7. Configure Workflows

? Unbekannter Anhang

In order to link the alerting and the various functions of EVALARM and to use them effectively, **workflows** are created in EVALARM.

With the help of workflows, you can configure the previously created **alarm types** to specific alarm scenarios.

The workflows allow you to connect alarm types with specific **building sectors, alarm levels** as well as **c ontact** and **task lists** and to send to specific **users** (**groups** and **roles**) or **on-call groups**.

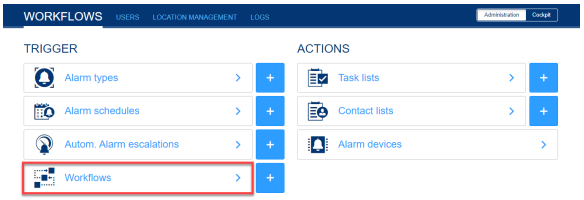
The execution of these individually adjustable processes is completely automated, whereby valuable time can be saved in an emergency.

Overview Worflows

The management of the workflows can be found in the EVALARM **workflows** area.

You can either directly create new workflows here, or go to **see all workflows.**

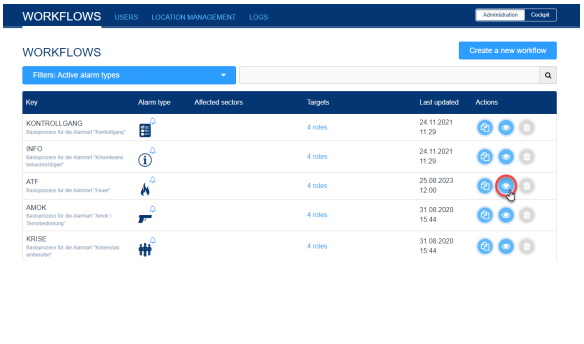
This overview shows all existing workflows, where you can edit them and create new ones.



> When a new alarm type is created, a corresponding basic workflow is automatically created, which regulates the tasks of the alert.
>
> This can, of course, be edited later.

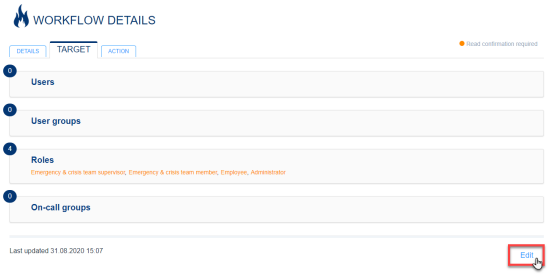
Edit the basic workflow

If you want to edit the automatically created basic workflow of an alarm type, go to the eye on the right.

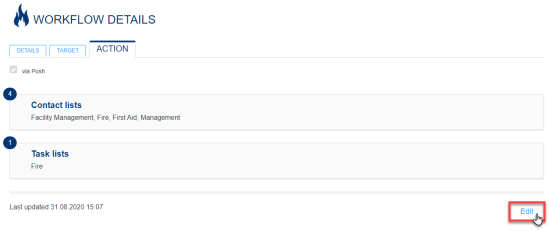


> The details of the basic workflow cannot be edited because it is always executed when an alarm of the corresponding alarm type is created.

Under "**Target**" you can edit the recipients and add specific users, user groups, user roles or on-call groups to the alert accordingly.



Under "**Action**" you can add specific contact and/or task lists to the workflow.



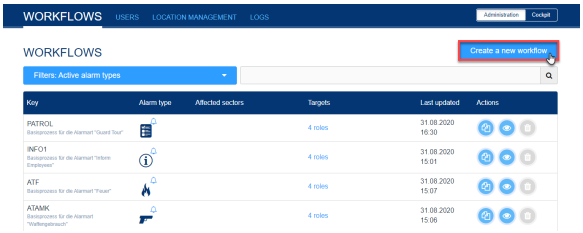
Create new workflows

With workflows you can assign specific functions to your alarm types.

For example, it may be necessary to notify additional or different user groups depending on the alert location or level.

Creating a new process involves three steps:

1) Triggers, 2) targets and **3) actions.**

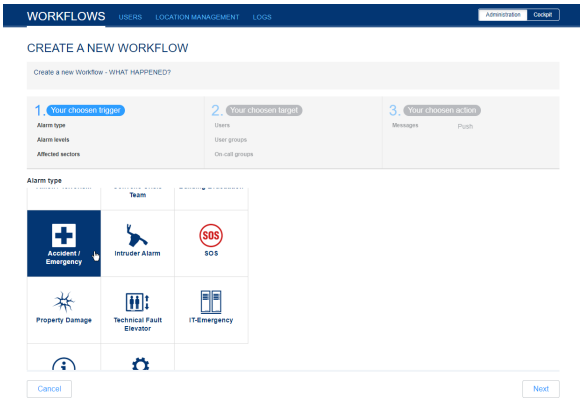


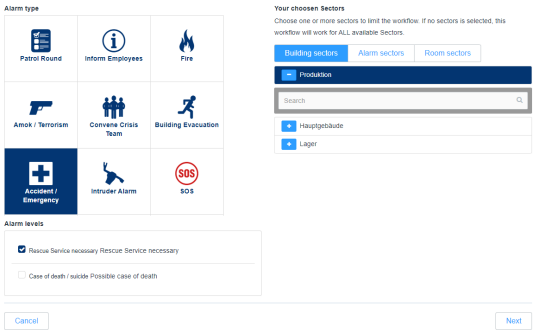
Trigger

In the first step, select a trigger/alarm type.

