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| --- | --- | --- | --- | --- | --- | --- |
| **­Email Template Name** | **Subject Text** | **Email Body Text** | **Trigger Description (what action triggers email to be sent)** | **Email Address of Recipient** | **Case Record Type** | **Email Alert Name** |
| SUPPORT: HazardoursServiceRequest | Hazardous Waste Reported at [address], Streets ID# {!Case.Streets\_Request\_ID\_\_c}, Type {!Case.Problem\_Type\_\_c} | \*\*\*\*Hazardous Case Alert\*\*\*\*    The following report was received from 311 and forwarded automatically to you based on the fact the problem type chosen by user was for Illegal Dumping with Hazardous Material.    Please process as soon as possible.    Streets ID#:{!Case.Streets\_Request\_ID\_\_c}  Case ID#: {!Case.CaseNumber}  Type: {!Case.Problem\_Type\_\_c}  Submitted: {!Case.CreatedDate}  Address: {!Case.Street\_\_c}  Comments: {!Case.Description}  Name: {!Contact.Name}  Phone: {!Contact.Phone}  Email: {!Contact.Email}    Regards,    {!Organization.Name}  Customer Support | (ISNEW() || ISCHANGED(Trash\_Include\_Commercial\_Hazardous\_Waste\_\_c)) && TEXT(Case\_Record\_Type\_\_c) = 'Illegal Dumping' && TEXT( Trash\_Include\_Commercial\_Hazardous\_Waste\_\_c ) = 'Yes' | User: SFDC Administrators, Streets.IllegalDumpingHazMat@Phila.gov | Illegal Dumping | Hazardous Email Alert |
| SUPPORT: Redress Case New assignment notification (SAMPLE) | REDRESS CASE --- Case # {!Case.CaseNumber}: {!Case.Subject} has been assigned to you. | \*\*\* NEW CASE ASSIGNMENT NOTIFICATION FOR REDRESS CASE\*\*\*  The following request has been submitted as a Redress to a previous service request that was closed by the Streets Department but reported to 311 as incomplete. Please investigate to determine current status and follow up promptly.  Streets ID#:  Case #: {!Case.CaseNumber}  Subject: {!Case.Subject}  Description: {!Case.Description}  Original Case: {!Case.Parent}  Contact Name: {!Contact.Name}  Contact Number: {!Contact.Phone}  Click on the respective link to access the case:  Internal Users: {!Case.Link}  Partner Users: https://philly.force.com/internal/{!Case.Id}  Thank you,  Philly311  Customer Support | (ISCHANGED(OwnerId) || ISNEW())&& NOT(ISPICKVAL(Status,'Closed')) && Redress\_Case\_\_c && ISPICKVAL( Service\_Request\_Type\_\_c ,'ADA Curb Ramp') | User: SFDC Administrators,  [Streets.RedressAdaRamps@phila.gov](mailto:Streets.RedressAdaRamps@phila.gov), | Dangerous Sidewalk | ADA Curb Ramp |
| SUPPORT: Redress Case New assignment notification (SAMPLE) | REDRESS CASE --- Case # {!Case.CaseNumber}: {!Case.Subject} has been assigned to you. | \*\*\* NEW CASE ASSIGNMENT NOTIFICATION FOR REDRESS CASE\*\*\*  The following request has been submitted as a Redress to a previous service request that was closed by the Streets Department but reported to 311 as incomplete. Please investigate to determine current status and follow up promptly.  Streets ID#:  Case #: {!Case.CaseNumber}  Subject: {!Case.Subject}  Description: {!Case.Description}  Original Case: {!Case.Parent}  Contact Name: {!Contact.Name}  Contact Number: {!Contact.Phone}  Click on the respective link to access the case:  Internal Users: {!Case.Link}  Partner Users: https://philly.force.com/internal/{!Case.Id}  Thank you,  Philly311  Customer Support | (ISCHANGED(OwnerId) || ISNEW())&& NOT(ISPICKVAL(Status,'Closed')) && Redress\_Case\_\_c && ISPICKVAL( Service\_Request\_Type\_\_c ,'Rubbish Collection') | [Streets.RedressSanitationCollections@phila.gov](mailto:Streets.RedressSanitationCollections@phila.gov),  User: SFDC Administrators | Rubbish/Recyclable Material Collection, | Rubbish Collection |
