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## Messages Overview

For each business or organizational unit, the Messages component of each work area allows you to send, track, and view details of ad hoc messages, reviews, and forms assignments. GAL assigns different Message Types based on how the message was created. This can be useful when running reports on messages within a Org Unit or Event:

### Id Type

- 1 Ad Hoc
- 2 Action Step - Task Assignment
- 3 Action Step - Decision Assignment
- 4 Action Step - Broadcasts
- 5 Review Reminder
- 6 Forgot Password / Password Reset
- 7 Weather Alert
- 8 Subscription (Broadcast)
- 9 Action Step - Event Status Change

All messages that are stored in Events within the unit are not removed unless the event is deleted. Events and their messages can be archived by saving the event into archive folders in your hierarchy.

| Messages                                                                                      |       |         |                                                                                       |
|-----------------------------------------------------------------------------------------------|-------|---------|---------------------------------------------------------------------------------------|
| <a href="#">Send Message</a>                                                                  |       |         |  |
| Time Sent ↓                                                                                   | Title | Subject | Actions                                                                               |
| 09/14/2018 01:23:20 PM                                                                        |       |         |  |
| 09/14/2018 01:22:44 PM                                                                        |       |         |  |
| 09/14/2018 01:21:46 PM                                                                        |       |         |  |
| 09/14/2018 01:00:31 PM                                                                        |       |         |  |
| 09/14/2018 12:59:52 PM                                                                        |       |         |  |
| 09/14/2018 12:59:00 PM                                                                        |       |         |  |
| 09/13/2018 05:56:24 PM                                                                        |       |         |  |
| 09/13/2018 05:38:37 PM                                                                        |       |         |  |
| 09/13/2018 05:34:30 PM                                                                        |       |         |  |
| 09/13/2018 05:33:28 PM                                                                        |       |         |  |
| Page size <span>10 ▼</span> << < Page <span>1</span> of 35 > >>      Displaying 1 - 10 of 349 |       |         |                                                                                       |

## Step 1: Compose the Message

1. To send a message, click the Messages icon, then click Send Message.
2. In the General, enter a title for the message and subject in the Message Name and Subject fields. Note that only the first 50 characters of a subject line will be used in push notifications.

### Send Ad Hoc Message

**Step 1: Compose Message** Step 2: Select Recipients Step 3: Message Settings Step 4: Confirm & Send

**General** Short Text Full Text Email Text Voicemail Text Options

Message Name:

Subject:  ?

Cancel **Back** **Forward**

3. Click the Short Text tab to enter the brief text for the message. The short text is limited to 160 characters and will be used when the message is delivered to SMS or similar devices. Message substitutions can also be added in place of short text.

**Step 1: Compose Message** Step 2: Select Recipients Step 3: Message Settings Step 4: Confirm & Send

**General** **Short Text** Full Text Email Text Voicemail Text Options

Enter synopsis of your text here. This text will be sent to SMS devices.

Cancel **Back** **Forward**

4. Click the Full Text tab to enter the full text message. This version of the message will be sent to telephony, email, instant message, fax, and other mediums that allow long text. Message substitutions can also be added in place of full text.

GeneralShort TextFull TextEmail TextVoicemail TextOptions

Enter full text of your message here.

?

CancelBackForward

With the introduction of AlertLink Connect, the size of the push message is calculated differently. Push messages are limited by total size of the message and not necessarily character count. In addition, a push message size includes the numbers of the characters in the response options. (This is not the case with SMS, Email and Voice).

We have also limited the number of characters that will be delivered in the Subject line for a push message to 50. These 50 characters will be displayed in the Inbox. The message subject line will be counted in the overall size of the message.

Keep this in mind when composing new push messages, adding push devices to existing messages, and when using Message Substitution. The total size of the message being generated could be much larger than the count of the number of characters in the Full Text box in Step 1 of Message Setup.

We recommend that push message size (subject, message text, and response options) not exceed 1450 characters (this is the current limit for iOS. Android devices will accept a larger message size).

If a push message exceeds the message size for the device, it will be truncated.

5. Click the Email Text tab to enter the message to be sent to email accounts. This is strictly email.

General Short Text Full Text **Email Text** Voicemail Text Options

---

Enter text of your message to be used in an email here.

Cancel Back Forward

6. Click the Voicemail Text tab to enter the text to be left as a voice mail.

General Short Text Full Text Email Text **Voicemail Text** Options

---

Enter text of your message to be left as voicemail here.

Cancel Back Forward

7. Click Options, then enter any custom response options for the message. You may click Add to add up to 8 custom response options.

General
Short Text
Full Text
Email Text
Voicemail Text
**Options**

---

Response 1:  

Response 2:  

Add

Cancel
Back
Forward

Please Note: The response options continue the phrase "Press X....". For example, if you wish the message to say, "Press 1 if you can be on-site within fifteen minutes", you should enter "If you can be on-site within fifteen minutes" in the options box.

