Alerts

SETTINGS > ALERTS

When a driver is in the field, dispatchers and management face myriad situations that they must address as it happens in the field. Alerts draw attention away from the noise of activity to important and critical information. With this functionality in place, drivers receive messages when an event triggers, whereas dispatch receives notifications. This ensures that both users are aware of any potential vehicle issues or performance violations.

Creating an alert entails defining conditions that trigger an event, such as sending notifications to **Email Groups**, appearing on the **Equipment Map** with an alert icon, and delivering messages to the driver's tablet.

> *Example*
>
> John Doe is a driver at your company and clocks in 20 minutes late. Based on his **Employee Type**, late logins are allowed for up to 15 minutes before triggering a Late Login Alert. When John logs in, TrackIt compares his login time with the threshold before triggering the alert events. A notification is sent to management regarding the violation and the incident is recorded for future reference via the **Alert History** report.

Filters

Targeted alerts provide the best results for focusing how you monitor your various company assets. This tab allows you to associate alerts with a specific **Equipment Type**, **Equipment Group**, **Employee Type**, or **Employee Group**.

Driver Messages

Distractions abound for drivers as they drive between jobs and focus on pouring concrete. In the event of an alert triggering, this tab allows you to set a specific message to inform the employee.

Notification

Administrators may need to know when certain events trigger an alert based on their importance. From this tab, you specify the **Email Groups** to receive a notification. An alert badge may also be set to appear on the **Equipment Map** and **Dispatch View** to further assist in drawing the dispatcher's attention to the alert.

For the **Email Group** section, click **ADD ROW** ADD ROW + and then select a predefined group. Create additional rows to include multiple email lists.

Severity

Picking a severity badge will have no impact upon the functionality of TrackIt and may be assigned to statuses based on your own needs.

Important

Informational

Critical

Status Changes

When an alert triggers, you may need the driver to perform a specific action different from the current status loop. This tab allows you to select what status the TrackIt Android app changes to, overriding the current status.

> This tab may only be used when the **Show ED Event Status Change** option is set to **True**.

Adding Alerts

Numerous and different events occur on a day-to-day basis no matter the company. Creating multiple alerts becomes necessary to catch and respond to potential problems immediately before they impact performance or productivity.

To add an alert

1. Click **ADD ALERT** ADD ALERT + . The *Add Alert* dialog window appears.
2. Select an option from the **Alert Types** drop-down menu and then change the **Alert Description** if needed.
3. Click **ADD ALERT** ADD ALERT .
4. Another pop-up dialogue window appears. Provide a **Name** and then any other details as needed. Each alert comes with fields pertaining to its type.

5. Select or fill out any options as needed on the Filters, Driver Messages, and Notification tabs.

6. Once done, click **SAVE & CLOSE** SAVE & CLOSE.

> ℹ Some alerts have prerequisites that must be met prior to creating an alert.

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