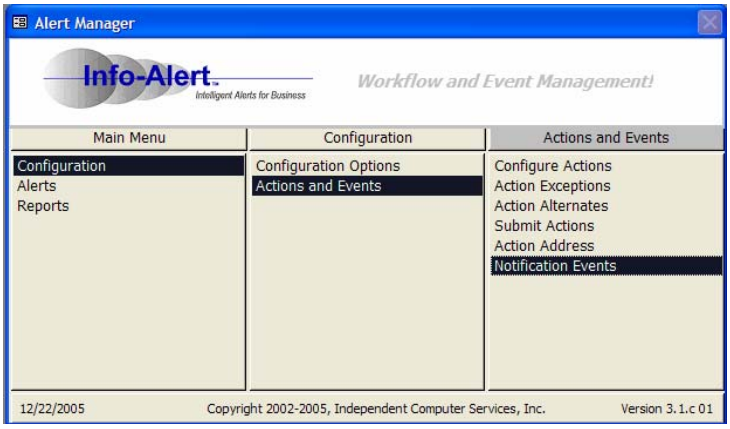
# Notification Events: Append Tables

Info-Alert has the ability to not only alert us when critical conditions exist that we should know about but it can actually take action on our behalf in certain situations. One of the functions that can be configured to help us out is Info-Alert's "Notification Events".

Notification Events are automated functions that occur when an alert condition is met. For example if you have an alert that identifies customers who are due to be put on credit hold, an Edit Table Event can put the customer on hold and an **"Append Table"** Event can add a note to your CRM or comments tables.

Another example might be to add a record to your CRM system for each new order that is placed by your customers.

**Example:**
The following example will add a record to a comments table in an accounting system when the alert finds records that meet the pre-set criteria.



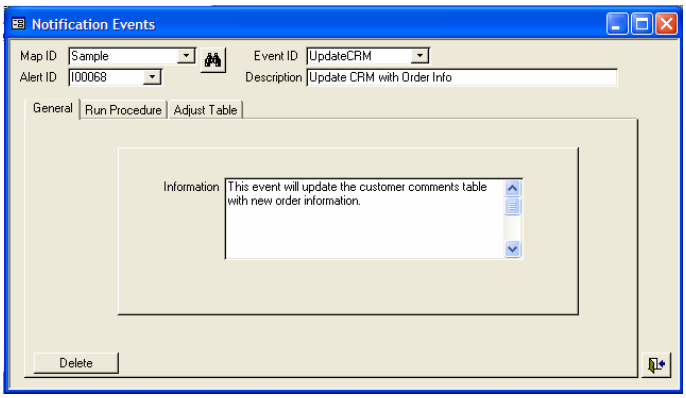

From the Alert Manager main menu select "Notification Events". We will be creating a new event to append comment records.

Once selected put in the Map ID you are working with and the alert ID that this event will be based on.

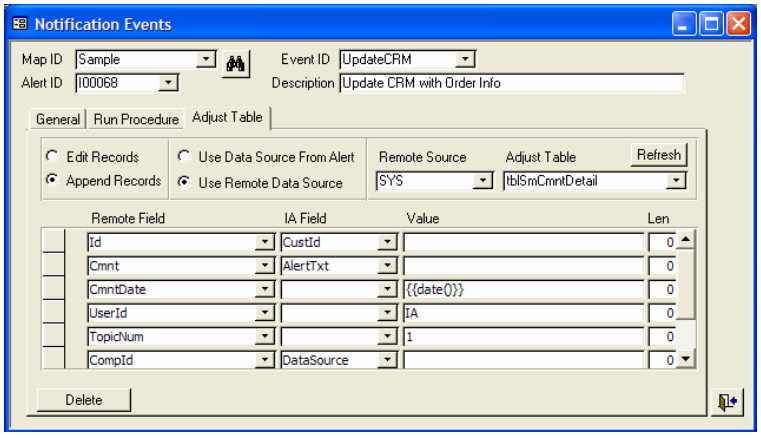
Note: The event that we are creating will act on data generated by the alert it's associated with. An event by itself will generally not run queries and return records but it can.

Create a unique Event ID and Description for your event. Use the information section to describe what this event is designed to do.

Select the "Adjust Table" tab to configure the event to update a table. Select the option to "Append Records" vrs "Edit Records", this tells Info-Alert that you want to add a new record to a table. You would use the Edit Records option when changing a field on an existing record in your database.



