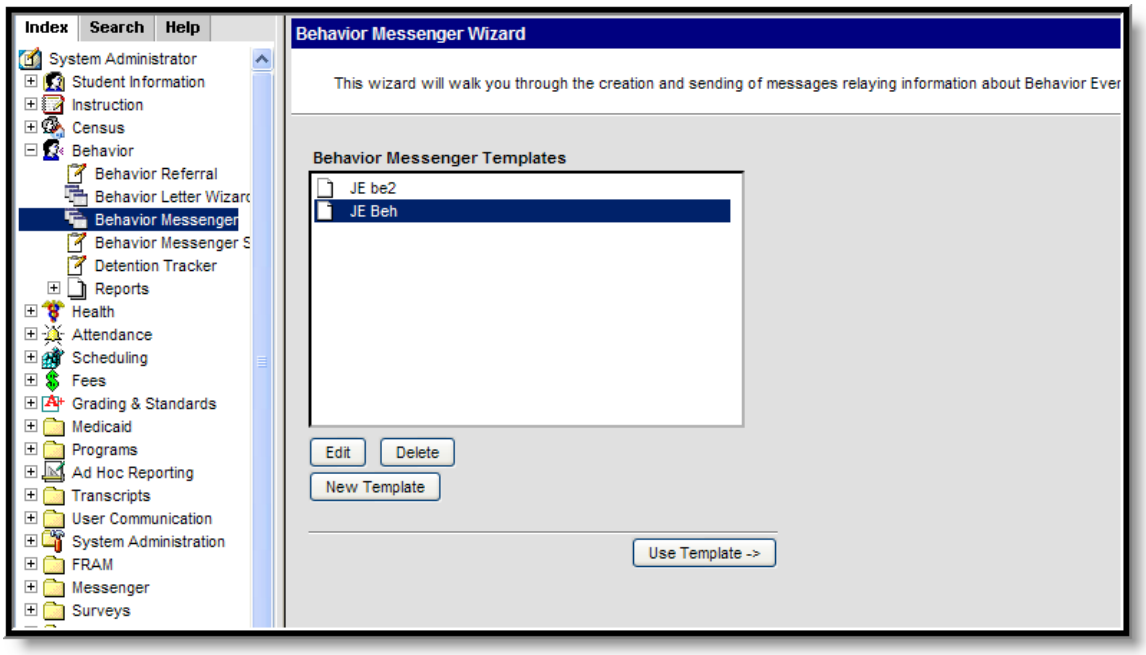

Image 1: Behavior Messenger Editor

Field Limitations

The following limitations should be noted when creating a message:

- The Message Recipient Field Value accommodates the text field from which data is pulled and allows for

text lengths larger than 255 characters.

- At this time, text in that field cannot be greater that 2000 characters.

If the user enters a behavior event comment that exceeds 2000 characters, the message will not be sent.

Creating a New Behavior Messenger Template

1. Click the **New Template** button.

Criteria Selection

1. Enter the **Name** of the behavior message.
2. Select the **Event Types** from the dropdown list to include in the message.
3. Select the **Involvement Roles** from the dropdown list to include in the message. Up to four behavior roles can be selected.

