Behavior Messenger

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The Behavior Messenger allows you to create messages that are sent to guardians when students are part of a behavior event.

The Behavior Messenger templates specify the criteria on which to filter events. You can set up a Behavior Messenger template to be dialed on a schedule using the Behavior Messenger Scheduler tool.

> Behavior Messenger only sends one message for an Event. Behavior Messenger does NOT allow a repeated message for the same event.
>
> Behavior Messenger sends a message regardless of the Event's status; e.g., Submitted, In Progress, and Complete.

Behavior Messenger Editor

See the [Behavior Messenger Tool RIghts](#) article for information on available tool rights.

Behavior Messenger Field Descriptions

Field	Description
User/Group	This dropdown list allows you to save message templates to your user account or a user group to which you belong.
Template	This dropdown list displays a list of available templates. To create a new template, select **<new>** from this list.
Filter Criteria	
Grade	This field determines which grade levels report in the message.
[Event Type](#)	This field determines which behavior events report in the message.
Involvement Role	This field determines which roles report in the message.
[Ad hoc Filter](#)	This is a list of saved student type ad hoc filters.
Effective Date	The day on which the behavior event occurred.
Limit Delivery to contacts that speak	Use this field to limit message delivery to the language set in the Preferred Language Field on the person's [Demographics](#) tab. To send messages to guardians whose Preferred Language is English AND guardians whose Preferred Languages is Spanish, two separate templates must be created.
Delivery Devices	
Inbox	The Inbox option is automatically selected. This option places a note in the parent's portal inbox that a new message is available. Infinite Campus strongly recommends leaving this option marked to ensure delivery to the guardian's with a Portal Account but no other delivery device marked for messages.
Email	The Email option sends an email to the guardian's email address on record (entered in Census > Demographics).
Voice	The Voice option calls the guardian's phone number on record (entered in Census > Demographics). Sub-reports cannot be used for Voice messages.

Field	Description
Text	The Text option sends a text message to the guardian's mobile device. Recipients who have indicated a desire to receive text messages must have the Text (SMS) checkbox marked in the Personal Contact Information editor of the Demographics tab to receive text messages. Sub-reports cannot be used for Text messages.
Message Details	
Sender's Email	This field displays the email address that is automatically included in the message body for message recipients to reference.

<table>
<tr><td>If the "Use Sender's Email from Census as Sender's Email Address" checkbox is...</td><td>Then this field displays the email address entered in....</td></tr>
<tr><td>selected on the Email Settings tab</td><td>Census > People > Demographics > Email</td></tr>
<tr><td>NOT selected on the Email Settings tab</td><td>System Administration > Messenger > Messenger Preferences > Email Settings > Default Sender Email Address</td></tr>
</table>

This field can be changed if the **Allow Custom Sender's Email Address** checkbox is marked on the Email Settings tab.
Existing templates may display a different address if the the **Allow Custom Sender's Email Address** checkbox is marked and a user modified the **Sender's Email** field.

Caller ID

This field displays the phone number that is automatically included in the message body for message recipients to reference.

<table>
<tr><td>If the "Use Sender's Work Phone from Census as Caller ID" checkbox is...</td><td>Then this field displays the phone number entered in....</td></tr>
<tr><td>selected on the Voice Settings tab</td><td>Census > People > Demographics > Work Phone</td></tr>
<tr><td>NOT selected on the Voice Settings tab</td><td>System Administration > Messenger > Messenger Preferences > CallerID Preferences</td></tr>
</table>

This field can only be changed if the **Allow Custom Caller ID** checkbox is marked on the Voice Settings tab.
Existing templates may display a different Caller ID if the **Allow Custom Caller ID** checkbox is marked and a user modified the **Caller ID** field.

Field	Description
Message Subject	This field determines the text that displays in the Subject field of the email message. The default subject is *Student Behavior* but can be changed to something else.
Message Body	This field contains the text contained in the message. See the Campus Insert Fields for Message Builder section for important information about inserting Campus fields in the Message Body and the Text Message body. The Message Body uses a WYSIWYG editor. Do NOT copy attribute fields from another Messenger tool in Campus. The attribute fields are not the same. For more information about using the options available with the editor, see the WYSIWYG Editors article. *Message Body supports the use of Chinese characters for email messages only.*
Browse and upload a recorded message	This option allows you to send a voice message. See the article Messenger with Voice - Setup and Details for more information about this feature. You *must* click the **Upload** button after browsing for the attachment. When an attachment is properly uploaded, the Attach File message displays on the screen.
Browse and upload an email attachment	This option allows you to add an attachment to the email. See the article the Digital Repository Preferences for information about supported file types and sizes. You *must* click the **Upload** button after browsing for the attachment. When an attachment is properly uploaded, the Attach File message displays on the screen. This option is controlled by an email preference set by the District Administrator and may not display in all districts.