Click the Call Bridging icon  to the right of each of the responses will display new options where you can add the call bridge # and access code to create a call bridge. By entering a comma in the Post Dial field, the system will pause for a second to allow time for the conference call to accept the conference PIN. You may need to test and evaluate the length of pause necessary depending upon your particular conference call service provider.

Response 1:  

 **Call Bridge #:**

**Post Dial:**

Response 2:

Add

- Once you have completed composing your message, click Forward to move to [Step 2: Select Recipients](#).

## Step 2: Select Recipients

1. To select recipients for your broadcast message, locate the Contacts or Roles folders from the Select Contacts pane on the left. You may locate individual contacts or groups by browsing the organization and contact groups. Click  to expand the tree view.

Step 1: Compose Message

**Step 2: Select Recipients**

Step 3: Message Settings

Step 4: Confirm & Send

**Select Contacts**

 Corporate

Browse

Filter - Results

Filter

Reset

Advanced Filter

**Choose Contact Method**

Method not available

Method available

Preferred method available

Method available for some group members

☐  Preferred

☐  Primary Phone

☐  Primary Email

☐  Work Phone

☐  Work Fax

☐  Work Email

☐  Work SMS

☐  Home Phone

☐  Home Fax

☐  Home Email

☐  Home SMS

☐  Mobile Phone

☐  Mobile Email

☐  Mobile SMS

☐  Mobile Push

**Selected Recipients & Contact Methods**

No Contacts Selected

Cancel

Back

Forward

2. Enter keywords in the Filter field or click Advanced Filter to search for specific individual contacts or groups. Advanced Search allows you to search on specific fields and custom fields for contacts or groups.

Advanced Search

▼ Contact Search

First Name:

Last Name:

Title:

Site:

Select a Site ▼

Department:

Select a Department ▼

City:

State:

Select a State or Providence ▼

Zip:

Country:

Select a Country

Select A Custom Field

Enter A Search Term

+

Select a Custom Field ▼

Standard

Multiple

Search

- To search for multiple contacts using a specific field, operator, and value, click the Multiple tab to display the Contact Search section. For example, you would use this search if you wanted to search the contacts where the Last Name contains xx, 5, or 00. You can also use the Equals To operator (e.g. Last Name Equals To Smith to find all the contacts with Smith for the last name).

Advanced Search

▼ Contact Search

Search Field

Last Name

▼

Operator

Contains

▼

?

Comma

Separated Values

xx,5,00

Standard

Multiple

Search

4. Once the filtered results are displayed in the Select Contacts panel, click the name of an individual contact to add them to the Selected Recipients & Contact Methods panel. To add all the contacts in the search results, click the **+** icon in the bottom-right corner of the panel.

*Note: If you wish to add all the results in the Search Contacts panel as recipients, it's recommended you select the contact methods before clicking the **+** icon in the bottom-right corner of the panel*

Select Contacts



Browse

Filter - Results

3 found +

Filter

Reset

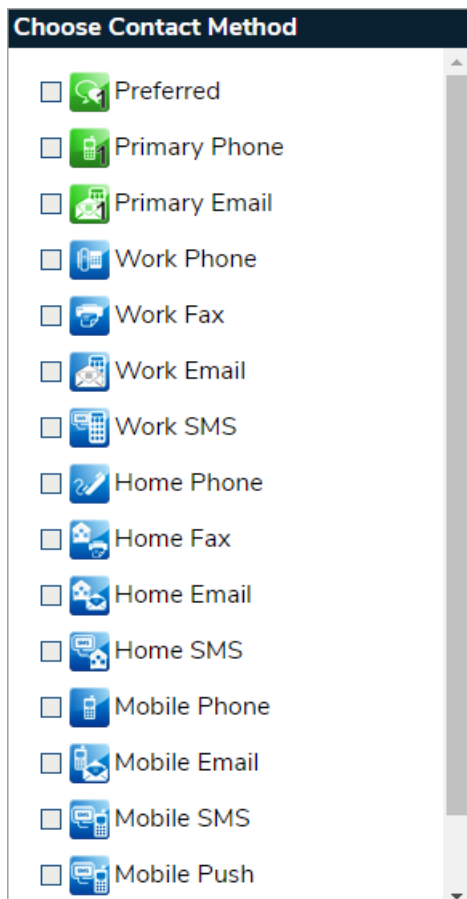
Advanced Filter

- To add a contact or subset of contacts click the contact name(s). To add a group of contacts, click the group name. All selected recipients will appear in the Selected Recipients & Contact Methods panel to the right.

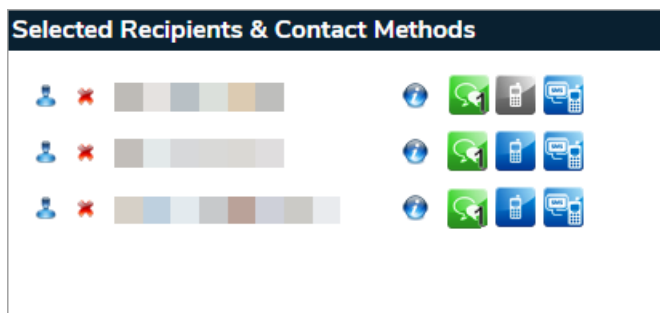
Selected Recipients & Contact Methods



- To select a contact method for all the recipients, click the appropriate contact method from the Choose Contact Method center pane. Note that the contact methods available to you may differ from the list within this document.