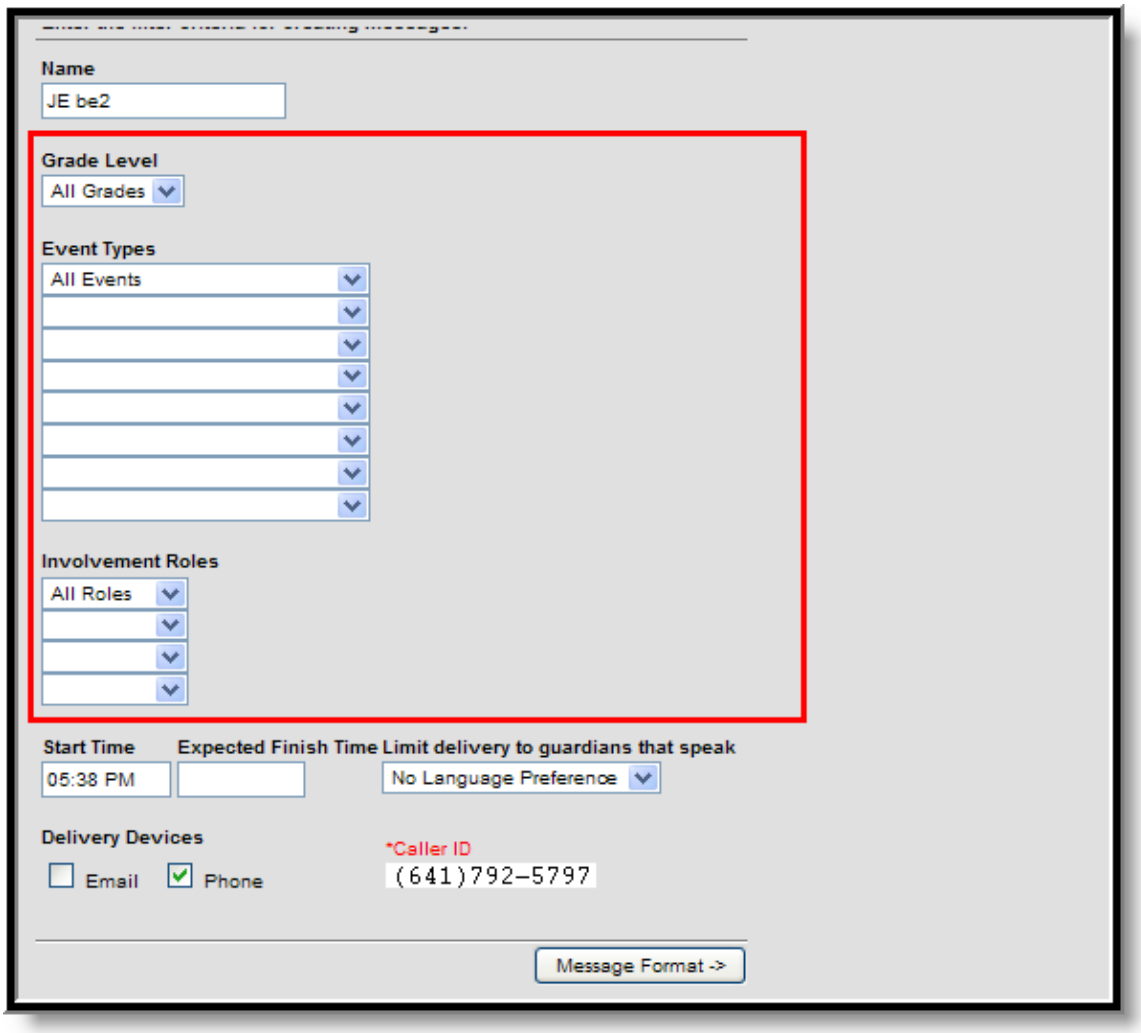

Image 2: Message Criteria

Delivery Information

Messages can be sent to either Email or Phone. Automatically, messages are sent to the Portal Inbox.

1. Enter the **Start Time** of when the message should be sent.
2. Enter the **Expected Finish** time.
3. Determine the language of the guardians. The recipients are determined by the selection in the Preferred Language Field on the Demographics tab. To send messages to guardians whose Preferred Language is English AND guardians whose Preferred Languages is Spanish, two separate templates must be created.
4. Select the **Delivery Devices** to use to send the message. Options are **Email** and **Phone**.
5. Click the **Message Format** button.

