📖 ATTENDO Documentation

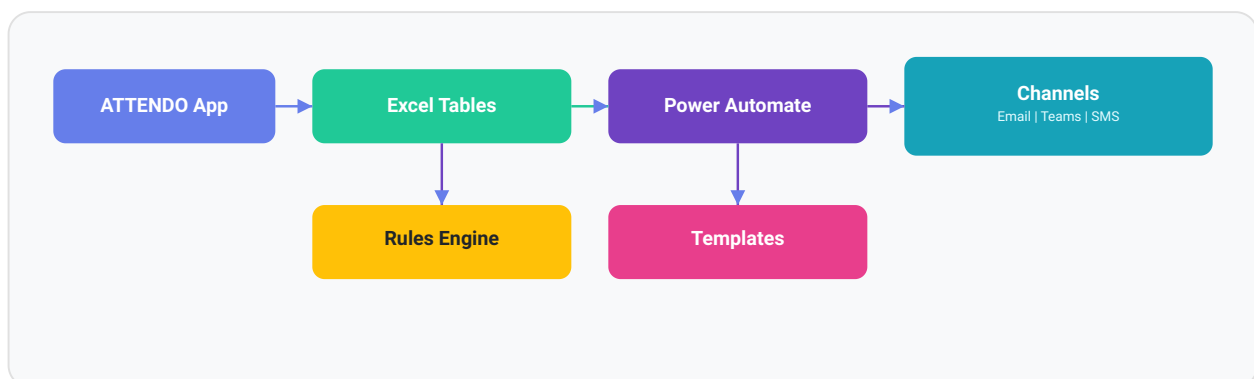Complete User Guide & System Documentation

📢 ATTENDO Notification System

Complete Guide to All Notification Types, Triggers, and Configurations

Notification Integration Topology

End-to-end flow between ATTENDO, Excel tables, Power Automate, and Channels

| ATTENDO App | → | Excel Tables | → | Power Automate | → | Channels
Email \| Teams \| SMS |

Rules Engine

Templates

🔔

Daily Status Reminders

01_daily_status_reminders.xlsx

📋 PURPOSE

Remind vendors to submit their daily attendance status to ensure 100% compliance

👥 RECIPIENTS

Vendors

📱 DELIVERY METHOD

🟣 **Microsoft Teams**

⏰ Trigger Conditions

⏰ **Every 3 hours** from 9:00 AM to 6:00 PM

⏰ **Only on weekdays** (Monday-Friday)

⏰ **Only to vendors** who haven't submitted status for current day

⏰ **Stops automatically** when vendor submits their status

⏰ **Maximum 3 reminders** per day per vendor

⚙️ Configurable Options

⚙️ Reminder intervals (default: 3 hours)

⚙️ Start/end times (default: 9 AM - 6 PM)

⚙️ Maximum reminders per day

⚙️ Weekdays only setting

⚙️ Holiday exclusions

⚙️ Custom message templates

📊

Manager Summary Notifications

02_manager_summary_notifications.xlsx

📋 **PURPOSE**

Provide managers with regular team status summaries including completion rates and pending items

👥 **RECIPIENTS**

Managers

📱 **DELIVERY METHOD**

● Microsoft Teams

⏰ **Trigger Conditions**

⏰ **12:00 PM** (noon summary with morning statistics)

⏰ **2:00 PM** (afternoon summary with full day progress)

⏰ **Daily on weekdays** only

⏰ **Includes team statistics**, pending approvals, completion rates

⏰ **Automatically generated** with real-time data

✅

All-Complete Notifications

03_manager_all_complete_notifications.xlsx

📋 **PURPOSE**

Celebrate and notify managers when all team members have successfully submitted their daily status

👥 **RECIPIENTS**

Managers

📱 **DELIVERY METHOD**

● Microsoft Teams

⏰ **Trigger Conditions**

⏰ **Immediately** when last team member submits status

⏱️ **Once per day maximum** per manager

⏰ **Celebrates team completion** with positive messaging

⏰ **Includes completion time** and team performance metrics

⏰ **Only triggers** when 100% team compliance achieved

⚙️ **Configurable Options**

⚙️ Celebration message content

⚙️ Include team recognition

⚙️ Summary statistics inclusion

⚙️ Next day preparation tips

⚙️ Team completion triggers

⚙️ Recognition messages

⚠️

Mismatch Notifications

04_mismatch_notifications.xlsx

📋 **PURPOSE**

Alert about attendance mismatches between web status submissions and card swipe data