As contact methods are selected, icons will appear in the Selected Recipients & Contact Methods panel. The icons represent the contact method selected from the center pane. If the icon is blue, the contact method is available for the selected recipient. If the icon is grayed, the contact method is not available for the selected recipient.



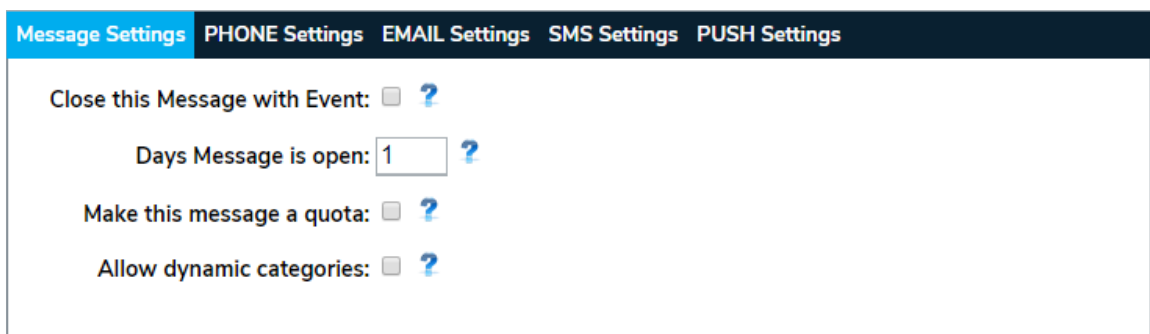
7. To view additional details of the contact in the Selected Recipients & Contact Methods panel, hover your cursor over the  icon beside the contact. To remove the contact, click the  icon.
8. To add specific contact methods for a recipient, click the  icon for a list of contact methods available for the individual. Simply click the contact method name in window to add it as a contact method for the individual. To remove a specific contact method for an individual, click the icon to remove it.
9. Once you have selected your recipients and contact methods, click Forward to move to [Step 3: Message Settings](#).

### Step 3: Message Settings

*Note: The screenshots in this article may appear differently on your GAL system, depending on the communication options you selected during implementation. For example, the SMS Settings tab will not appear unless you selected an SMS delivery method during [step 2](#). Contact [support@resolver.com](mailto:support@resolver.com) for further information.*

1. Fill in the **Message Settings** tab:

- a. Click the **Close this Message with Event** checkbox if you want the message to stop polling for responses and statuses when the Event is no longer active. However, the system will only let the message remain open a finite number of days (depending on your configuration settings) even if the event is not closed. Performance can be impacted if there are a significant number of open messages.
- b. Type the number of days the message will be open next to **Days Message will be open**. This field will not appear if the **Close this Message with Event** checkbox has been clicked.
- c. Click the **Make this message a quota** checkbox if the message includes responses that will be used to affect the workflow of your plan.
- d. Click the **Allow dynamic categories** checkbox if the message category will be dynamically added by an [Incident Submission Form](#) or [Interactive Voice Response](#).

