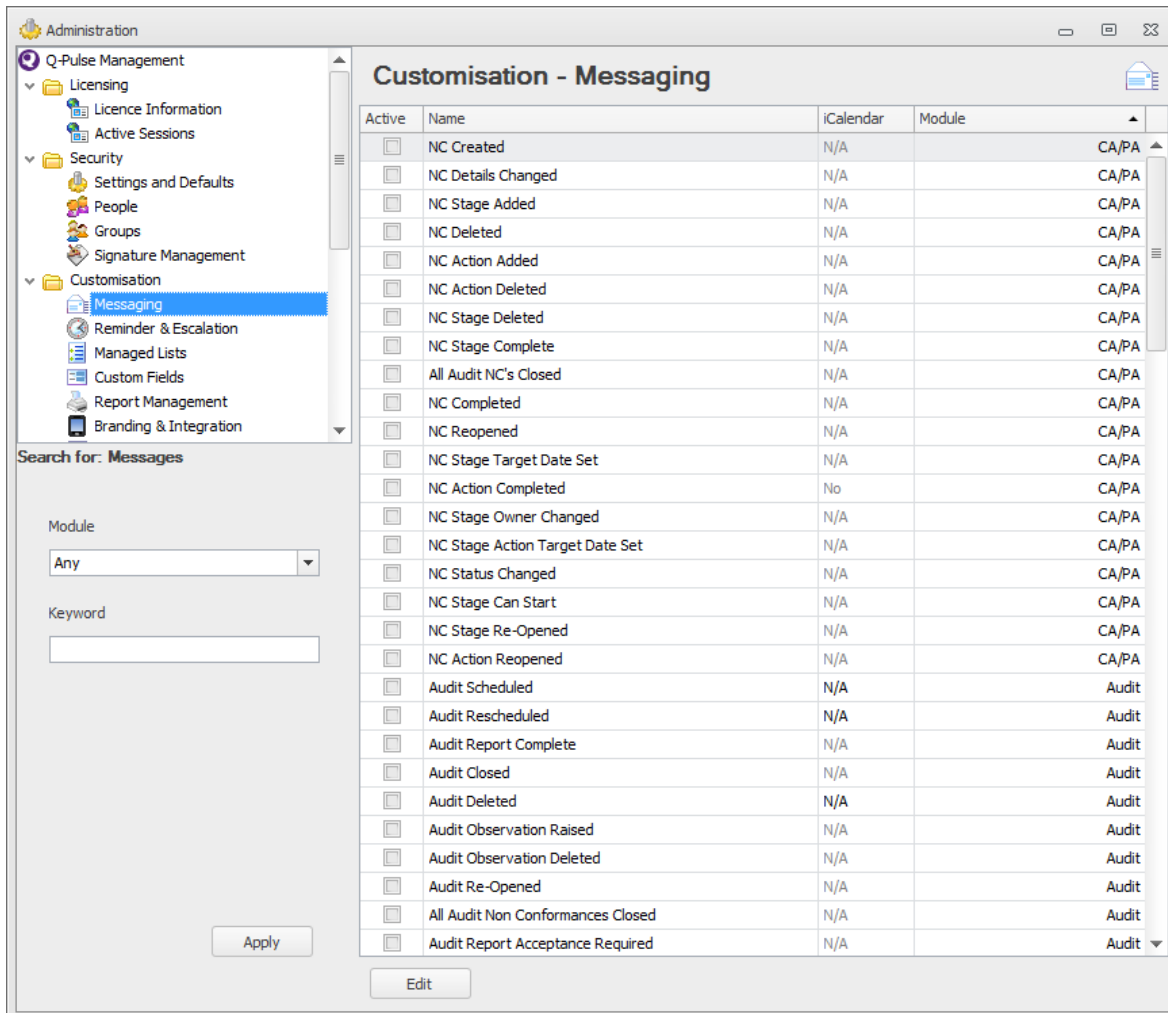


Q-Pulse Tip- Q-Pulse Conditional Messages

Did you know that you can customize Q-Pulse to send out conditional messages?

If you have the permission to access the Administration module, it is easy to configure the system to send out messages to certain recipients with specific conditions are met. Here is how it's done.