| SUPPORT: Redress Case New assignment notification (SAMPLE) | REDRESS CASE --- Case # {!Case.CaseNumber}: {!Case.Subject} has been assigned to you. | \*\*\* NEW CASE ASSIGNMENT NOTIFICATION FOR REDRESS CASE\*\*\*  The following request has been submitted as a Redress to a previous service request that was closed by the Streets Department but reported to 311 as incomplete. Please investigate to determine current status and follow up promptly.  Streets ID#:  Case #: {!Case.CaseNumber}  Subject: {!Case.Subject}  Description: {!Case.Description}  Original Case: {!Case.Parent}  Contact Name: {!Contact.Name}  Contact Number: {!Contact.Phone}  Click on the respective link to access the case:  Internal Users: {!Case.Link}  Partner Users: https://philly.force.com/internal/{!Case.Id}  Thank you,  Philly311  Customer Support | (ISCHANGED(OwnerId) || ISNEW())&& NOT(ISPICKVAL(Status,'Closed')) && Redress\_Case\_\_c && ISPICKVAL( Service\_Request\_Type\_\_c ,'Sanitation Violation') | [Streets.RedressSanitationViolations@phila.gov](mailto:Streets.RedressSanitationViolations@phila.gov),  User: SFDC Administrators | Sanitation / Dumpster Violation, | Sanitation Violation |
| SUPPORT: Redress Case New assignment notification (SAMPLE) | REDRESS CASE --- Case # {!Case.CaseNumber}: {!Case.Subject} has been assigned to you. | \*\*\* NEW CASE ASSIGNMENT NOTIFICATION FOR REDRESS CASE\*\*\*  The following request has been submitted as a Redress to a previous service request that was closed by the Streets Department but reported to 311 as incomplete. Please investigate to determine current status and follow up promptly.  Streets ID#:  Case #: {!Case.CaseNumber}  Subject: {!Case.Subject}  Description: {!Case.Description}  Original Case: {!Case.Parent}  Contact Name: {!Contact.Name}  Contact Number: {!Contact.Phone}  Click on the respective link to access the case:  Internal Users: {!Case.Link}  Partner Users: https://philly.force.com/internal/{!Case.Id}  Thank you,  Philly311  Customer Support | (ISCHANGED(OwnerId) || ISNEW())&& NOT(ISPICKVAL(Status,'Closed')) && Redress\_Case\_\_c && ISPICKVAL( Service\_Request\_Type\_\_c ,'Pothole Repair') | [Streets.RedressStreetDefects@phila.gov](mailto:Streets.RedressStreetDefects@phila.gov),  User: SFDC Administrators | Street Defect, | Pothole Repair |
| SUPPORT: Redress Case New assignment notification (SAMPLE) | REDRESS CASE --- Case # {!Case.CaseNumber}: {!Case.Subject} has been assigned to you. | \*\*\* NEW CASE ASSIGNMENT NOTIFICATION FOR REDRESS CASE\*\*\*  The following request has been submitted as a Redress to a previous service request that was closed by the Streets Department but reported to 311 as incomplete. Please investigate to determine current status and follow up promptly.  Streets ID#:  Case #: {!Case.CaseNumber}  Subject: {!Case.Subject}  Description: {!Case.Description}  Original Case: {!Case.Parent}  Contact Name: {!Contact.Name}  Contact Number: {!Contact.Phone}  Click on the respective link to access the case:  Internal Users: {!Case.Link}  Partner Users: https://philly.force.com/internal/{!Case.Id}  Thank you,  Philly311  Customer Support | (ISCHANGED(OwnerId) || ISNEW())&& NOT(ISPICKVAL(Status,'Closed')) && Redress\_Case\_\_c && ISPICKVAL( Service\_Request\_Type\_\_c ,'Street Light Outage') | [Streets.RedressStreetLights@phila.gov](mailto:Streets.RedressStreetLights@phila.gov),  User: SFDC Administrators | Street Light Outage | Street Light Outage |