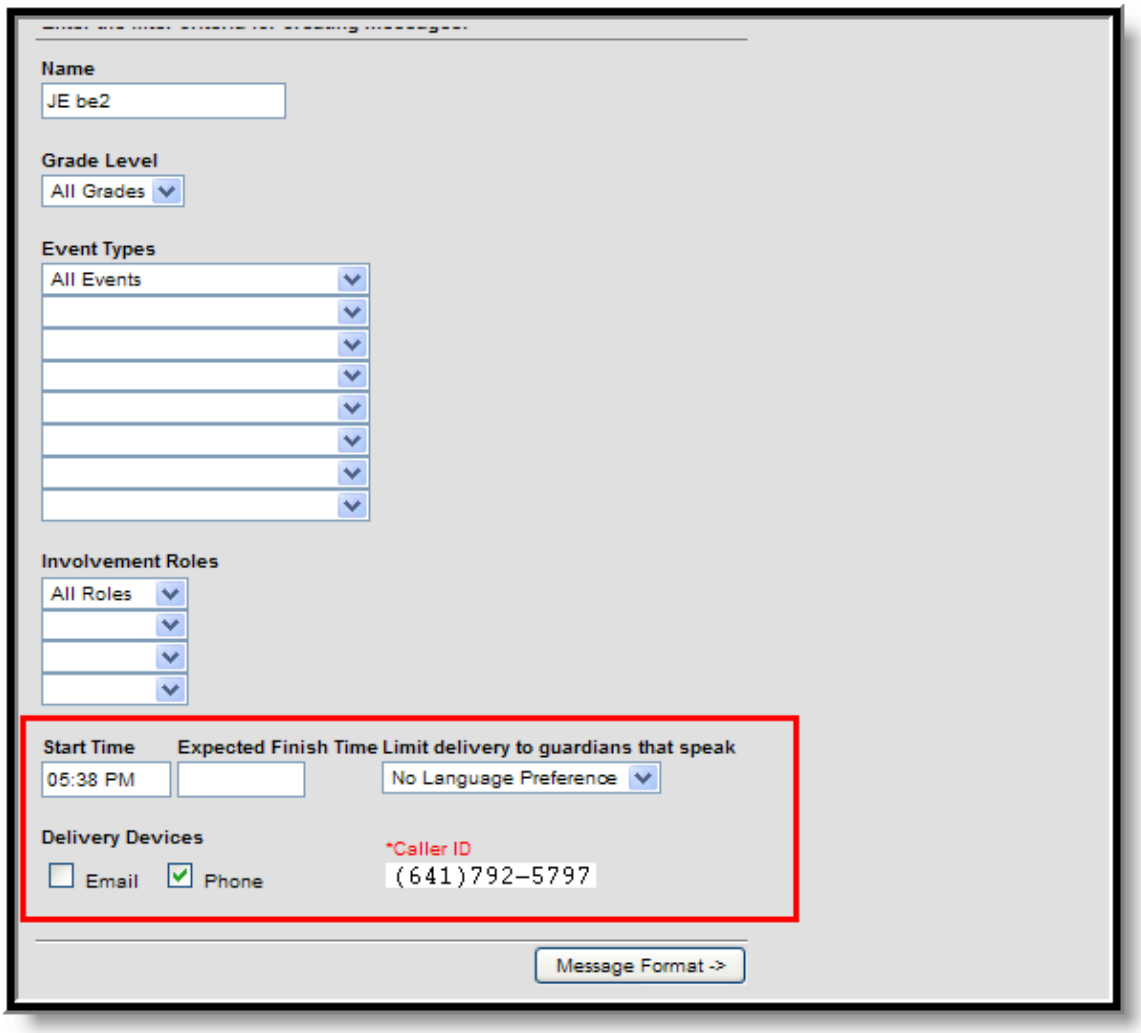

Image 3: Message Delivery Options

If uploading a .wav file, when the messages are sent, only the .wav file is read for voice calls. The text entered in the WYSIWYG is included in the email.

Message Format

1. Enter the text of the message into the WYSIWYIG editor.
2. Select the desired Campus Field Properties. These aid in the collection of data.
3. Click the **Record a Message** button to record a message using the ShoutPoint Voice Recorder.
4. Select the **Communication Language** from the dropdown list. Options are US English and Spanish.
5. Select the **Speech File** to use by uploading a WAV file. Users should use this function whenever they would like to replace the built in text-to-speech spoken message with their own speech file. This is required for Spanish language messages since Campus does not support Spanish text-to-speech functionality.
6. From the **Organize To** dropdown list, select the user group to save the template for or choose User Account to only allow the current user to access the template.
7. When finished, click the **Save Format** button. The new report will appear in the templates list on the first

page of the Behavior Messenger Wizard.