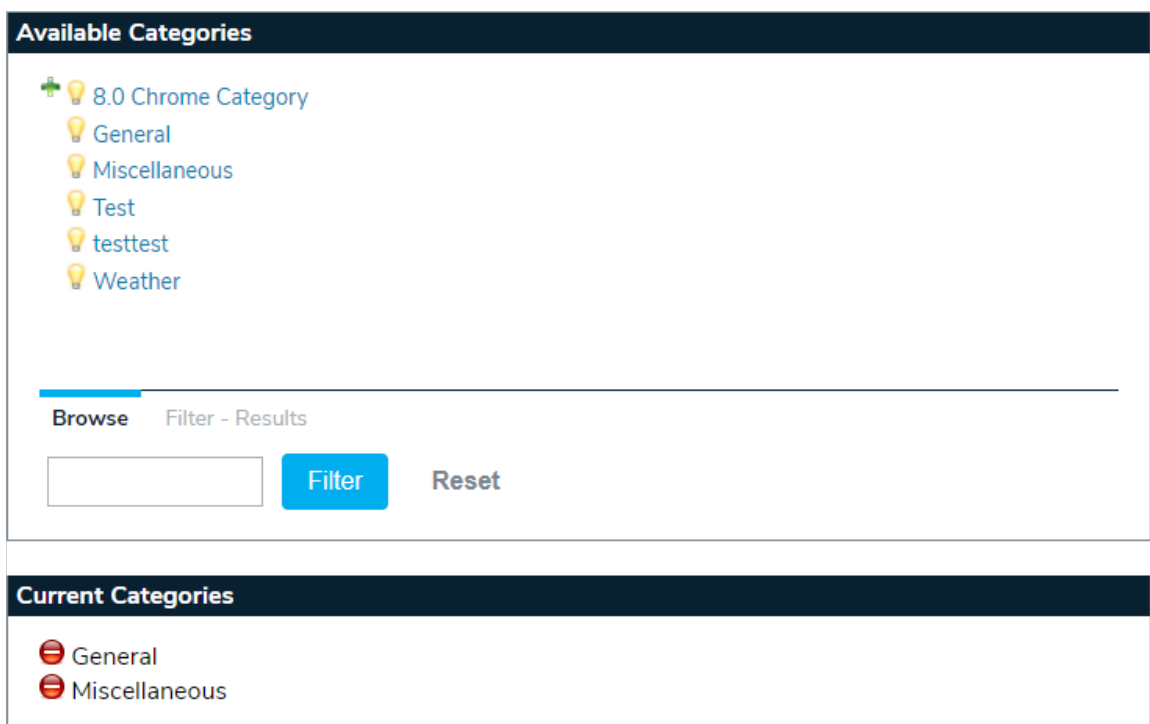


The screenshot shows the 'Message Settings' tab selected in a dark blue header bar. Below the header, there are four settings, each with a checkbox and a help icon (a blue question mark):

- Close this Message with Event:** ☐ ?
- Days Message is open:**  ?
- Make this message a quota:** ☐ ?
- Allow dynamic categories:** ☐ ?

*The Message Settings tab.*

- e. Specify if the message should use subscription categories.



The screenshot shows two sections. The top section, 'Available Categories', has a dark blue header and lists several categories, each with a lightbulb icon: '8.0 Chrome Category', 'General', 'Miscellaneous', 'Test', 'testtest', and 'Weather'. Below this list is a search bar with the text 'Browse' and 'Filter - Results'. To the right of the search bar are two buttons: 'Filter' (in blue) and 'Reset'. The bottom section, 'Current Categories', also has a dark blue header and lists the currently selected categories: 'General' and 'Miscellaneous', each with a red minus icon.

*The available subscription categories and currently selected categories.*

2. Fill in the **PHONE Settings** tab:

- a. Select the language of the initial greeting (e.g. "This is an important message from...") and the response instructions (e.g. "Please press 1 for...") in the **Language Code** dropdown.
- b. Type the maximum number of attempts to notify the recipient(s) in the **Max Attempts** field.
- c. Type the number of seconds between retry attempts in the **Delay Between Attempts** field. For example, typing 60 will specify a one minute delay.
- d. Type the message's text-to-speech speed as a percentage in the **Voice Speed** field. For example, typing 80 will define an 80% voice speed.
- e. Choose the gender of the message's voice from the **Gender** dropdown list.
- f. Type the number that the voice call will originate from in the **Phone ANI** field. Numbers must be entered as either XXXXXXXXXX or CCXXXXXXXXXX (with CC being the country code). Entering an invalid number or non-numeric characters, including spaces or dashes (-), will result in undeliverable phone messages.



Entering an invalid number will result in an undeliverable phone message.

| Message Settings                                                 | PHONE Settings | EMAIL Settings | SMS Settings | PUSH Settings |
|------------------------------------------------------------------|----------------|----------------|--------------|---------------|
| Using Provider: VOXEO <span>Change provider</span>               |                |                |              |               |
| <b>Language Code:</b> <input type="text" value="English - Uni"/> |                |                |              |               |
| <b>Max Attempts:</b> <input type="text" value="4"/>              |                |                |              |               |
| <b>Delay Between Attempts:</b> <input type="text" value="60"/>   |                |                |              |               |
| <b>Voice Speed:</b> <input type="text" value="100"/>             |                |                |              |               |
| <b>Gender:</b> <input type="text" value="US Male"/>              |                |                |              |               |
| <b>Phone ANI:</b> <input type="text" value="8772911646"/>        |                |                |              |               |

*The PHONE Settings tab.*

3. Fill in the **EMAIL Settings** tab:

- a. Type the prefix of the transmitting email address in the **From Address Prefix** field. For example, typing in "alerts" will result in the email being sent from "alerts@example.com". Multiple prefixes can be configured for your system.
- b. Enter additional text to accompany the response options in the **Response Header** field. This will appear above the response options in the email text.
- c. Select the language of the initial text and response instructions in the **Language Code** dropdown. Ensure the selected language matches the messages entered in [Step 1: Compose Message](#).
- d. Type the maximum number of attempts to notify the recipient(s) in the **Max Attempts** field.

| Message Settings                                          | PHONE Settings | EMAIL Settings | SMS Settings | PUSH Settings |
|-----------------------------------------------------------|----------------|----------------|--------------|---------------|
| Using Provider: ACE                                       |                |                |              |               |
| From Address Prefix: <input type="text" value="Alerts"/>  |                |                |              |               |
| Response Header: <input type="text"/>                     |                |                |              |               |
| Language Code: <input type="text" value="English - Uni"/> |                |                |              |               |
| Max Attempts: <input type="text" value="2"/>              |                |                |              |               |