| SUPPORT: Redress Case New assignment notification (SAMPLE) | REDRESS CASE --- Case # {!Case.CaseNumber}: {!Case.Subject} has been assigned to you. | \*\*\* NEW CASE ASSIGNMENT NOTIFICATION FOR REDRESS CASE\*\*\*  The following request has been submitted as a Redress to a previous service request that was closed by the Streets Department but reported to 311 as incomplete. Please investigate to determine current status and follow up promptly.  Streets ID#:  Case #: {!Case.CaseNumber}  Subject: {!Case.Subject}  Description: {!Case.Description}  Original Case: {!Case.Parent}  Contact Name: {!Contact.Name}  Contact Number: {!Contact.Phone}  Click on the respective link to access the case:  Internal Users: {!Case.Link}  Partner Users: https://philly.force.com/internal/{!Case.Id}  Thank you,  Philly311  Customer Support | (ISCHANGED(OwnerId) || ISNEW())&& NOT(ISPICKVAL(Status,'Closed')) && Redress\_Case\_\_c && ISPICKVAL( Service\_Request\_Type\_\_c ,'Traffic Signal Emergency') | [Streets.RedressTraffic@phila.gov](mailto:Streets.RedressTraffic@phila.gov),  User: SFDC Administrators | Traffic Signal Emergency | Traffic Signal Emergency |
| SUPPORT: HazardoursServiceRequest | Hazardous Alley Light Outage Reported at [address], Streets ID# {!Case.Streets\_Request\_ID\_\_c}, Type {!Case.Problem\_Type\_\_c} | \*\*\*\*Hazardous Case Alert\*\*\*\*    The following report was received from 311 and forwarded automatically to you based on the fact the problem type chosen by user was for an Alley Light Repair.    Please process as soon as possible.    Streets ID#:{!Case.Streets\_Request\_ID\_\_c}  Case ID#: {!Case.CaseNumber}  Type: {!Case.Problem\_Type\_\_c}  Submitted: {!Case.CreatedDate}  Address: {!Case.Street\_\_c}  Comments: {!Case.Description}  Name: {!Contact.Name}  Phone: {!Contact.Phone}  Email: {!Contact.Email}    Regards,    {!Organization.Name}  Customer Support | (ISNEW() || ISCHANGED(Hazardous\_\_c)) && TEXT(Case\_Record\_Type\_\_c) = 'Alley Light Outage' && TEXT(Hazardous\_\_c) = 'Yes' | SFDC Administrators, [Streets.StreetLightRepair@phila.gov](mailto:Streets.StreetLightRepair@phila.gov) | Alley Light Outage | Hazardous Email Alert For Alley Light Outage |
| SUPPORT: HazardoursServiceRequest | Hazardous Stop Sign Issue Reported at [address], Streets ID# {!Case.Streets\_Request\_ID\_\_c}, Type {!Case.Problem\_Type\_\_c} | \*\*\*\*Hazardous Case Alert\*\*\*\*    The following report was received from 311 and forwarded automatically to you based on the fact the problem type chosen by user was for a Stop Sign Repair.    Please process as soon as possible.    Streets ID#:{!Case.Streets\_Request\_ID\_\_c}  Case ID#: {!Case.CaseNumber}  Type: {!Case.Problem\_Type\_\_c}  Submitted: {!Case.CreatedDate}  Address: {!Case.Street\_\_c}  Comments: {!Case.Description}  Name: {!Contact.Name}  Phone: {!Contact.Phone}  Email: {!Contact.Email}    Regards,    {!Organization.Name}  Customer Support | TEXT(Service\_Request\_Type\_\_c) = 'Stop Sign Repair' && TEXT(Hazardous\_\_c) = 'Yes' && (ISCHANGED(Hazardous\_\_c) || ISNEW()) | SFDC Administrators, [Streets.TrafficSignalEmergency@phila.gov](mailto:Streets.TrafficSignalEmergency@phila.gov) | Stop Sign Repair | Hazardous Email Alert For Stop Sign Repair |
| ~~SUPPORT:MissingLid~~ | ~~Missing Lid Email Alert for Manhole Cover Case Record Type~~ | ~~\*\*\*\*Missing Lid Case Alert\*\*\*\*~~  ~~Based on the nature of your request case # {!Case.CaseNumber} for {!Case.Service\_Request\_Type\_\_c} at {!Case.Street\_\_c} has been updated to a Missing Lid situation. For additional information related to this case you may contact us using the case number provided by dialing 3-1-1 or 215-686-8686 or via email at Philly311@phila.gov.~~  ~~Please note we are undergoing system upgrades and the above case number is not currently available for tracking online. We apologize for any inconvenience.~~  ~~Regards,~~  ~~{!Organization.Name}~~  ~~Customer Support~~ | ~~(ISNEW() || ISCHANGED(Problem\_Type\_\_c)) && TEXT(Case\_Record\_Type\_\_c) = 'Manhole Cover' && TEXT(Problem\_Type\_\_c) = 'Missing Lid'~~ | ~~SFDC Administrators~~ | ~~Manhole Cover~~ | ~~Missing Lid Email Alert~~ |