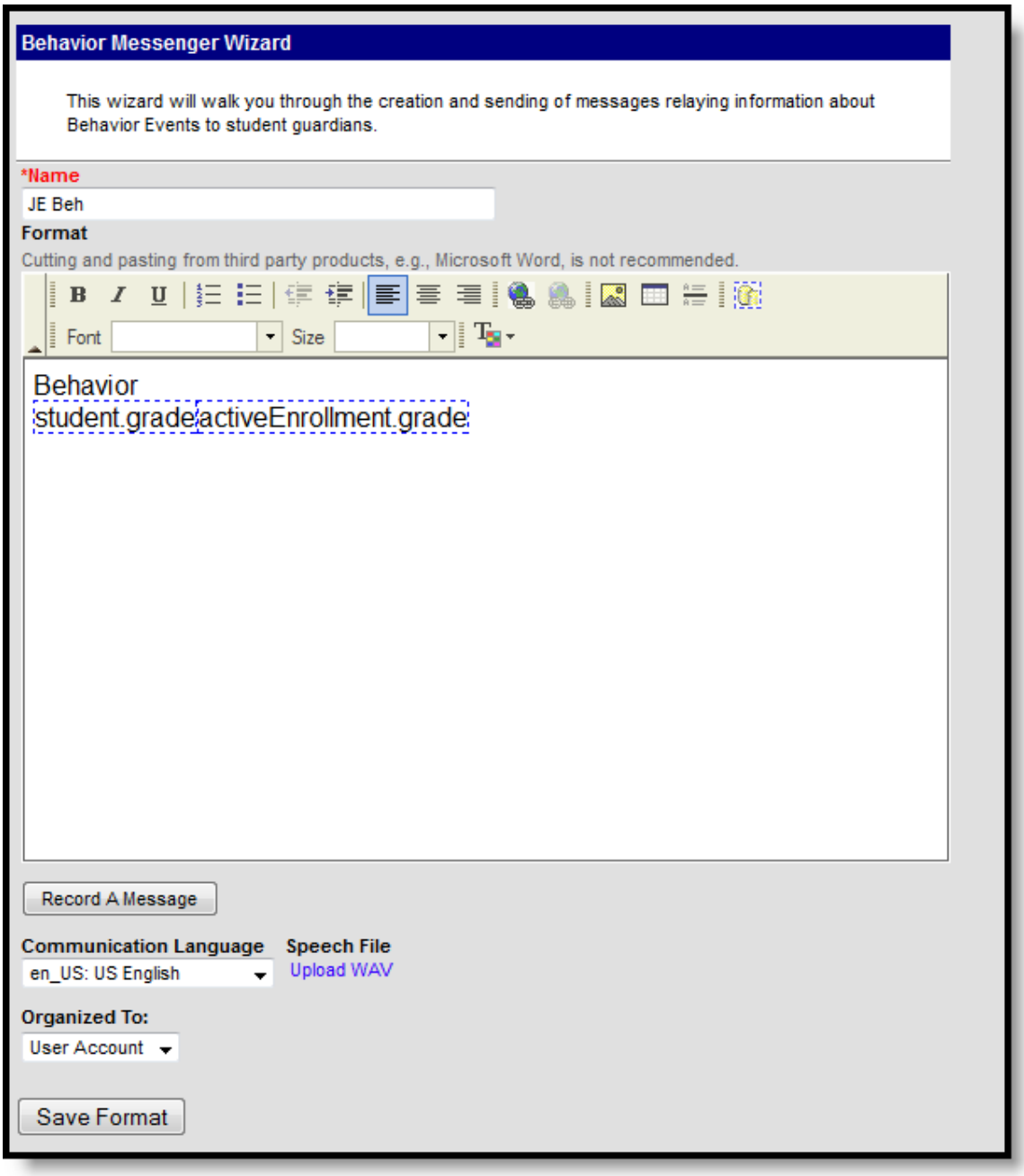

Image 4: Message Format

Using a Behavior Messenger Template to Send a Message

Try It

1. Select the template from the **Behavior Messenger Templates** list.
2. Click the **Use Template** button.

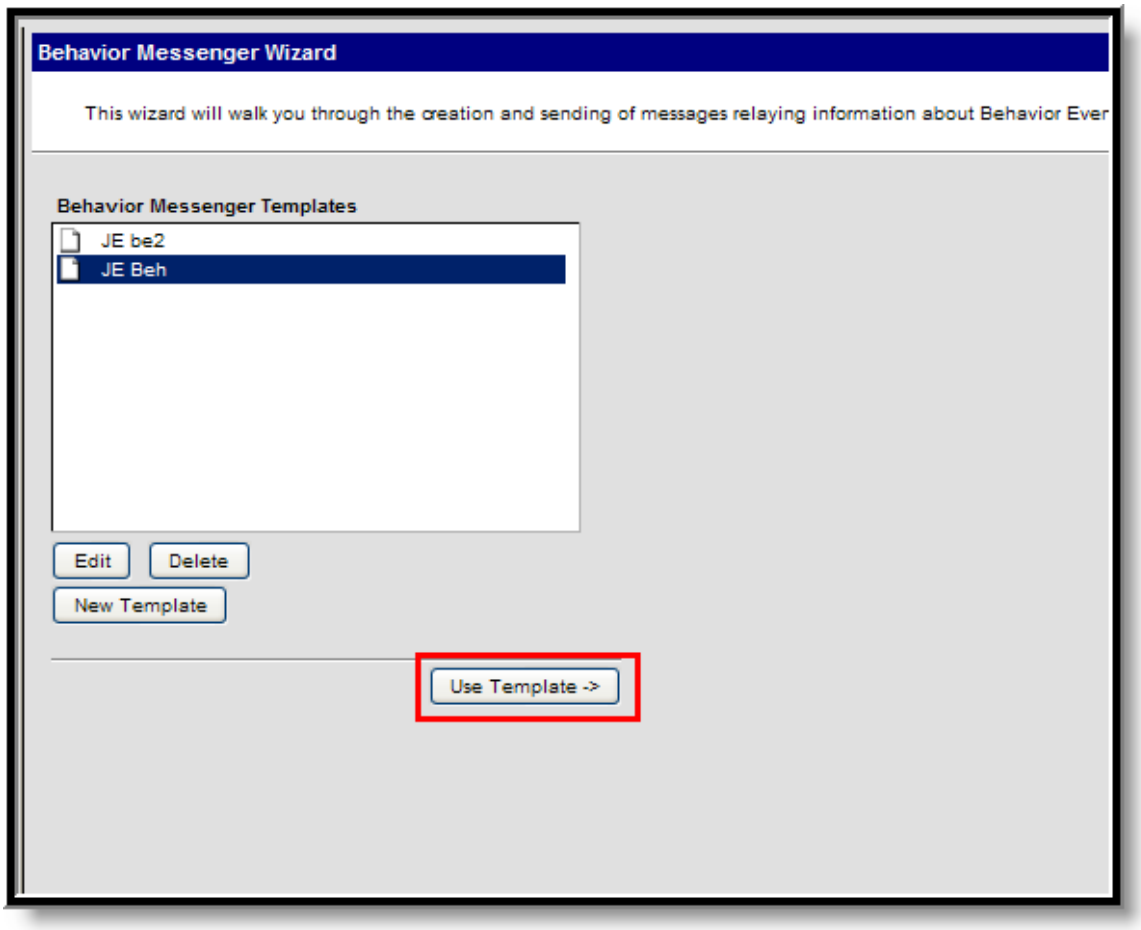

Image 4: Existing Template Selection

Criteria Selection

1. Enter the **Name** of the behavior message.
2. Select the **Grade Level** from the dropdown list.
3. Select the **Event Types** from the dropdown list to include in the message.
4. Select the **Involvement Roles** from the dropdown list to include in the message. Up to four behavior roles can be selected.

Delivery Information

1. Enter the **Start Time** of when the message should be sent.
2. Enter the **Expected Finish** time.
3. Determine the language of the guardians. The recipients are determined by the selection in the Preferred Language Field on the Demographics tab. To send messages to guardians whose Preferred Language is English AND guardians whose Preferred Languages is Spanish, two separate templates must be created.
4. Select the **Delivery Devices** to use to send the message. Options are **Email** and **Phone**.
5. Enter the **Effective Date** in *mmddyy* format.

Message Test

1. Click the **Test Message** button. A message summary window appears, listing options selected.
2. Click the **Cancel** button to return to the Behavior Messenger.
3. Click the **Send Test** button to send the message.