*The EMAIL Settings tab.*

4. Fill in the **SMS Settings** tab:

- Select the language of the initial text and response instructions in the **Language Code** dropdown. Ensure the selected language matches the messages entered in [Step 1: Compose Message](#).
- Type the maximum number of attempts to notify the recipient(s) in the **Max Attempts** field.
- Enter additional text to accompany the response options in the **Response Header** field. This will appear before the response options in the SMS text.

| Message Settings                                          | PHONE Settings | EMAIL Settings | SMS Settings | PUSH Settings |
|-----------------------------------------------------------|----------------|----------------|--------------|---------------|
| Using Provider: ACE                                       |                |                |              |               |
| Language Code: <input type="text" value="English - Uni"/> |                |                |              |               |
| Max Attempts: <input type="text" value="4"/>              |                |                |              |               |
| Response Header: <input type="text"/>                     |                |                |              |               |

*The SMS Settings tab.*

- Currently, there are no options under the **PUSH Settings** tab.
- Once the settings are configured as desired, click **Forward** to move to [Step 4: Confirm & Send](#).

## Step 4: Confirm & Send

Step 4 provides a summary of the broadcast message to be sent. The number of people may or may not equal the number of devices that will be sent the message. Contacts typically have more than one contact method.

Step 1: Compose Message

Step 2: Select Recipients

Step 3: Message Settings

**Step 4: Confirm & Send**

Number of People:2

Devices:  
Phone:1  
Email:0  
SMS:1  
Fax:0  
Push:0

Send Message

CancelBackForward

If everything is correct, click Send Message. If you need to make changes, click the appropriate tab or click Back to return to the [previous step](#).

## Message Responses

GAL allows you to request a response to a message. These requests are configured in the Options tab of [Step 1: Compose Message](#).

### Phone

If a user receives a phone message, they will be asked to respond with the requested numeric value associated with the telephone's keypad (1-9). Click the Play button to hear a sample of a phone message or click the image to hear a sample phone message. The screenshot below demonstrates how a phone response may be configured.

**Step 1: Compose Message** Step 2: Select Recipients Step 3: Message Settings Step 4: Confirm & Send

General Short Text Full Text Email Text Voicemail Text **Options**

Response 1:  

Response 2:  

**Add**

### Email

If a user receives an email message, they will be instructed to respond with the requested numeric value associated with the appropriate response. Below is a sample of an email requesting a response, together with a screenshot of how the responses would be configured. In this case, the recipient would reply to the email with a 1 or 2 in the text.

 This message was sent with High importance.

This is a test.

Reply 1 for I am available

Reply 2 for I am unavailable

**Step 1: Compose Message** Step 2: Select Recipients Step 3: Message Settings Step 4: Confirm & Send

General Short Text Full Text Email Text Voicemail Text **Options**

Response 1:  

Response 2:  

**Add**

*Note: Email security gateways may cause GAL to not receive replies to email messages and task assignments. Techniques like Bounce Address Tag*

Validation (BATV) rewrite the envelope sender address on all outbound emails to include a digitally signed tag. When this happens, the sender email address does not match the notification email address so responses are ignored.

## SMS

If a user receives an SMS text, they must reply with the numeric code that was received in the SMS. This is a unique numeric code that identifies the SMS recipient's reply which will be recorded in GAL. This numeric code is generated by the communication provider and cannot be customized. Below is a sample of an SMS message sent by GAL, how it would appear on your SMS device, and how the SMS responses are configured.

Fwd: The text of your SMS Message  
Resp:  
15978) Activate BCP Team  
15979) Notify Emergency Medical  
15980) Incident Resolved

Step 1: Compose Message   Step 2: Select Recipients   Step 3: Message Settings   Step 4: Confirm & Send

General   Short Text   Full Text   Email Text   Voicemail Text   **Options**

Response 1:  

Response 2:  

Response 3:  

Add

## View & Sort Previously Sent Messages

1. To view previously sent messages, click the Messages icon.
2. To sort messages based on the column, click the column header. Click the column header again to change the sorting to ascending or descending.

### Messages

Send Message

| Time Sent ↓            | Title | Subject | Actions |
|------------------------|-------|---------|---------|
| 09/14/2018 01:23:20 PM |       |         |         |
| 09/14/2018 01:22:44 PM |       |         |         |
| 09/14/2018 01:21:46 PM |       |         |         |
| 09/14/2018 01:00:31 PM |       |         |         |
| 09/14/2018 12:59:52 PM |       |         |         |
| 09/14/2018 12:59:00 PM |       |         |         |
| 09/13/2018 05:56:24 PM |       |         |         |
| 09/13/2018 05:38:37 PM |       |         |         |
| 09/13/2018 05:34:30 PM |       |         |         |
| 09/13/2018 05:33:28 PM |       |         |         |

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3. To view the message details, delivery summary, and response details, click the  icon beside the record you wish to view.

## Interactive Voice Response

Note: This is an optional function. Please contact [Resolver Support](#) for details.

