

FEATURE RELEASE: Messaging

Our new ‘Messaging’ feature is designed to expand the ability of Aguardion customers to communicate with offenders, employees and other stakeholders through the Aguardion platform.

Enhanced User Alerts

The Aguardion system has the ability to send a variety of automated alerts to users, offenders and outside individuals like Parole Officers.

CSR/Administrators have the option to receive payment status reminders via email for offenders.

Alert E-mails *

- Red Alert Emails
- Orange Alert Emails
- Yellow Alert Emails
- Green Alert Emails

Alert E-mails

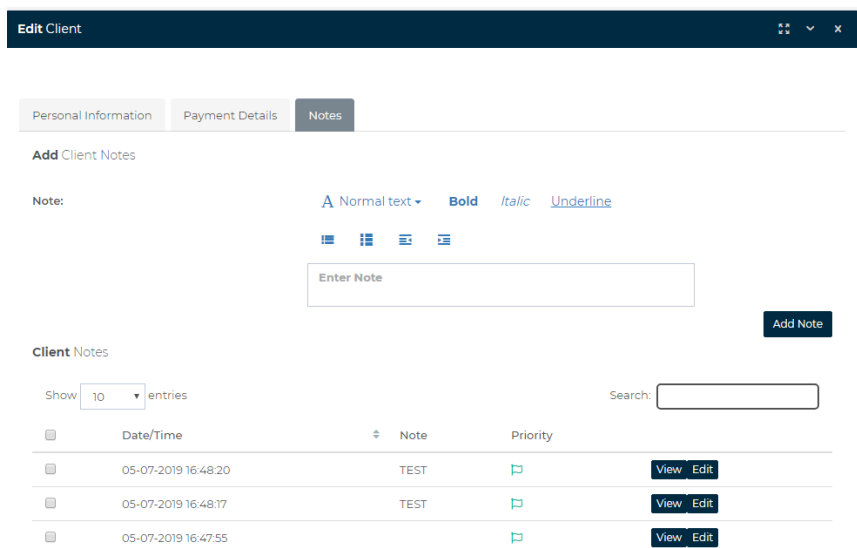
- Recieve Dispatch Emails
- Recieve Dispatch Texts

FSO’s have the option to receive SMS or email messages whenever a new installation is assigned to them. Note that to utilize these alerts, the proper email templates will have to be configured.

Client Notes

Client-specific notes (i.e. notes not tied to a particular monitoring event) can be viewed, edited and created when you are editing an individual.

Note that client-specific notes can be modified retroactively (unlike notes that are attached to a Monitoring Event). In addition, note types cannot be defined at this level. This feature is best used for case-management related documentation that doesn’t pertain to a specific monitoring event.



The screenshot shows the 'Edit Client' interface with the 'Notes' tab selected. It features a text editor with options for Normal text, Bold, Italic, and Underline. Below the editor is a table of client notes:

Date/Time	Note	Priority	
05-07-2019 16:48:20	TEST	High	View Edit
05-07-2019 16:48:17	TEST	High	View Edit
05-07-2019 16:47:55		High	View Edit

Monitoring Event SMS/Email Messaging

Aguardion incorporates a sophisticated messaging system designed to streamline communication. To access the messaging system, select 'Send Message' under the offender name on the Monitoring Event screen.

You will be prompted to the message types you would like to send: SMS and/or email.

Note that SMS is character-limited and doesn't allow you to attach a file like you can with email.

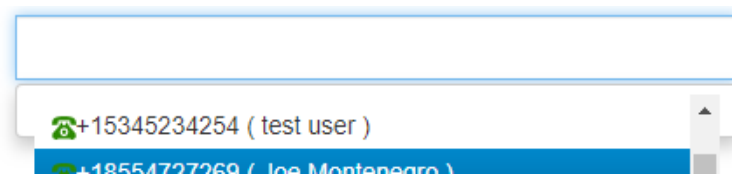
Send Text

Selecting 'Send Text' will bring up the SMS dialogue box.

The system allows you to add recipients either by typing their contact information in or selecting contacts associated with the Monitoring Event (Like the FSO or PO).

Using the 'Phone Number(s)' option will allow you to

Phone Number(s)
(Including country code starting with '+'):



The screenshot shows a text input field at the top. Below it is a scrollable list of phone numbers. The first number is +15345234254 (test user) and the second is +18554727269 (Joe Montenegro). The second number is highlighted in blue.

'free-add' a phone number or select an existing system user if they have a valid cell number in the system.

Note that this drop-down will also populate with Offenders that are 'portal-enabled'. ALWAYS confirm the contacts you add.

Send to Additional Numbers :

- Copy Client
- Copy Alt Contact
- Copy FSO
- Copy PO
- Copy Alt PO

The secondary way to add recipients is to select them. Note that individuals will be greyed out if no cell number is on record.

'Alt Contact' can be added via the offender edit screen. This field is most often used for spouses, parents, etc. but can be used for whoever you like. Once you

have selected the recipients, your message can be added- 'Save' will send the message immediately.

Note that the message cannot be replied to and will come from a 530 area code.

Send Email

'Send Email' works much the same as 'Send Text' with a few key differences. No message size limit exists, and documents can be attached to the email.

Note that large attachments might cause the email send to error.

Enhanced Monitoring Event Notes

Notes attached to monitoring events provide a running log of activities associated with the event. Notes can be both user and system generated, like logs that generate changes in status, equipment installations, or manual financial overrides.

NEW- Emailing Notes

Selecting multiple notes and selecting 'Email' will allow you to send a templated email that includes the selected notes. This is useful if you want to forward information to PO's or other individuals with a stake in an individual's case.

Note that the email format is set by the email templating system and can be customized to your organization's needs. Contact support@aguardion.com for more information on configuring this.