Creating Alerts Using the Events and Notification Framework

Have you ever wanted to have an automated email sent to employees or managers to remind them to take an action in PeopleSoft? This is one of the many features provided by the Events and Notification Framework. In this blog, I will show you the necessary configuration for creating an alert using the Events and Notification Framework. The example I will use is: Managers need to be sent an email on the employee’s work anniversary date reminding them to create a new Performance Document.

Here are the configuration steps:

1. Activate the EOEN_MSG service operation in Integration Broker.
2. Create a Notification Registry
3. Create a Query
4. Create a Message in the Message Catalog
5. Create an Alert Definition

Details for each of these configuration steps are below.

1. **Activate the EOEN_MSG service operation in Integration Broker**

   **NOTE:** This is a one-time only step. If you need to add more alerts, you don’t have to do this again.

   Navigation: PeopleTools > Integration Broker > Integration Setup > Service Operations
Creating Alerts Using the Events and Notification Framework
Creating Alerts Using the Events and Notification Framework
Creating Alerts Using the Events and Notification Framework

2. Create a Notification Registry

NOTE: You can add multiple alerts to one process name/category, so you don’t need to create a new notification registry for each alert.

Navigation: Enterprise Components > Events & Notifications > Notifications Framework > Notifications Registry

3. Create a Query (The query used in this example is named: CDC_EP_CREATE_DOC_ALERT)

Note: The results of this query need to contain a row for each email notification, as well as all of the information needed for the message in the Message Catalog and who needs to receive the email notification. Here are the results of my query for this example:

<table>
<thead>
<tr>
<th>ID</th>
<th>Empl Name</th>
<th>Next Revw</th>
<th>MGR1</th>
<th>Mgr Userid</th>
<th>Email ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Vanissa Icmen</td>
<td>05/22/2015</td>
<td>0901553</td>
<td>POKA1553</td>
<td><a href="mailto:jackie.brentano@laccd.org">jackie.brentano@laccd.org</a></td>
</tr>
<tr>
<td>2</td>
<td>Alicia Salcido</td>
<td>05/22/2015</td>
<td>0902351</td>
<td>ABLA2351</td>
<td><a href="mailto:jackie.brentano@laccd.org">jackie.brentano@laccd.org</a></td>
</tr>
<tr>
<td>3</td>
<td>Shawn Kent</td>
<td>05/22/2015</td>
<td>0902464</td>
<td>AGON2464</td>
<td><a href="mailto:jackie.brentano@laccd.org">jackie.brentano@laccd.org</a></td>
</tr>
</tbody>
</table>

4. Create a Message in the Message Catalog:

Navigation: PeopleTools > Utilities > Administration > Message Catalog

Note: Message Set Number 20003 already existed – I just added a new message number in this message set.
Creating Alerts Using the Events and Notification Framework

5. Create an Alert Definition

Navigation: Enterprise Components > Events & Notifications > Alerts > Alert Definition
Creating Alerts Using the Events and Notification Framework
Creating Alerts Using the Events and Notification Framework

Run the Alerts process

After completing the configuration, you can run the Alerts process.

Navigation: Enterprise Components > Events & Notifications > Alerts > Run Alerts

Here is the email notification that was sent:
Creating Alerts Using the Events and Notification Framework

Reminder to Create a Performance Document
peoplesoft@lacdcd.org
Sent: Tuesday, June 02, 2015 11:46 AM
To: Jackie Brentano

Reminder to Create a Performance Document

Message 1: Reminder to Create a Performance Document (20003,13)
Today, 2015-05-22, is the next review date for Shawn Kent. Please log into PeopleSoft, create a new performance document for Shawn Kent, and enter their goals. Click on the URL below to get started.

Process Name: CDC_EP_QUERIES
Category: CDC_EP_ALERT
Query Name: CDC_EP_CREATE_DOC_ALERT
Go To: Notification Detail
Go To: Transaction Detail

Message 2: Reminder to Create a Performance Document (20003,13)
Today, 2015-05-22, is the next review date for Alicia Salcido. Please log into PeopleSoft, create a new performance document for Alicia Salcido, and enter their goals. Click on the URL below to get started.

Process Name: CDC_EP_QUERIES
Category: CDC_EP_ALERT
Query Name: CDC_EP_CREATE_DOC_ALERT
Go To: Notification Detail
Go To: Transaction Detail

Message 3: Reminder to Create a Performance Document (20003,13)
Today, 2015-05-22, is the next review date for Vanessa Icamen. Please log into PeopleSoft, create a new performance document for Vanessa Icamen, and enter their goals. Click on the URL below to get started.

Process Name: CDC_EP_QUERIES
Category: CDC_EP_ALERT
Query Name: CDC_EP_CREATE_DOC_ALERT
Go To: Notification Detail
Go To: Transaction Detail