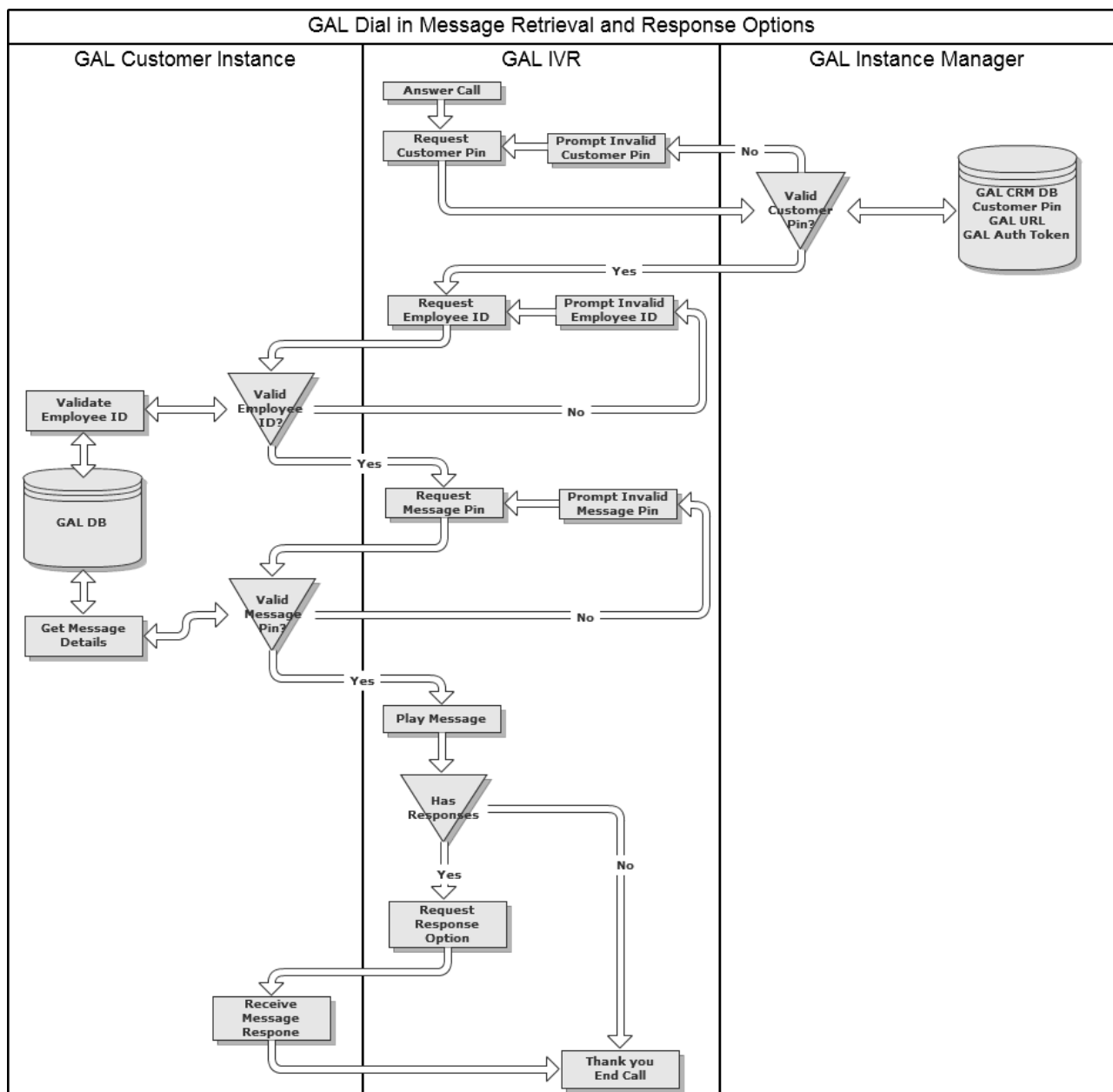
When a user receives a message from a phone, SMS, or email, they may review the message by using the Interactive Voice Response System (IVR) feature.

You may access the IVR by calling the number given in the message, and you will be prompted to complete the following steps.

1. Enter your customer ID number.

Note: The customer ID number defaults to the CustomerContactID number. In Release 7.09.03 we added the ability for the IVR application to use a Customer ID number based on a custom field in the contact record. The customer field (CustomerContactID or custom field) must be a unique to each contact and numeric-only.

2. Enter your employee ID number.
3. Enter the message ID number (obtainable through the original message). Once all the previous steps have been completed, the message will play.
4. If the message requests a response, when prompted, enter the number of the corresponding choice.





## ENS Testing

### Why Should I Test My ENS?

You should test your Emergency Notification System regularly, just as you would test your fire alarms. We recommend testing all your contacts and devices on a quarterly basis. Testing your ENS regularly is important because:

- Bad data is the number one reason for failed messages. Testing your ENS helps you find bad data.
- It can identify failure points in communication routes that may prevent emergency messages sent via email, phone, SMS, and push from reaching recipients. This is particularly important if you have a large organization that is geographically dispersed.
- Corporate email bounce policies change frequently. Testing often will ensure you're not blacklisted.
- Since ENS is used infrequently, regular testing gives your team an opportunity to practice and prevent human error during an emergency.
- It helps recipients become familiar with the sender and format of messages so that emergency messages aren't ignored.