Field	Description
Text Message	The text message to be sent to the guardian's mobile device. There is a character limit of 400 characters for text messages. There is a character limit of 400 characters for text messages. Infinite Campus recommends not exceeding 140 characters as this may result in multiple messages being sent to recipients in random order. The maximum length of a text message is set to 400 characters. When a text message reaches this length, a warning message displays indicating such. The message cannot be saved until the character limit is met. Existing text message templates still display in their entirety, but need to be modified to be within this limit before sending. If users wish to stop receiving text messages, they can text STOP to the short code. This results in the user receiving no further text messages from Campus, even if the user has the Text option marked on their Contact Preferences. Users need to go through the opt in process again to start receiving texts at a later date.
Delivery Date:	The day on which the message should be sent.
Send Inbox/Emails at:	The time inbox and/or email messages begin delivery. The time saves with the templates. If messages should always go out immediately after Send is selected, this field should be left blank.
Dial Window:	These fields create a dialing window during which a general voice message may be sent. The default values for these fields are set up on the Voice Settings tab (System Administration > Messenger > Messenger Preferences > Voice Settings). Dial Window times must be entered and saved with templates. If the start time entered on the message is earlier than the start time on the template (and the start time on the template is after the start time entered on the Voice Settings tab), Messenger uses the start time on the template and does not send the message until that time is reached. If the end time on the Dial Window is earlier than the end time entered on the Voice Settings tab, calls do not stop. Instead, they continue until the end time on the Voice Settings tab is reached. In addition, if a voice message is still delivering when the District end time is reached, message delivery stops and is not completed.

Campus Fields and Sub-Reports for Behavior Messenger

Campus Fields and Sub-Reports includes specific Behavior Messenger fields for use in the Message Body WYSIWYG. These fields are designed to pull the latest qualifying event, based on filter criteria. Other fields are available in Student > Behavior but they use ad hoc logic and may not return the most recent event data if there are multiple events in a year.

Any ad hoc fields that have been deactivated display in red. Use the Element Replacement tool to locate deactivated elements and replace them with the new field.

> Campus Fields can also be added to Text Messages. Sub-Reports cannot be added Text Messages.

Behavior Messenger Campus Fields Selection

Campus Sub-Reports Selection

Sub-Report Options

The following table lists the sub-report options for each area.

Area	Sub-Reports

Area	Sub-Reports
Learner	Student Schedule Active and Dropped Student Sch
Learner Planning	Course Requests Course Plan
Attendance	Period Mark Summary Course Mark Summary Whole/Half Day Summary Exact Day Summary Single Day Count Summary
Grading	Grade Detail Term GPA Summary
Behavior	Discipline Summary Behavior Summary
Student Portfolio	Cumulative GPA and Class Rank
Health	Immunization Health Screening Concussion Health Screening Dental Health Screening Hearing Health Screening Scoliosis Health Screening Vision
Point of Sale	POS Account Balance

When using sub-reports in letters, please note the following:

- All behavior data is included when adding either of the sub-reports.
- A field only displays if there is data for that field. If a field is chosen from the sub-report but there is no saved data for that student, information for that field does not display.
- A sub-report option only displays if the district/school records that data.

Information in the letter sub-reports uses data stored in the AttendanceDayAggregation table. This means that attendance data for the current date is accurate as of the previous night's attendance calculation, or the last time the Attendance Aggregation Refresh was run. If needed, the Attendance Aggregation Refresh tool can be run to force an attendance recalculation to pull in the current day's data.

Create a New Template

Templates allow you to create reusable messages that save time and standardize content.

1. Select the **<New>** option from the Template dropdown list.
2. Use the **Field Descriptions** to complete the Behavior Messenger editor.

> The Message Body uses a WYSIWYG editor.
>
> **Do NOT copy attribute fields from another Messenger tool in Campus. The attribute fields are not the same.**
>
> For more information about using the options available with the editor, see the WYSIWYG Editors article.

3. Click the **Save** button at the top message editor.
4. Enter a name for the template in the pop-up box. The template appears in the **Template** dropdown list.

Delete a Template

1. Select the template you want to delete from the Template dropdown list.
2. Click the **Delete** button. A confirmation message displays
3. Click the **OK** button. Campus removes the template and it does not display in the Template dropdown list.
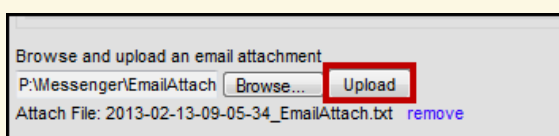
Create Behavior Messenger Notifications

1. Select an existing Template from the **Template** dropdown list.
2. Use the Field Descriptions to complete the Behavior Messenger editor.

> The Message Body uses a WYSIWYG editor. For more information about using the options available with the editor, see the WYSIWYG Editors article.

3. Browse and upload an email/voice attachment. (**optional**)

> You *must* click the **Upload** button after browsing for the attachment. When an attachment is properly uploaded, the Attach File message displays on the screen.
>
>
> Browse and upload an email attachment
> P:\Messenger\EmailAttach [Browse...] [Upload]
> Attach File: 2013-02-13-09-05-34_EmailAttach.txt remove

4. Click the **Preview/Send** button to review the message and its recipients.
5. Click the **Send Message** button. The message is sent to the appropriate guardians.