# Digital Communications

## Event

Hook into existing events within the system

## Templates

Enable templates per media type per event. Provide editor per media type to enforce format and content. E.g. text editor for SMS, HTML for email or print.

## Conversion

Need to constrain template to allowed media type

## Output

## Delivery

Need to determine how to handle undelivered messages and what to do with them

Need to determine what to do with replies to messages, do we trash or use them

Delivery failures and retries

## Design

Enable a plugin style mechanism for templates, conversion and delivery

## Supported Delivery Channels

Print

Email

SMS

Chat

Whatsapp

FB Messenger

Instagram

Telegram