Notice that the option for “Use Remote Data Source” is selected. This tells Info-Alert what data source should be used to find the table shown in the “Adjust Table” field.




With the selections shown here, Info-Alert will append a record to table “tblSmCmntDetail” found in the “SYS” data source.

If the table you want to add a record to is always found in the data source that drove the alert you can select the “Use Data Source From Alert” option. This tells Info-Alert to update “tblSmCmntDetail” in the source attached to the alert.

**Remote Source:**
We need to enter a data source where we can find the table we are going to adjust, If we select the “Use Data Source From Alert” option the source we use in the “Remote Source” field is only required to set up this notification event, the table that actually gets updated will be found in the alerts data source. If we select the “Use Remote Data Source” option the source used in this field will always be used for notification updates.

**Adjust Table:**
This is where we enter the table that will be adjusted. The tables shown in the combo box pull down will come from the “Remote Source”, press the “Refresh” button to refresh the table list.

**Remote Field:**
This is where we select the fields found in the “Adjust Table” setting to determine what data needs to be written to that table to add a record. In the sample shown above we are adding a record to the “tblSmCmntDetail” table. We have selected the fields ID, Cmnt, CmntDate, UserID, TopicNum and CompID as the ones required to create a record in this table.

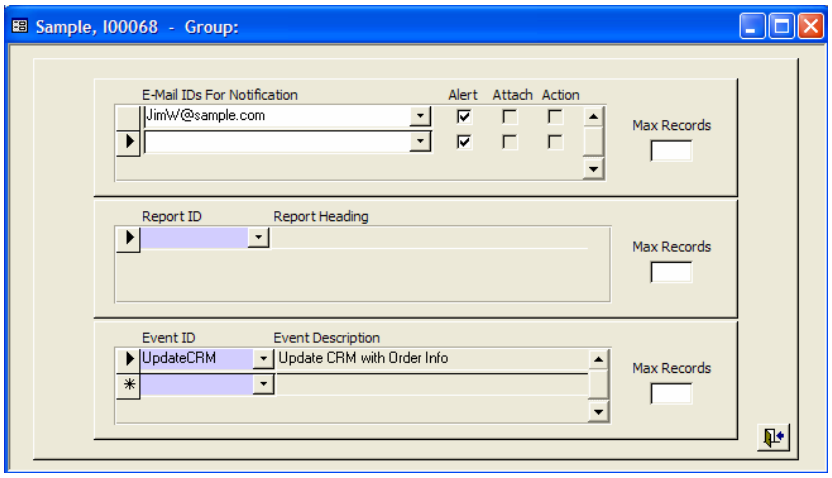
**IA Field:**
These are fields available in the record set returned by the alert. We will use a combination of data returned by the alert and hard coded values to create our new record in “tblSmCmntDetail”. In the sample shown above we are using the CustID field from our alert as the Id field in the remote table. In the next row we are passing the AlertTxt data from our alert to the Cmnt field.

**Value:**
The value field is where we will tell Info-Alert what value to update the remote table field with. In the sample above, rows one and two, we are passing data returned from the alert to our new table. In row three we are passing a value to represent today’s date. Please note that the date() command is enclosed with {{ and }}. Information enclosed in those brackets are evaluated prior to being passed to the remote field. In this case the command date() will be converted to an actual date. If we were to use date()-10 we would pass a field equal to a date 10 days ago. In rows four and five we are passing static values that will be used in creating our record.

**Len:**
If we are using the “IA Field” to update a field in your remote data and you only want to use a certain length you can indicate this in the “Len” field. For example if we want to use the “Alert Text” returned from our alert to update a comments field but the comments field in our remote data will only hold 100 characters we can set our length to 100. This way Info-Alert won’t try to write more than 100 characters into the remote field, (causing an error).

Once you have your event created you would add it to the notification section on any alert sequence where you want the result of the alert sent to the notification event.

In our example when alert I00068 runs and finds any new orders placed it will pass the order information to event “UpdateCRM” to create an entry in tblSmCmntDetail indicating a new order was placed.




**CAUTION:**
Info-Alert does not verify that the value you are entering into the “Value” field will be appropriate for the field type you have selected in the “Remote Field” column. It is **very important** that you verify the value you pass will be appropriate for the data source and table you are updating. In the example shown above it is important that we know that the TopicNum field in “tblSmCmntDetail” will allow for a value of 1.