

## CSDC – Sending Text Messages in ServiceLink

### Overview

CSDC personnel may need to receive text messages about incidents while in the field. These messages can be sent through ServiceLink using a textable email address connected with an MCommunity group.

Anyone with a cell phone that can receive text messages has a textable email address. This is created by appending a cellular company-specific @ address to the phone number. For example, AT&T customers would use phone#@txt.att.net, Verizon customer would use phone#@vtext.com.

Anyone who wants to receive text messages from ServiceLink incidents needs to know their textable email address and to create an MCommunity Group for that address.

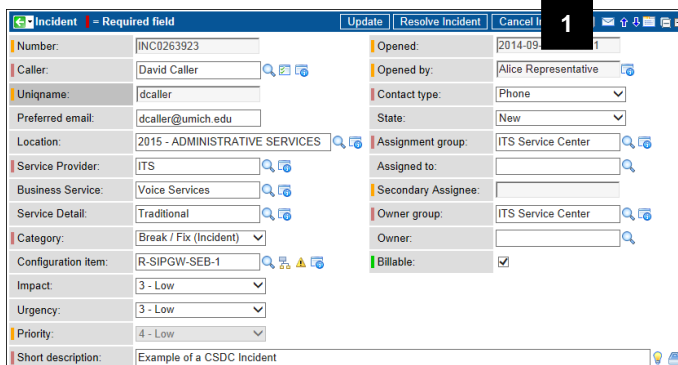
### MCommunity Group Setup

The MCommunity group used in the text messaging process follows the same setup as outlined in the Creating a Group instructions (<http://www.its.umich.edu/itcsdocs/s4382/#create>), with the following additions and clarifications:


- name the group so it is easily recognizable as your text message group, such as username-pager or username-text.
- set the Group Settings to Joining the Group – Owners must add members, Members list is viewable by – Members only, and Messages can be sent to the group by – Anyone.
- enter your username as the owner.
- enter your textable email address as the only member of the group.

### Sending a Text from ServiceLink

#### Incident Form



The screenshot shows the 'Incident' form in ServiceLink. The form is divided into two main sections. The left section contains fields for: Number (INC0263923), Caller (David Caller), Uniquename (dcaller), Preferred email (dcaller@umich.edu), Location (2015 - ADMINISTRATIVE SERVICES), Service Provider (ITS), Business Service (Voice Services), Service Detail (Traditional), Category (Break / Fix (Incident)), Configuration Item (R-SIPGW-SEB-1), Impact (3 - Low), Urgency (3 - Low), Priority (4 - Low), and Short description (Example of a CSDC Incident). The right section contains fields for: Opened (2014-05-01), Opened by (Alice Representative), Contact type (Phone), State (New), Assignment group (ITS Service Center), Assigned to, Secondary Assignee, Owner group (ITS Service Center), Owner, and Billable (checked). A red box with the number '1' highlights the 'Email' icon in the top right corner of the form.

1. Click **Email**  from the Incident (or Problem) from which you want to send the text.

**Email Form**

The screenshot shows the 'Email Form' interface. At the top, there are buttons for 'Send', 'Attach File', a dropdown menu for '-- Quick Message --', and a 'Spelling' icon. Below these are fields for 'Reply to:', 'To:', 'Cc:', 'Bcc:', 'Subject:', and 'Attached:'. The 'Reply to:' field contains 'ServiceLink QA <qa.sc@umich.edu>'. The 'To:' field contains 'dcaller@umich.edu', which is highlighted by a black box with the number '2'. The 'Subject:' field contains 'Example of a CSDC Incident'. Below these fields is a large text area labeled 'Message Text:'.

2. Delete the email address in the **To** field.

**Email Form**

The screenshot shows the 'Email Form' interface. At the top, there are buttons for 'Send', 'Attach File', a dropdown menu for '-- Quick Message --', and a 'Spelling' icon. Below these are fields for 'Reply to:', 'To:', 'Cc:', 'Bcc:', 'Subject:', and 'Attached:'. The 'Reply to:' field contains 'ServiceLink QA <qa.sc@umich.edu>'. The 'To:' field contains 'dcaller-pager@umich.edu', which is highlighted by a black box with the number '3'. The 'Subject:' field contains 'Example of a CSDC Incident'. Below these fields is a large text area labeled 'Message Text:'. The text 'This is the message' is entered in this field and is highlighted by a black box with the number '4'.

3. Enter the appropriate MCommunity group email address in the **To** field.
4. Enter your text message in the **Message Text** field.

**Note:** Both the email Subject and Message Text are included in the text message, limited to 140 characters total. Any attachments are stripped.

5. Click **Send**.

**Note:** The pager email address is not stored on the Incident after sending the message. The email is recorded in the Activity Log.