Message Folders

Last Modified on 08/20/2024 2:05 pm CDT

An admin level user may have access to create and modify message folders. Message folders represent on-call schedules and are a method to route messages to a specific user if the intended recipient is unknown.

Creating a Message Folder

1. Navigate via Menu > Administration > Messages > Message Folders

2. Select *Add Folder*, this will populate the Create Folder settings

3. Fill out the required information and click *Create*

Name & Category Settings

Folder Name	Name of the folder
Short Folder Name	Folder display name with limited screen space
Phonetic Folder Name	How the folder name is pronounced
Folder Category	Folder Category; method to organize folders

Folder Type Settings

Folder Type	<u>Alerted</u>: messages sent to this folder will generate an urgent message to the on-call user or default folder assignment **<u>Assigned</u>**: messages sent to this folder will generate a regular chat message to the on-call user or default folder assignment **<u>Claimed</u>**: messages sent to this folder will populate in a queue for users to pick from. No users are alerted and on-call schedules are not used
Is Messageable?	Determines if the folder can be messaged by users

Priority Settings

Work SLA	Promised response time to message sent to this folder
Work Schedule	<u>During Clinic Hours</u>: messages sent to this folder will notify recipients during clinic hours, represented by a clinic schedule <u>Critical</u>: messages sent to this folder will notify recipients at any time of day <u>During Business Hours</u>: messages sent to this folder will notify recipients during business hours
Folder Priority	<u>Normal</u>: represents standard communications <u>Interruption</u>: represents critical communications

Escalation Settings

Attempts Before Escalating	The amount of times the original recipient should be alerted if an urgent message is unacknowledged
Attempts Per Device	The amount of times each user escalation device is contacted if an urgent message is unacknowledged. References *User Profile > Devices*
Minutes Between Attempts	Minutes between alert attempts
Escalation Alert Users	Defines who is notified of an unacknowledged message once *Attempts Before Escalating* is met
Escalation Minute Threshold	How many minutes until escalation notices are sent
Escalation Minute Interval	How often, in minutes, the *Escalation Alert Users* are contacted

Default Assignment Setting

Default Folder Assignments	Determines which user is contacted if there is not an on-call assignment

Folder Categories

Folder categories help to organize folder view. These are parent folders to message folders. They are a

visual tool and do not affect the functionality of folders within.