> The selection of several alarm types is not possible. Alarm types must be re-selected for each workflow.

In this way you limit the workflow to a specific framework and prevent overlaps. Depending on how you have set the alarm type, you can then select none, one or more **alarm levels /information groups** (for alarm type "Information") and/or **building sectors** as conditions for the workflow.





Target

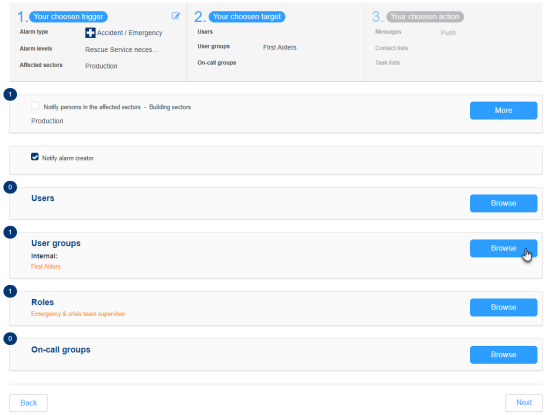
In the second step, you select the participants to be notified.

First you have the possibility to alert all users and employees who are assigned to the previously selected section via this workflow.

You can also include the creator of the alarm in the target of the workflow.

You can also add specific users, user groups, user roles or on-call groups.

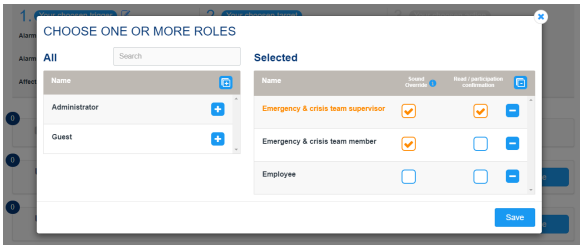
To do this, go to "Browse" to add recipients to the alert for the respective category. In the window that opens, you can then add the users, user groups, user roles or on-call groups via the "+" accordingly.



For the added receivers you can decide if the **sound should be overrided** and if **read/participation confirmation** should be activated.

If the "**Sound Override**" is activated, the sound settings of the users get overrided, that means even if the phone of the user is on silent the alerting is loud.

If the "**Read/participation confirmation** " is activated, the receivers can **accept or reject** the alarm **and** they can see the **receivers list** in the alarm.



> For the **user role guest** the "Read/participation confirmation" is blocked.

Actions

In the third step you can attach **additional notification channels, contact lists** and **task lists** to the workflow.

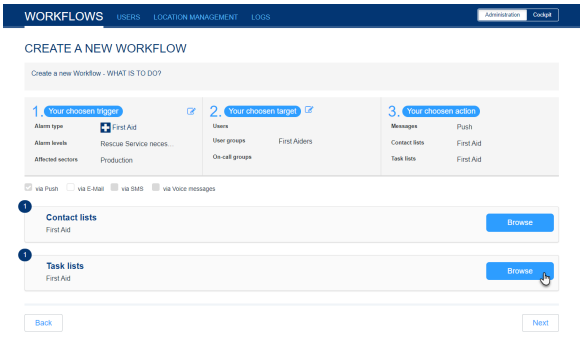
You cannot deselect the **push notification**. The notification via **e-mail** contains all information, which also appears in the app.

Alarm emails from EVALARM are sent with the prio "high" to clients, which support this function.

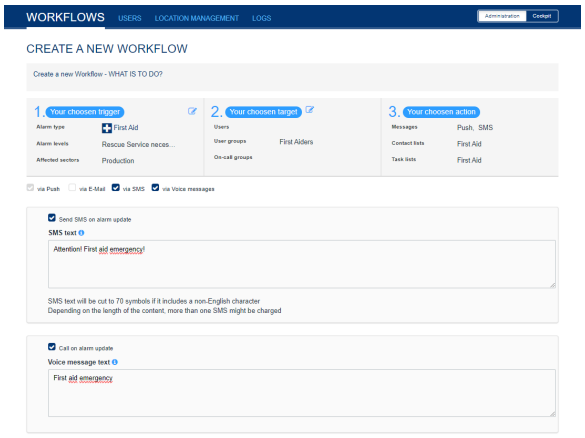
If you also want to notify the participants via **"SMS" or "Voice Message"**, you can store a specific message that will be sent automatically in the event of an alarm.

If no predefined text is stored here, the corresponding active alarm type and its details will be mentioned when calling.

You can also enable participants to be notified via SMS/call whenever the alarm is updated.



The SMS/Call will only be sent to EVALARM users who have stored a phone number in their profile under "Telephone" or "Mobile phone" and also your "SMS device"/"Call device" (to which of the numbers the SMS/Call should be sent in the event of an alarm). For more information about this setting, see Creating Users or Profile Settings in the App or Cockpit.



Alarms via SMS/Call are additional modules that must first be activated. If you want to activate, please contact our support under support@evalarm.de.

The cost of a sent SMS is **0.09 euros** and will be charged **separately** by your license.

It is possible to send info messages via SMS with more signs than a SMS with standard length. You can send up to 4 messages, but the user receives it as one long message (Chain SMS). The costs are depending on the length of the message.

Finally, you have an overview of all the selected details, i.e. who is being alerted when and what is being displayed to the recipients.

You can add a description to the workflow and then create it.