👥 **RECIPIENTS**

Vendors   Managers   Admins

📱 **DELIVERY METHOD**

● Microsoft Teams

⏰ **Trigger Conditions**

⏰ **Daily at 6:00 PM** after reconciliation process

⏰ **When mismatches detected** between submitted status and card swipe

⏰ **Escalation alerts** if not resolved in 24-48 hours

⏰ **High mismatch count** alerts for admins (>20% daily)

⏰ **Immediate alerts** for critical discrepancies

⚙️ **Configurable Options**

⚙️ Mismatch types to alert on ⚙️ Escalation timing (24h/48h) ⚙️ Resolution steps included

⚙️ Acknowledgment ⚙️ Alert immediately setting ⚙️ Include resolution steps
requirements

⚙️ Auto-escalation days

📝

Manager Feedback Notifications

05_manager_feedback_notifications.xlsx

📋 **PURPOSE**

Send feedback from managers to vendors regarding status approvals, rejections, or corrections needed

👥 **RECIPIENTS**

Vendors

📱 **DELIVERY METHOD**

⏰ **Trigger Conditions**

⏰ **Immediately** when manager approves/rejects status

⏰ **Within 1 hour** of manager action

⏰ **Includes corrective actions** if status rejected

⏰ **Manager comments** and guidance included

⏰ **Next steps** clearly outlined

⚙️ **Configurable Options**

⚙️ Feedback types (approval/rejection/correction)

⚙️ Manager comments inclusion

⚙️ Next steps guidance

⚙️ Deadline reminders

⚙️ Include manager comments

⚙️ Require acknowledgment

Monthly Report Notifications

06_monthly_report_notifications.xlsx

📋 **PURPOSE**

Automated delivery of comprehensive monthly attendance reports with trends and insights

👥 **RECIPIENTS**

Managers   Admins

📱 **DELIVERY METHOD**

🟣 Microsoft Teams

⏰ **Trigger Conditions**

⏰ **1st of each month** at 9:00 AM

⏰ **Monthly reconciliation** completion notification

⏰ **Includes previous month data**, trends, and insights

⏰ **Separate reports** for managers (team) and admins (organization)

⏰ **PDF attachments** with detailed analytics

⚙️ **Configurable Options**

⚙️ Report generation day (1st/last of month)

⚙️ Report format (PDF/Excel)

⚙️ Charts and trends inclusion

⚙️ Comparative analysis

⚙️ Include charts and trends

⚙️ Auto-email report setting

🚨

Admin System Alerts

07_admin_system_alerts.xlsx

📋 **PURPOSE**

Critical system notifications for administrators regarding errors, performance issues, and security alerts

👥 **RECIPIENTS**

System Administrators

📱 **DELIVERY METHOD**

● Microsoft Teams

⏰ **Trigger Conditions**

⏰ **System errors** (database, imports, exports)

⏰ **High mismatch rates** (>20% daily)

⏰ **Security alerts** (failed logins, suspicious activity)

⏰ **Performance issues** (slow responses, timeouts)

⏰ **Data integrity issues** and critical system failures

⚙️ **Configurable Options**

⚙️ Alert severity levels (ERROR/WARNING/INFO)　　⚙️ Escalation timing　　⚙️ System status inclusion

⚙️ Log file attachments　　⚙️ Alert immediately setting　　⚙️ Include system status

⚙️ Escalation levels (3)

🏖️

Holiday Reminder Notifications

08_holiday_reminder_notifications.xlsx

📋 **PURPOSE**

Remind all users about upcoming holidays and provide relevant policy information

👥 **RECIPIENTS**

All Users

📱 **DELIVERY METHOD**

⬤ Microsoft Teams

⏰ **Trigger Conditions**

⏰ **3 days before holiday** (advance notice reminder)

⏰ **1 day before holiday** (final reminder)

⏰ **Includes holiday policy** information and guidelines

⏰ **Calendar integration** details provided

⏰ **All user types** (Vendors, Managers, Admins) included

⚙️ **Configurable Options**

⚙️ Days before holiday (3,1 default)

