

Kemp's Case Works, Inc.

PBI Email Notice System

Overview

The PBI Email Notice System is an automated system that sends emails to PBI attorneys notifying them of cases that need representation on the PBI Web Portal. It automatically sends *digest email*—an email that has a list of cases that are selected using the attorney's preferred geographical area and legal subjects.

The attorney chooses the frequency of those emails. They can be sent daily, weekly, or monthly. The system tracks the last digest email sent to the attorney and does not send another until the selected time. The email list sent to the attorney lists those cases available at the time the email is sent.

The system can also send "*out-of-band*" emails. Cases that have a pressing deadline or are an emergency can be easily selected by staff with a click of a button in the case file. This triggers the sending of the special *out-of-band* email. These special emails are only sent to attorneys who have preferences matching the case's type and location. They are sent regardless of the lawyer's preferences for receiving digest emails. So, even though an attorney should not receive a digest email for a while according to their preferences, this email will still be sent.

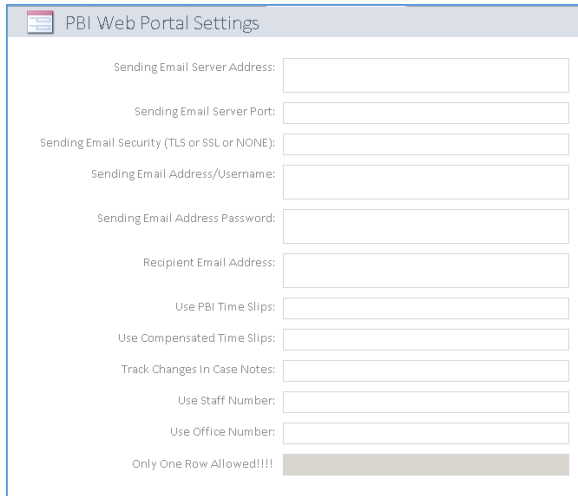
Emails are tracked in two ways. First, the lawyer's contact information gets an entry showing that the lawyer was sent an email about the case. Second, within the case itself, an entry is made in the email table showing the email was sent to the attorney about the case.

The system has a "test" mode. This allows you to setup and test the system without generating a large number of emails to attorneys. The emails that are sent are easily modified within the normal front end.

Setup

PBI Web Portal Setup

The system works with the PBI Web Portal. That portal must have the appropriate settings made, especially with regard to the email facility used to send notification emails:



The screenshot shows a web form titled "PBI Web Portal Settings". It contains several input fields for configuring email settings:

- Sending Email Server Address:
- Sending Email Server Port:
- Sending Email Security (TLS or SSL or NONE):
- Sending Email Address/Username:
- Sending Email Address Password:
- Recipient Email Address:
- Use PBI Time Slips:
- Use Compensated Time Slips:
- Track Changes In Case Notes:
- Use Staff Number:
- Use Office Number:
- Only One Row Allowed!!!!

The email settings here are used to send email to PBI lawyers as well as send notification to staff in the event of a problem. These settings must be correct and working for the system to be able to send email.

PBI Email Notice System Information

The PBI Email Notice System has a separate set of settings. These include the information about the PBI portal location and name:



The screenshot shows a web form titled "PBI Email Notice System Information". It contains two input fields for configuring the portal location and name:

- Base address of PBI portal:
- Name of your PBI Portal:

The base address should point to the plain web address that users use outside the organization. So, if you would tell them to go to “https://pbiportal.organization.org”, that’s the address that should be entered here. The name of the portal should include your organization’s name and “PBI Email Notice Portal”, or something like that. This information is used to send notifications of problems in the system. This immediately informs you which system has experienced a problem.

Development/Production Settings

You have the ability to put the system into test/development mode:

DEVELOPMENT MODE:

Run in development/test mode only: <-- Only uncheck when you are finished testing and ready to put the system into production mode.

IF IN TEST MODE, WHAT LAWYER EMAIL IS IT OKAY TO SEND TO (all others are skipped):

Test lawyer email address:

When checked, the system will only send email to the test lawyer email address shown. That means the attorney in the system with that email address (hopefully a test lawyer account) must meet all the requirements to be sent an email:

- on panel,
- an email address,
- subjects and counties entered,
- username for the PBI Web Portal,
- not opted out from any emails, and
- the county and subject must match a case that is waiting for assignment.

Test

Test emails (either standard/digest or case specific/out-of-band) may be sent:

For testing, the system will only send an email to the approved email address in the development settings. All other requirements have to be met for an email to be sent.

WEB ADDRESS FOR TESTING STANDARD EMAIL:

Web address test trigger (do not change):

<-- Warning! Using this puts your website into test mode. It will not function in production mode until you uncheck the test box in the Development tab!!

WEB ADDRESS FOR TESTING CASE SPECIFIC EMAIL:

Web address test trigger (do not change):

Test this case number:

<-- Warning! Using this puts your website into test mode. It will not function in production mode until you uncheck the test box in the Development tab!!

The web addresses allows the front end to trigger the automated system. For a case-specific email, you must enter a valid case number. Again, that case must fit the appropriate requirements: waiting case type, open, etc. Test emails are only sent to the test email address.

Standard/Digest Email Settings

You can change the wording used in the digest email:

EMAIL SETUP:

Email Subject:

[Mr./Miss/Mrs.] [Attorney last name],

Top:

[Table listing of cases]

Bottom:

[Link to PBI Web Portal]

Closing:

The standard email setup is shown, starting with the email subject. Items that are not changeable are shown in square brackets. Emails are sent in HTML format and should include appropriate HTML formatting marks (e.g., <p>).