### How Do I Test My ENS?

We recommend the following best practices for an ENS test:

- Alert recipients in advance of an ENS test using your organization's preferred communication method, such as corporate email, newsletters, or intranet. Provide continual updates on upcoming tests and the importance of these tests and recipients' participation.
- Test both one-way and two-way messaging and note any differences between the two. They may use different routing, so this will allow you to test both.
- Test the system the exact same way that you would use it in a real scenario. If you activate a plan, your test procedures should activate a plan. If you use an ad-hoc message, your test procedures should use an ad-hoc message.
- If you use plan activation, we strongly encourage you to use procedures that clearly separate your test and live plans to avoid activating a live plan by accident. Sending a live message during a test may degrade confidence in your program.
  - Store your test plans in a different location from your production/live plans.
  - Create test user accounts that do not have access to production/live plans and create live user accounts that do not have access to test plans.
  - Document and stress the importance of selecting a test plan during tests within your user guide or documentation process.
  - Add a confirmation step in your plan that clearly indicates LIVE or TEST acceptance prior to the alert going out. Building a workflow for approval is a great way to avoid incorrect activations.
- Your test message should clearly state that it is a test:
  - Add TEST, TEST, TEST to the subject line and the beginning of each message.
  - Add "This is only a test" at the beginning and end of each message and repeat it for voice communications.
  - For SMS, it's acceptable to simply add the word TEST or TST to your message, but you should communicate this with users ahead of time.
  - Include details about what the message would have included if this were a live/real event.

- Ask recipients to respond on each device on which they receive a message. For example, if the test sends messages via email, phone, and SMS, recipients must reply to each message individually. Let recipients know this requirement in advance when you advise them of an upcoming test. This will confirm that recipients received the messages and can respond on each of their devices, which will add significant intelligence to your data quality indicators for review.
- Review and report on the results of your test formally to management. For any devices that failed or that did not respond, send one follow-up message. Develop a list of corrective actions, assignments, and target dates for follow-up. This will help you work with your colleagues to improve data quality and recipient engagement.
- Regularly scheduled tests, performed correctly, can not only test the underlying technology, but the many factors that can cause issues in communications success. This will provide confidence in your ability to communicate during an emergency.

## ENS Statuses

This article provides a list of the Emergency Notification System statuses you may encounter while using Global AlertLink. Each column contains the following information:

- **AlertLink Status:** The status code represented in the user interface of GAL.
- **Version Supported:** The version of GAL that this status appears in.
- **Description:** The meaning of the status code.
- **Status Type:** 1 = success; 0 = default/no effect; -1 = error.
- **IsRetryCandidate:** 0 = will not cause a retry; 1 = will cause retry if additional attempts are active.
- **IncrementsAttempts:** 0 = will not increase the number of attempts count; 1 = will increase the number of attempts count.

| ALERTLINK<br>STATUS  | VERSION<br>SUPPORTED | DESCRIPTION                                                                                                                | STATUSTYPE | ISRETRYCANDIDATE | INCREMENTSATTEMPTS |
|----------------------|----------------------|----------------------------------------------------------------------------------------------------------------------------|------------|------------------|--------------------|
| Bad Address          | 7.11                 | The recipient's address is unable to receive messages. It may not exist anymore, or it may have been inputted incorrectly. | -1         | 0                | 1                  |
| No Status            | 7.11                 | The default status that appears when a message is first activated.                                                         | 0          | 1                | 0                  |
| Call<br>Disconnected | 7.11                 | The call was disconnected prematurely. Note: this could have occurred at any point in the call.                            | 1          | 0                | 1                  |

|                |      |                                                                                                                                                                                                                                                                    |    |   |   |
|----------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|---|---|
| Email Blocked  | 7.11 | The recipient's email address is on the Resolver blacklist due to a previous bounce or manual entry. Validate that the email has been correctly configured and is able to receive messages from an email address outside of your network.                          | 0  | 0 | 0 |
| Email Bounced  | 7.11 | The email bounced when trying to send. Bounces can be either hard or soft. A hard bounce is immediately stopped and added to the blacklist. A soft bounce is retried multiple times. If a soft bounce continues to be rejected, it will be added to the blacklist. | 0  | 0 | 0 |
| Email Failed   | 7.11 | The email could not be routed to the recipient's email server.                                                                                                                                                                                                     | -1 | 0 | 1 |
| Email Rejected | 7.11 | The recipient's email address rejected the email.                                                                                                                                                                                                                  | 0  | 0 | 0 |