⚙️ Holiday details inclusion

⚙️ Policy links and documents

⚙️ Calendar integration

⚙️ Include holiday details

⚙️ Include policy links

⏰

Late Submission Alerts

09_late_submission_alerts.xlsx

📋 PURPOSE

Alert management about vendors with late attendance submissions and track patterns

👥 RECIPIENTS

Managers   Admins

📱 DELIVERY METHOD

● Microsoft Teams

⏰ Trigger Conditions

⏰ **24 hours after deadline** (first alert to managers)

⏰ **48 hours after deadline** (escalation alert to admins)

⏰ **Weekly summary** of chronic late submitters

⏰ **Pattern detection** for repeated late submissions

⏰ **Manager action** recommendations included

⚙️ Configurable Options

⚙ Grace period hours (2 default) ⚙ Alert frequency (hourly/daily) ⚙ Vendor list inclusion

⚙ Auto follow-up actions ⚙ Include vendor list ⚙ Auto follow-up setting

🎯 Notification Timing Summary (Updated Sept 2025)

NOTIFICATION TYPE	FREQUENCY	PRIMARY TRIGGER TIME	RECIPIENTS	PRIORITY
Daily Status Reminders	Every 3 hours	9 AM - 6 PM	Vendors	Medium
Manager Summary	2x daily	12 PM, 2 PM	Managers	Medium
All-Complete	Event-driven	When team complete	Managers	Low
Mismatch Alerts	Daily + Escalation	6 PM daily	Vendors, Managers	High
Manager Feedback	Event-driven	Within 1 hour	Vendors	Medium
Monthly Reports	Monthly	1st at 9 AM	Managers, Admins	Medium
System Alerts	Event-driven	Immediate	Admins	Critical
Holiday Reminders	Before holidays	3 days, 1 day before	All Users	Low

NOTIFICATION TYPE	FREQUENCY	PRIMARY TRIGGER TIME	RECIPIENTS	PRIORITY
Late Submission	After deadlines	24h, 48h after	Managers, Admins	High

> ℹ️ ✅ **September 2025 Update**
>
> All 9 notification types now use the clean 5-column Excel format: **EmployeeID | ContactEmail | Message | NotificationType | Priority**. Billing correction notifications have been removed as they are not part of the core notification system. All files are optimized for Power Automate processing with consistent structure and smart business logic filtering.

🔧 Smart Notification Features

⚡ Real-Time Database Sync

Notification recipients automatically update when users are added, removed, or roles change. No manual intervention required.

🎯 Intelligent Filtering

Time-aware, holiday-aware, role-based, and status-aware filtering ensures notifications reach the right people at the right time.

📱 Teams-First Delivery

📊 Excel Configuration

All notifications delivered through Microsoft Teams for instant, centralized communication. Optimized for workplace collaboration and real-time engagement.

All notification settings managed through Excel files. Non-technical users can easily modify timing, content, and recipients.

🔍

Monitoring & Validation

Continuous health checks, sync validation, and auto-repair ensure the notification system runs reliably 24/7.

🌐

Power Automate Ready

Full webhook integration with Microsoft Power Automate for advanced automation workflows and business logic.

🚀

Power Automate Integration Architecture

Excel-Based Workflow Automation

🔄 How Power Automate Transforms Our Notification System

Our notification system leverages Microsoft Power Automate to create a serverless, intelligent workflow that automatically processes Excel-based notification queues synchronized through OneDrive. This approach enables real-time, scalable notifications without requiring dedicated infrastructure.

💾 DATA SYNCHRONIZATION

ATTENDO continuously updates Excel notification tables in OneDrive, ensuring Power Automate flows have instant access to the latest notification requirements.

⏰ RECURRENCE PROCESSING

Power Automate flows run on configurable schedules (every 5-15 minutes), checking Excel tables for new notification rows and processing them automatically.

📧 MULTI-CHANNEL DELIVERY

Each flow supports multiple delivery channels (Teams, Email, SMS) with intelligent routing based on recipient preferences and notification priority.

🧹 AUTOMATIC CLEANUP

After successful delivery, flows automatically remove processed rows from Excel tables, maintaining clean queues and preventing duplicate notifications.