Case Specific/Out-of-band Email Settings

You can change the wording used in the out-of-band emails:

EMAIL SETUP:

Email Subject:

[Mr./Miss/Mrs.] [Attorney last name],

Top:

[Case specific information]

Bottom:

[Link to PBI Web Portal]

Closing:

The standard email message setup is shown, starting with the email subject. Items that are not changeable are shown in square brackets. Emails are sent in HTML format and should include appropriate HTML formatting marks (e.g., <p>).

Standard Email Processing

When hosted by Venture, the PBI Web Portal begins the automated process of sending out emails. Once each day, the system looks to see if there are waiting cases (case type = "W") that are not closed. If there are, the system attempts to match their subject and problem location with an attorney whose subject and county selections match. The attorney's email address is checked to make sure it is a valid email address. If it is not a valid email address, an email notifying staff of that error is sent.

Where there are matches, the attorney's history of receiving emails and preference for how often they want to receive these notifications are examined. If the attorney has already been sent an email within the frequency (for example, the attorney's selection was weekly, they received an email on Monday, and it is Wednesday), they will not receive another email. If the attorney has not been sent an email within the frequency, an email is generated for that attorney with all the waiting cases matching their subject and county preferences.

When the email is successfully sent, entries are made both in the lawyer contact table and the case email tables indicating the email was sent. If the email send fails, due to setup problems, an email is sent from the Venture system to the designated staff member notifying them of a problem. This notification is also sent to the KCW support group for monitoring and separate notification. This email process utilizes a separate email system outside of the organization's setup, to bypass any internal issues that may be causing problems with sending email. [These features are not available in a self-hosted system.]

Out-of-band Email Processing

These emails are prompted by a staff person while in a particular case. Great care should be taken in providing guidance when such an email should be sent. The most common complaint we hear from PBI Attorneys surround the sheer number of emails they get on a daily basis. We would suggest that an organization's guidelines provide that these emails only be sent where a potential case has a pending deadline or is an emergency. A protocol requiring a manager's approval may be appropriate.

When a staff is in an appropriate case, they can click on the "Send Case Specific Email" button (the button text may be different in your system). That causes the Email Notice System to send a case-specific, out-of-band email for that case. Only attorneys who have

1. not opted out of out-of-band emails, and
2. whose selections in subjects and counties match that case,

will receive an email. When the button is pressed, the system logs that an out-of-band email has been sent for that case. Future attempts to send out-of-band emails for that case will be ignored. This helps to lessen the likelihood of

1. Attorneys receiving too many emails, and
2. Erroneously sending additional emails by double or triple clicking on the button.

Emails

Emails sent to attorneys look like this:

Dear Mr. Angered,

Here is a list of cases we have waiting for assignment. We are sending this list because these cases are in your geographical and legal subject matter areas.

Case Link	Type	Location	Date	Case Number
Click here	Bankruptcy/Debtor Relief	Blount	12/21/2009	09E-1000220
Click here	Bankruptcy/Debtor Relief	Chambers	1/11/2009	09E-1007160
Click here	Collect/Repo/Def/Garnsh	DeKalb	7/29/2011	11-1000326
Click here	Private Health Ins.	DeKalb	6/19/2012	12W-1000337
Click here	Predatory Lending	DeKalb	6/24/2013	13E-1000435
Click here	Private Landlord/Tenant	DeKalb	7/31/2013	13E-1000439
Click here	Private Landlord/Tenant	DeKalb	6/4/2015	15E-1000541
Click here	Other Consumer / Finance.	DeKalb	6/4/2015	15E-1000542
Click here	Bankruptcy/Debtor Relief	DeKalb	3/31/2015	9

You can get more information about each case on our web portal by clicking on the case link and then logging in to the web portal.

You may change your interests, the frequency of emails, or unsubscribe on our web portal: [WEB PORTAL LINK](#)

Thank you, as always, for your support and assistance.

The Team at What Ever Organization

An attorney receiving this email can click on the "Click here" links in the email and (if they are logged on to the PBI Web Portal) be taken straight to the case review to accept the case. If they are not logged on to the PBI Web Portal, they are taken to the logon page, and then to the case review.

Requirements

The PBI Email Notice System works in tandem with and as a subpart of the hosted version of Prime 16 and the PBI Web Portal. Because it is built for the hosted version of Prime 16 system, it utilizes many features only available within Venture Technologies. These features include the automated nature of the system as well as maintenance, management, monitoring, and failure notification. In the hosted environment, all requirements are met by the Venture system. Outside of the options available within the Prime frontend, the system is NOT modifiable by the organization. Modifications to its operation must be provided by KCW staff.

Organizations wanting to host this system outside of Venture will be responsible for setup and automation of this system. Again, outside of the options available within the Prime frontend, the system is NOT modifiable by the organization. Modifications to its operation must be provided by KCW staff. In a self-hosted environment, in addition to the requirements of Prime 16 and the PBI Web Portal, the following additional requirements must be met:

- SQL 2008 R2 or SQL 2014
- Server 2012 R2 with:
 - IIS
 - ASP
 - .NET 4 properly installed and registered
 - SMTP Relay Server (not requiring authorization)

A few additional hours of installation are required to reconfigure the system to work outside of Venture. These modifications will be made before the system is provided to your organization.