



# DATASHEETS

## Outlook Email Alerts Interface - Part 1

Pyramid's Outlook interface provides numerous tools to assist users with tasks, by sending emails, tasks and reminders at key trigger points. Used correctly, this process can significantly increase productivity and efficiency within targeted areas of the organisation.

Some notifications can even be automated to minimise manual intervention, allowing staff to target more critical areas.



### Automated Email Alerts

Pyramid can be configured to generate email alerts automatically at set intervals. Pyramid will then scan the vast amount of data on your system, something that a user would find impossible to do.

The results of this interrogation are examined by Pyramid and based on the scripts written to your specification; email messages and notifications will be issued to specific members of staff.

There is a standard library of alerts supplied with every system, but as part of the tailoring service and project management process, trigger points would be tailored to your specific requirements.

### User Initiated Alerts

Along with the automated software that runs unattended, in most instances overnight, Pyramid has a number of other alert options that are integrated into the system. These user initiated processes interface directly with the individuals Microsoft Outlook application.

Please note that interface options include the ability to add Outlook Emails, Calendar Entries, Task Entries and Note Entries.



(Fig 1. – Automatically generated email for a tenant who has not made rent payment.)

### Tailored to Fit

The following are a few examples of the options that can generate an email alert and these are tailored to individual requirements:

- ◆ Send tasks or notifications when a tenant has moved out/in of a property.
- ◆ Reminder to tenants or contractors for repair appointments.
- ◆ Generate a task or calendar entry when a maintenance requested is raised.
- ◆ Notify a tenant they have missed rent payment.
- ◆ Remind staff that a tenant's arrears review date is due.
- ◆ Notify a contractor that a repair order has passed its due completion date.
- ◆ Supplier insurance.
- ◆ Gas inspection.



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## Outlook Email Alerts Interface - Part 2

### Standard Alerts Library

Below is a list of examples on what can be achieved by using the Pyramid Outlook Interface module. Should more unique alerts be required OmniLedger will design one to your specification as part of the project management process.

Item	Description
1	Supplier Public Liability Insurance due to expire
2	Supplier Public Liability Insurance has expired
3	Invoice register 5 days have passed – Action Required
4	Invoice register 12 days have passed – Action Required
5	Invoice register 28 days have passed and is now held – Action Required
6	Property inspection due notice
7	Overdue repair notice
8	Landlord renegotiation notice – Lease due to expire in 6 months
9	Tenant moving out notice
10	New tenancy courtesy visit reminder
11	Reminder to review a notice to quit
12	Reminder to review a notice to seek possession
13	12 month courtesy visit reminder
14	3 month courtesy visit reminder
15	Waiting list notice – Applicant awaiting acceptance
16	Waiting list notice – New website application
17	Notice to send defect expiry visit letter to tenant
18	Supporting people risk assessment due/overdue
19	Supporting people needs assessment due/overdue
20	Notice to send design feedback letter to tenant
21	Reminder to update system records for schemes that went live recently
22	Opening bank account assistance required
23	Energy efficiency assistance required
24	Positive futures assistance visit required
25	Money management assistance visit required
26	9 month visit – section 21 notice to quit
27	6 week visit for new tenant completed and ready for review
28	9 month visit for new tenant completed and ready for review
29	Termination interview form completed and ready for review
30	Pending mutual exchange deadline, reminder to arrange visit for incoming tenant
31	Property becoming void notice
32	Void Stage “Keys received” not complete
33	Void Monitoring – Work complete due, review required
34	Notice for Review Expiry – Check Account
35	Tenancy type update required
36	Update Allpay reference
37	Notice - Keys now received for void property
38	Affordable rent property becoming available
39	Termination interview/ Termination letter required

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