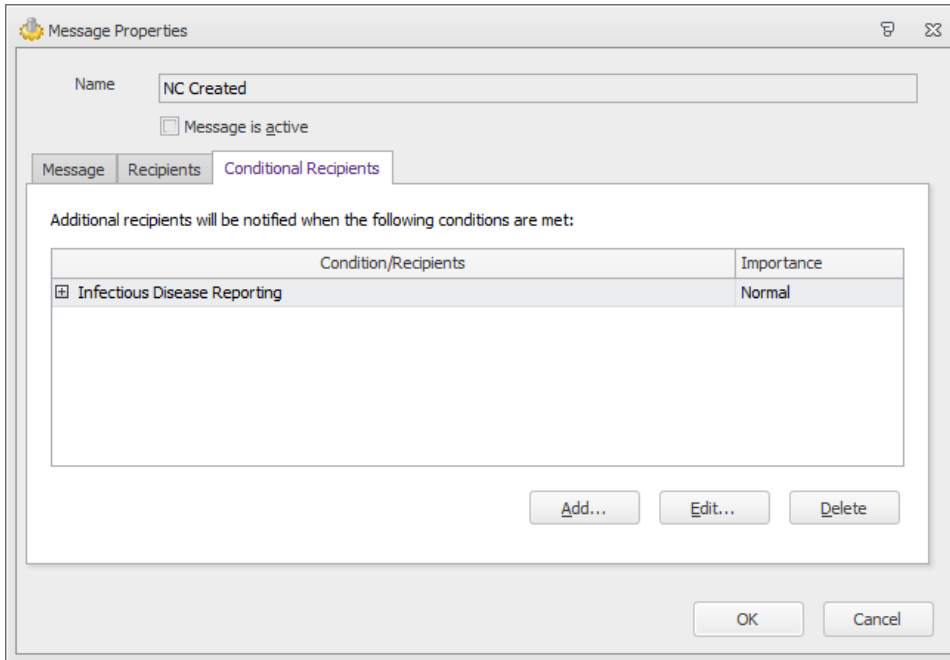
- 1) Go to the Administration module from the LaunchPad, select Customization → Messaging from the control panel on the left
- 2) Select “Apply” at the bottom of the screen to bring up all messages. Choose a message that you would like to customize by double-clicking on it, and select the checkbox for “Message is active” if not already selected.



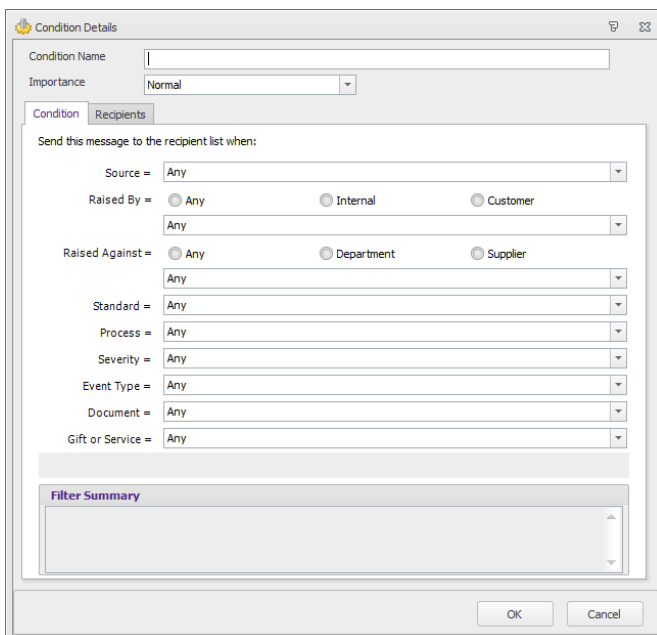
The screenshot shows the 'Administration' window with the 'Customisation - Messaging' sub-window open. The left sidebar shows the navigation tree with 'Messaging' selected under 'Customisation'. The main area contains a table of conditional messages. A search filter 'Messages' is applied to the table. The table has columns for 'Active', 'Name', 'iCalendar', and 'Module'. The 'Active' column contains checkboxes, and the 'Module' column contains values like 'CA/PA' and 'Audit'.

