Voice Notification of Events

Report Description:

This report is the interface between Twillio and Quest. Running this report causes voice calls and/or text messages to be sent to notify people about upcoming events.

You need an account set up with Twilio. Once you have this, you need G&W to set up a couple of entries for you behind the scenes. You need to set up the Twilio entry in the Interfaces table of Generic Validation Tables. This entry controls what is said in the call or sent in the text.

Running the Report:

This report should be set up as a scheduled job. It will produce a report of who was contacted and how. It will also update the appearance section of the event detail screen.

The Report:

Voice Notification of All Department Events
Monroe Circuit Court Probation

Event	Name	Number	Action
465139 - Office Appointment on 10/3/2018 at 8:30 AM with Monroe Circuit Court Probation Department	Dapl...y (311693)	812-2...-4739	Call
468213 - Office Appointment on 10/3/2018 at 9:30 AM with Monroe Circuit Court Probation Department	Micl...lin (309...)	812-2...-3970	Call
467708 - Office Appointment on 10/3/2018 at 11:00 AM with Monroe Circuit Court Probation Department	Dust...berg (300...)	812-2...-1366	Call
467711 - Office Appointment on 10/3/2018 at 2:00 PM in Public Restitution	Dust...berg (300...)	812-2...-1366	Call
465919 - Office Appointment on 10/3/2018 at 9:00 AM with Monroe Circuit Court Probation Department	Wad...son (300...)	812-3...-3996	Call
463872 - Office Appointment on 10/3/2018 at 11:00 AM with Monroe Circuit Court Probation Department	Joel... (310655)	812-1...-6979	Call

Voice (Text) Notification of All Department Events
Monroe Circuit Court Probation

Event	Name	Number	Action
462578 - Office Appointment on 10/2/2018 at 3:30 PM with Monroe Circuit Court Probation Department	Dav...n, Jr. (303...)	812-...-9049	Text
462586 - Office Appointment on 10/2/2018 at 4:00 PM with Monroe Circuit Court Probation Department	Ray...radeless (311...)	719-...-6775	Text
461306 - Call-in Appointment on 10/2/2018 at 1:30 PM with Monroe Circuit Court Probation Department	Dan...ey (309646)	817-...-6433	Text
468224 - Sanctions (APM) Meeting on 10/2/2018 at 2:00 PM with Monroe Circuit Court Probation Department	Tan...hes (312480)	317-...-1530	Text
465926 - Initial Supervision Appointment on 10/2/2018 at 9:00 AM with Monroe Circuit Court Probation Department	Nath...lsoe (312...)	765-...-9687	Text
469781 - Office Appointment on 10/2/2018 at 3:30 PM with Monroe Circuit Court Probation Department	Des...ntgomery (307...)	812-...-0442	Text
466965 - Office Appointment on 10/2/2018 at 11:30 AM with Monroe Circuit Court Probation Department	Jaco...is (305138)	812-...-8436	Text

Event Detail

Event date/time:* `10/2/2018 3:30 PM`   Tu

Event type:* `OFFA - Office Appointment`

Appearances

David Wayne Brown, Jr. (Service by ROBO Calling - Successful; Did not appear)

In the report settings you can customize the report to do the following:

- Can specify what event type(s) to process.
- Can specify which court(s) to process.
- Can specify what event attribute(s) must exist.
- Can specify whether or not to include non-court events.
- Can specify whether or not to include all names tied to the event.
- If including event names, can specify whether or not to notify Quest users.
- Can specify to only include case names with specific role(s).
- Can specify to only include case assignments with specific role(s).
- Can specify to only include relatives of specific type(s).
- For voice calls, can prioritize contact numbers to use to receive calls.
- For text messages, can prioritize contact numbers to use to receive texts.

You can have many versions of this report each programmed to specifically do what you need.

Report Settings:

```
# -- Required settings --
class=equest.app.reports.VoiceNotifyEvents
jobQ=single

# -- Optional Report settings --
#report.notify.userid.1=xxxxxx
# <report.notify.userid.n.method>  For any specified userID to receive the output, this option allows the output
to be emailed to the user.
#report.notify.userid.1.method=email
# When emailing, the userID can be the email address or an eQuest userID.  If a userID, then eQuest will search
in eQuest for the email address.

report.notify.userid.1=TROHAT
report.notify.userid.2=thatfield@co.monroe.in.us
report.notify.userid.2.method=email
report.notify.userid.3=MELWAL
report.notify.userid.4=mwallace@co.monroe.in.us
report.notify.userid.4.method=email
```

IMPORTANT. To use this report, you must set up a Twilio account and get a Twilio phone number.
Then, have G&W setup Quest properties with your Twilio account sid and authorization token.
Finally, the Intefaces generic validation table for Twilio must be set up as well.