| SUPPORT: EmergencyServiceRequest | Your case {!Case.CaseNumber}, {!Case.Service\_Request\_Type\_\_c} has been updated | \*\*\*\*Emergency Case Alert\*\*\*\*   Based on the nature of your request case # {!Case.CaseNumber} for {!Case.Service\_Request\_Type\_\_c} at {!Case.Street\_\_c} it has been updated to an Emergency situation.   You may track the status of this case on our website at <http://www.phila.gov/311> using the case number provided, by dialing 3-1-1 or 215-686-8686 or via email at [Philly311@phila.gov](mailto:Philly311@phila.gov).   Thank you for reporting this issue.   Regards,   {![Organization.Name](http://organization.name/)}  Customer Support | (ISNEW() || ISCHANGED(Blocked\_Traffic\_\_c )||ISCHANGED(Blocked\_Sidewalk\_or\_Home\_Access\_\_c ))&& (ISPICKVAL(Case\_Record\_Type\_\_c, 'Street Trees')) && ((ISPICKVAL(Blocked\_Sidewalk\_or\_Home\_Access\_\_c,'Yes'))|| (ISPICKVAL(Blocked\_Traffic\_\_c,'Yes'))) | SFDC Administrators, Mike Schmidt | Street Trees | Municipal Radio Email Alert For Street Trees |
| SUPPORT: EmergencyServiceRequest | Hazardous Traffic Signal Emergency Reported at [address], Streets ID# {!Case.Streets\_Request\_ID\_\_c}, Type {!Case.Problem\_Type\_\_c} | \*\*\*\*Hazardous Case Alert\*\*\*\*    The following report was received from 311 and forwarded automatically to you based on the fact the problem type chosen by user was for a Traffic Signal Emergency.    Please process as soon as possible.    Streets ID#:{!Case.Streets\_Request\_ID\_\_c}  Case ID#: {!Case.CaseNumber}  Type: {!Case.Problem\_Type\_\_c}  Submitted: {!Case.CreatedDate}  Address: {!Case.Street\_\_c}  Comments: {!Case.Description}  Name: {!Contact.Name}  Phone: {!Contact.Phone}  Email: {!Contact.Email}    Regards,    {!Organization.Name}  Customer Support | (ISNEW() || ISCHANGED(Emergency\_\_c)) && TEXT(Case\_Record\_Type\_\_c) = 'Traffic Signal Emergency' && TEXT( Service\_Request\_Type\_\_c ) = 'Traffic Signal Emergency' && TEXT( Emergency\_\_c) = 'Yes' | SFDC Administrators, [Streets.TrafficSignalEmergency@phila.gov](mailto:Streets.TrafficSignalEmergency@phila.gov), [Duane.Murray@phila.gov](mailto:Duane.Murray@phila.gov) | Traffic Signal Emergency | Email Alert for Emergency |
| SUPPORT: HazardoursServiceRequest\_StreetLight | Hazardous Street Light Outage Reported at [address], Streets ID# {!Case.Streets\_Request\_ID\_\_c}, Type {!Case.Problem\_Type\_\_c} | \*\*\*\*Hazardous Case Alert\*\*\*\*    The following report was received from 311 and forwarded automatically to you based on the fact the problem type chosen by user was for a Street Light Outage.    Please process as soon as possible.    Streets ID#:{!Case.Streets\_Request\_ID\_\_c}  Case ID#: {!Case.CaseNumber}  Type: {!Case.Problem\_Type\_\_c}  Submitted: {!Case.CreatedDate}  Address: {!Case.Street\_\_c}  Comments: {!Case.Description}  Name: {!Contact.Name}  Phone: {!Contact.Phone}  Email: {!Contact.Email}    Regards,    {!Organization.Name}  Customer Support | (ISNEW() || ISCHANGED(Hazardous\_\_c) || ISCHANGED( Streets\_Request\_ID\_\_c)) && TEXT(Case\_Record\_Type\_\_c) = 'Street Light Outage' && TEXT(Hazardous\_\_c) = 'Yes' && Streets\_Request\_ID\_\_c != '' | SFDC Administrators, [Streets.StreetLightRepair@phila.gov](mailto:Streets.StreetLightRepair@phila.gov) |  |  |
|  |  |  |  |  | Street Light Outage | Email alert for street light outage hazardous alert |
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