Active	Name	iCalendar	Module
<input type="checkbox"/>	NC Created	N/A	CA/PA
<input type="checkbox"/>	NC Details Changed	N/A	CA/PA
<input type="checkbox"/>	NC Stage Added	N/A	CA/PA
<input type="checkbox"/>	NC Deleted	N/A	CA/PA
<input type="checkbox"/>	NC Action Added	N/A	CA/PA
<input type="checkbox"/>	NC Action Deleted	N/A	CA/PA
<input type="checkbox"/>	NC Stage Deleted	N/A	CA/PA
<input type="checkbox"/>	NC Stage Complete	N/A	CA/PA
<input type="checkbox"/>	All Audit NC's Closed	N/A	CA/PA
<input type="checkbox"/>	NC Completed	N/A	CA/PA
<input type="checkbox"/>	NC Reopened	N/A	CA/PA
<input type="checkbox"/>	NC Stage Target Date Set	N/A	CA/PA
<input type="checkbox"/>	NC Action Completed	No	CA/PA
<input type="checkbox"/>	NC Stage Owner Changed	N/A	CA/PA
<input type="checkbox"/>	NC Stage Action Target Date Set	N/A	CA/PA
<input type="checkbox"/>	NC Status Changed	N/A	CA/PA
<input type="checkbox"/>	NC Stage Can Start	N/A	CA/PA
<input type="checkbox"/>	NC Stage Re-Opened	N/A	CA/PA
<input type="checkbox"/>	NC Action Reopened	N/A	CA/PA
<input type="checkbox"/>	Audit Scheduled	N/A	Audit
<input type="checkbox"/>	Audit Rescheduled	N/A	Audit
<input type="checkbox"/>	Audit Report Complete	N/A	Audit
<input type="checkbox"/>	Audit Closed	N/A	Audit
<input type="checkbox"/>	Audit Deleted	N/A	Audit
<input type="checkbox"/>	Audit Observation Raised	N/A	Audit
<input type="checkbox"/>	Audit Observation Deleted	N/A	Audit
<input type="checkbox"/>	Audit Re-Opened	N/A	Audit
<input type="checkbox"/>	All Audit Non Conformances Closed	N/A	Audit
<input type="checkbox"/>	Audit Report Acceptance Required	N/A	Audit

3) Select the Conditional Recipients tab, as seen below.

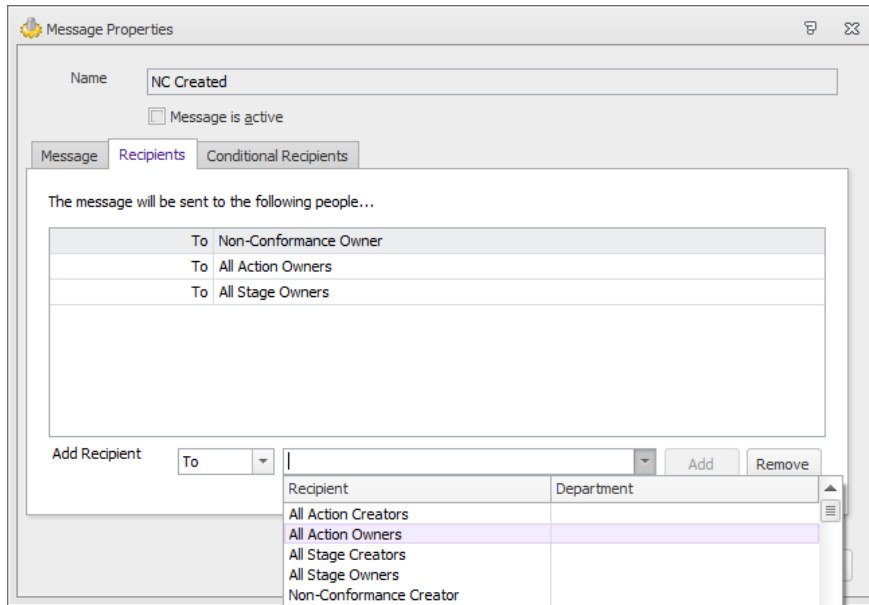


4) Select "Add" and the following screen will appear.



Give the condition a name, for example "Raised Against" a specific department, and select the department for which this condition will be met. Perhaps you want a message to go out to a specific person when a NC stage is added for any NC raised against a certain department. You can even add multiple conditions, for example, an NC raised against a specific department, and the severity is "High."

5) Next, select the recipients tab and choose who you wish this conditional message to be sent to.



This tab allows you to select dynamic roles like “All Stage Owners,” or specific people. In some cases, the available options also include a target person’s manager.