# If specified, limit to the following event types (uppercase)
# eventType.n=EVENTTYPE
eventType.1=RC
eventType.2=RCOR
eventType.3=PROR

# If specified, limit to the following courts (uppercase)
# court.n=COURT
court.1=RCO
court.2=RC
court.3=PR

If specified, limit to the following event attributes (uppercase)
eventAttribute.n=EVENTATTRIBUTE

# Include non-court events?
# nonCourtEvents=y/n
nonCourtEvents=n

# Include all event names, regardless of if tied to a case or their role?
# allEventNames=y/n
allEventNames=n

# If including all event names, skip Quest users?
# skipQuestUsers=y/n
skipQuestUsers=y

# Only case names with the specified case role will be notified (uppercase)
# caseRole.n=ROLE
caseRole.1=DEF
caseRole.2=RES

Only case assignments with the specified role will be notified (uppercase)
assignedRole.n=ROLE

Only relatives with the specified relationship type will be notified (uppercase)
relativeType.n=RELATIVETYPE

Phone number types, in priority sequence, to call (uppercase; we'll call the first we find)
phoneType.n=TYPE
#phoneType.1=ANOT
#phoneType.2=CELL
#phoneType.3=HOME
#phoneType.4=CEL2

```
# Text number types, in priority sequence, to send messages (uppercase; we'll send to the first we find)
# textType.n=TYPE
textType.1=ANOT
textType.2=CELL
textType.3=HOME
textType.4=CEL2

# -- Optional Report settings --
#report.notify.userid.1=xxxxxx
prompt.parm.1=startDate
prompt.parm.1.type=date
prompt.parm.1.label=Event date
prompt.parm.1.required=true
prompt.parm.1.default=
```

If you want a victim for example to receive notice of certain types of hearings, you can create a different report for that.

```
# -- Required settings --
class=equest.app.reports.VoiceNotifyEvents
jobQ=single

report.notify.userid.1=ajones@madisoncountytn.gov
report.notify.userid.1.method=email

# If specified, limit to the following event types (uppercase)
# eventType.n=EVENTTYPE
eventType.1=ADJ
eventType.2=ADDS
eventType.3=TRA

# If specified, limit to the following event attributes (uppercase)
# eventAttribute.n=EVENTATTRIBUTE

# If specified, limit to the following courts (uppercase)
# court.n=COURT
court.1=TUES
court.2=WED
court.3=THU

# Include non-court events?
# nonCourtEvents=y/n
nonCourtEvents=n

# Include all event names, regardless of if tied to a case or their role?
# allEventNames=y/n
allEventNames=n
```

# If including all event names, skip Quest users?
# skipQuestUsers=y/n
skipQuestUsers=y

Only case names with the specified case role will be notified (uppercase)
caseRole.n=ROLE

# Only case assignments with the specified role will be notified (uppercase)
# assignedRole.n=ROLE
assignedRole.1=VIC

Only relatives with the specified relationship type will be notified (uppercase)
relativeType.n=RELATIVETYPE

Phone number types, in priority sequence, to call (uppercase; we'll call the first we find)
phoneType.n=TYPE

# Text number types, in priority sequence, to send messages (uppercase; we'll send to the first we find)
# textType.n=TYPE
textType.1=CELL

-- Optional Report settings --
#report.notify.userid.1=xxxxxx
prompt.parm.1=startDate
prompt.parm.1.type=date
prompt.parm.1.label=Event date
prompt.parm.1.required=true
prompt.parm.1.default=

You should add it as a scheduled job:
This will run 3 days before the event date.

Edit Scheduled Job
Voice Notification of Clerk Events for Victims

Job name: VOICEVIC
Frequency:* DAY - Daily
Report name:* VOICEVIC - Voice Notification of Clerk Events for Victims
Run date offset:* 3
Run date range:* D - Single day date range
Run time: 11:59:00 AM