|                       |      |                                                                                                            |    |   |   |
|-----------------------|------|------------------------------------------------------------------------------------------------------------|----|---|---|
| Email Routed          | 8.1  | The email was routed to the recipient's email server and the system is awaiting a success or failure code. | 0  | 0 | 0 |
| Email Sent            | 7.11 | The email was successfully routed to the recipient's email server.                                         | 1  | 0 | 1 |
| In Progress           | 7.11 | The call is currently processing.                                                                          | 0  | 0 | 0 |
| Incomplete Processing | 7.11 | The call did not successfully reach the end of the call event due to an interruption.                      | -1 | 1 | 1 |
| Beep Detected         | 7.11 | GAL detected a beep during the call.                                                                       | 0  | 0 | 0 |
| Busy                  | 7.11 | The call attempt encountered a busy signal.                                                                | -1 | 1 | 1 |
| Call Canceled         | 7.11 | An outside force caused the call to be cancelled. E.g. A call interruption, the recipient hung up, etc.    | 0  | 0 | 0 |
| Conference-Bad Number | 7.11 | The call bridge attempt was unable to complete due to a bad number on the receiving end.                   | -1 | 0 | 0 |

|                                  |      |                                                                            |    |   |   |
|----------------------------------|------|----------------------------------------------------------------------------|----|---|---|
| Conference-Busy                  | 7.11 | The call bridge attempt encountered a busy signal on the receiving end.    | -1 | 0 | 0 |
| Conference-In Progress           | 7.11 | The call bridge attempt is currently in progress.                          | 0  | 0 | 0 |
| Conference-Incomplete Processing | 7.11 | The call bridge attempt encountered an unexpected error during processing. | -1 | 0 | 0 |
| Conference-No Answer             | 7.11 | The call bridge attempt did not receive an answer from the receiving end.  | -1 | 0 | 0 |
| Conference-Rejected              | 7.11 | The receiving end rejected the call bridge attempt.                        | -1 | 0 | 0 |
| Conference-Call Answered         | 7.11 | The call bridge attempt connected successfully.                            | -1 | 0 | 0 |
| Conference-Unknown Failure       | 7.11 | The call bridge attempt encountered an unknown error.                      | -1 | 0 | 0 |
| Conference-Unreachable           | 7.11 | The call bridge attempt was unable to reach the receiving end's address.   | -1 | 0 | 0 |

|                  |      |                                                                                                                    |    |   |   |
|------------------|------|--------------------------------------------------------------------------------------------------------------------|----|---|---|
| Duplicate Number | 7.11 | The message contained the same number more than once. Only one delivery per device address per message will occur. | 1  | 0 | 0 |
| Machine Detected | 7.11 | The call is currently in progress and a voice mail machine was detected on the receiving end.                      | 0  | 0 | 0 |
| No Answer        | 7.11 | The call was attempted, but there was no answer on the receiving end.                                              | -1 | 1 | 1 |
| Voicemail Left   | 7.11 | The call was completed, a voice mail machine was detected, and the message was recorded successfully.              | 1  | 0 | 1 |
| AppError         | 7.11 | There was an error with the provider phone application. Please check the provider logs for details.                | -1 | 1 | 1 |
| Call Failed      | 7.11 | The maximum number of retries was attempted and each one failed.                                                   | -1 | 0 | 1 |

|                       |      |                                                                                             |    |   |   |
|-----------------------|------|---------------------------------------------------------------------------------------------|----|---|---|
| Phone Routed          | 8.1  | The call was routed to the provider and is currently being processed.                       | 0  | 0 | 0 |
| Call Answered         | 7.11 | The call was completed successfully.                                                        | 1  | 0 | 1 |
| Call Answered Partial | 7.11 | The call was answered, but only part of the message was delivered.                          | 1  | 0 | 1 |
| Push Read             | 7.11 | The recipient read the push message.                                                        | 1  | 0 | 1 |
| Push Fail             | 7.11 | The push message failed to be delivered. See the specific code for details.                 | -1 | 0 | 1 |
| Push Routed           | 8.1  | The push message has been routed to the provider and is awaiting a success or failure code. | 0  | 0 | 0 |
| Push Success          | 7.11 | The push message was delivered successfully.                                                | 1  | 0 | 1 |
| Rejected              | 7.11 | The carrier rejected the call.                                                              | -1 | 1 | 1 |
| SMS Blocked           | 7.11 | The SMS was blocked due to a block status. See the specific code for details.               | -1 | 0 | 1 |

|             |      |                                                                                            |    |   |   |
|-------------|------|--------------------------------------------------------------------------------------------|----|---|---|
| SMS Failed  | 7.11 | The SMS failed to be delivered. See specific code for details.                             | -1 | 0 | 1 |
| SMS Routed  | 8.1  | The SMS message has been routed to the provider and is awaiting a success or failure code. | 0  | 0 | 0 |
| SMS_SENT    | 7.11 | The SMS has been delivered successfully.                                                   | 1  | 0 | 1 |
| Unknown     | 7.11 | An unknown error occurred while processing the call.                                       | -1 | 1 | 1 |
| Unreachable | 7.11 | The recipient was unreachable due to an invalid call setup or connection routing.          | -1 | 1 | 1 |