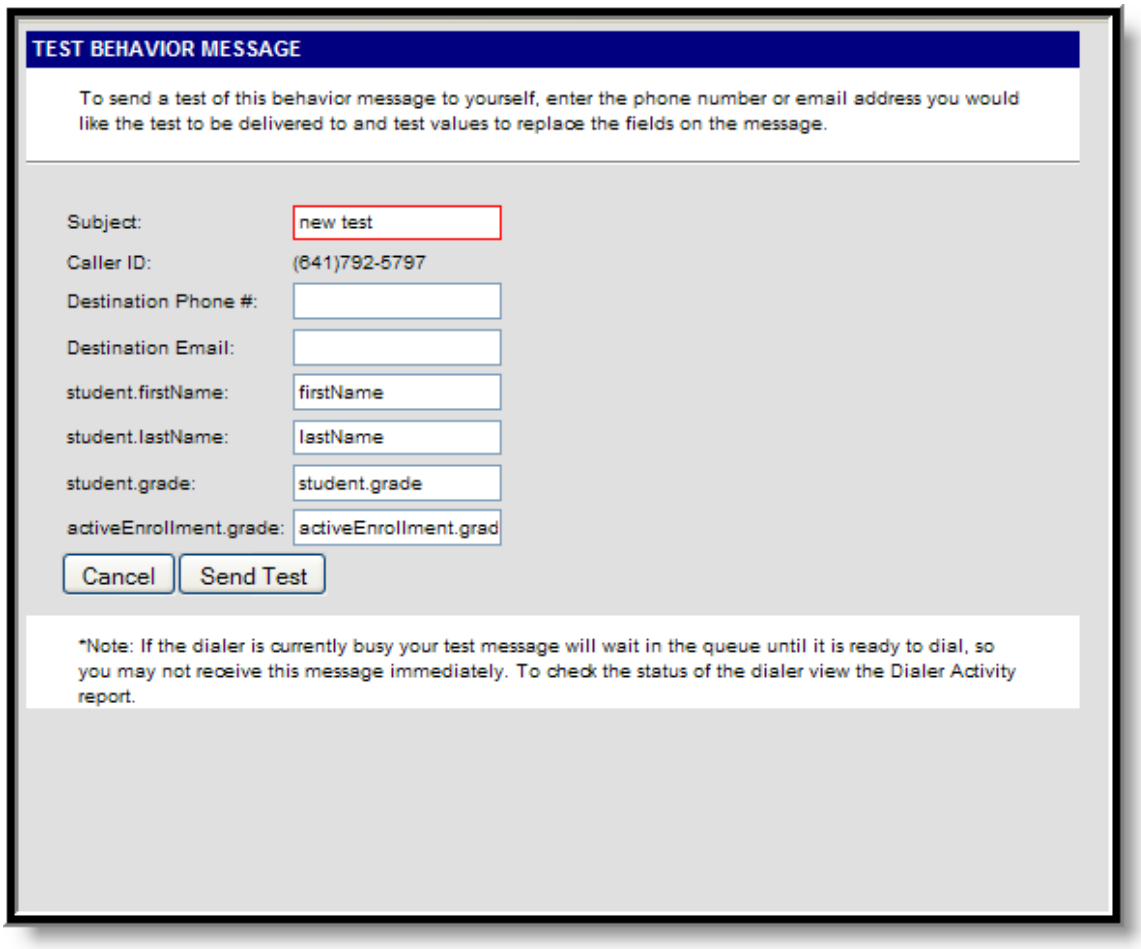

Image 5:Testing the Behavior Messenger

Message Preview and Sending

1. Click the **Preview Notices** button to see the number of recipients and counts of the message.
2. Click the **Review Recipients** button to see which individuals will receive the message.
3. Click the **Send Message** to send the message.

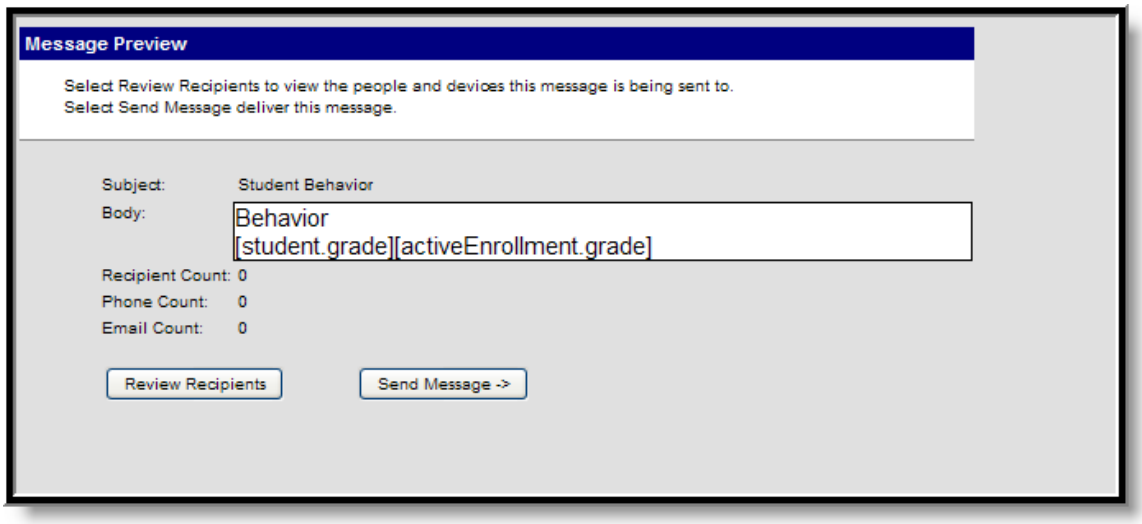

Image 6:Message Preview