🎞️ Power Automate Flow Architecture

🔄 Standard Notification Flow Structure

1. Recurrence Trigger	2. List Excel Rows
Every 5-15 minutes	Check notification table

3. Apply to Each	4. Send & Cleanup
Process each row	Deliver & remove row

💡 Flow Configuration Example

Each notification type has its own dedicated Power Automate flow. For example, the **"Manager Summary Notifications"** flow runs every 15 minutes, checks the `02_manager_summary_notifications.xlsx` table, and sends Teams messages to managers listed in the recipient column, then removes processed rows to maintain a clean queue.

📊 Excel Table Structure & OneDrive Integration

📋 Clean 5-Column Table Schema (Updated 2025)

```
// ATTENDO Clean Excel Notification Table Structure
| EmployeeID | ContactEmail | Message |
NotificationType | Priority |
| EMP001 | john.vendor@company.com | "📋 Hi John,
submit status for Sept 11, 2025..." | DAILY_REMINDER |
Medium |
| M001 | alice.manager@company.com | "📊 Team Summary:
3/5 completed (60% rate)..." | MANAGER_SUMMARY | High
|
| EMP003 | mike.vendor@company.com | "⚠ Mismatch
Alert: IN_OFFICE vs REMOTE..." | MISMATCH_ALERT | High
|
```

> ✅ **✅ Updated September 2025 - Clean Format**
>
> Simplified to exactly 5 columns for optimal Power Automate processing. All unnecessary data removed, consistent structure across all 9 notification types.

> ☁️ **ONEDRIVE SYNC**
>
> Excel files are stored in OneDrive, providing instant synchronization between ATTENDO database updates and Power Automate flow access.

🔗 TABLE CONNECTIONS

Power Automate flows connect directly to Excel tables using the Excel Online connector, enabling real-time row operations and data manipulation.

🛡 ERROR HANDLING

Flows include comprehensive error handling, retry logic, and failover mechanisms to ensure notification delivery even during system outages.

📈 SCALABILITY

The system automatically scales with Power Automate's cloud infrastructure, handling variable notification volumes without performance degradation.

🎯 Key Benefits of This Architecture

⚡ Zero Infrastructure

No servers, databases, or maintenance required for notification processing

🔄 Real-time Processing

Notifications processed within minutes of ATTENDO generating the request

🎛️ Easy Configuration

Non-technical users can modify notification templates and settings via Excel

💰 Cost Effective

Leverages existing Microsoft 365 infrastructure with minimal additional cost

🚀 Implementation Approach

Our approach keeps all notification data synchronized in OneDrive Excel files, enabling Power Automate flows to pick up changes through recurrent polling and deliver targeted notifications to relevant users. This creates a robust, serverless notification system that scales automatically and requires minimal maintenance while providing enterprise-grade reliability and delivery guarantees.

⚙️ 🎆 Clean Implementation - September 2025 Update

🗓 Perfect 5-Column Excel Format

| EmployeeID | ContactEmail | Message | NotificationType | Priority |

Every Excel file now follows this exact structure for seamless Power Automate integration. No extra columns, no unnecessary data - just what you need for automation.

✓ 9 Files Updated

All notification Excel files converted to clean format and verified working

🖲 Auto-Generated

Smart logic ensures only relevant notifications are created based on actual business conditions

⟳ Real-time Sync

Database changes instantly reflected in Excel files for Power Automate pickup

Excel Compatible

Files properly formatted and can be opened directly in Excel for manual review

📋 Notification Types Implemented

🔔 **Daily Reminders**
DAILY_REMINDER

📊 **Manager Summaries**
MANAGER_SUMMARY

✅ **All Complete**
ALL_COMPLETE

⚠️ **Mismatch Alerts**
MISMATCH_ALERT

📝 **Manager Feedback**
MANAGER_FEEDBACK

📈 **Monthly Reports**
MONTHLY_REPORT

🚨 **System Alerts**
SYSTEM_ALERT

🏖️ **Holiday Reminders**
HOLIDAY_REMINDER

⏰ **Late Submissions**
LATE_SUBMISSION

💡 Power Automate Integration Ready

Your Power Automate flows can now process these clean Excel files every 5-15 minutes, automatically delivering targeted notifications to the right people at the right time through Microsoft Teams, Email, or SMS channels. The consistent 5-column format ensures reliable data processing and seamless automation.