



# Groupcall Fact Sheet 113

## Where Contact Details are Taken from in E1

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### **Groupcall will use the three key number sections in E1**

Number details are taken from the "Student Details – Contact" section and assuming that the SOS option has been checked, the SOS Priority order is then read, and the highest priority user details will be used

- The Home telephone numbers are taken from "Student Details – Contact", the location field is labelled "Home Telephone" from within the Telephone section. This is used for Voice calls only.
- Work Numbers are taken from "Student Details – Contact", the location field is labelled "Work", from within the Telephone section. This is used for Voice calls only.
- Mobile Numbers are taken from "Student Details – Contact", the location field is labelled "Mobile". This can be used for SMS and Voice calls.
- If there are multiple priority contacts; Mother, Father, Other Family Member/Relative, Groupcall will select the contact with the highest priority order with SOS Responsibility. (Priority order takes the form, 1, 2, 3 etc).
- All numbers are used for Voice calls, but for text calls only one number is used. The system applies the following rules to choose which number:-
  - If there is only one mobile number, Groupcall will use it.
  - If there are two numbers, it will use the one which has the highest priority order.
  - If there are two numbers and both have the same priority order, Groupcall will select the contact details that appear at the top of the 'Pupil Contacts' contact screen list.



### Location of Fields within E1

Stuart Abrahams at Phoenix Secondary School

09/13/08 November 2010 Location: Learners >> Current Learners >> Edit

Inbox: 0 new messages. Spell Print Help Log-out

Home Edit Allan AARON - 7A1

Siblings | Addresses | **Contacts** | Medical | Extra Items | Monitoring

Title Mrs Forename Mummy Occupation Middle Name AARON Gender \* Male Female Surname \* AARON Initials M Letter Salutation Mrs AARON Label Salutation Mrs AARON

Notes

SOS \*  Yes  No Parental Responsibility \*  Yes  No SOS Priority \* 1 Confidential \*  Yes  No Relationship \* MOTHER On Mailing List \*  Yes  No Include in census

Addresses

Same As Pupil  Specified  Include Address in CTF  Combined with

Free Paying Details

Fee Paying  Parent Account Number Family Code

Telephone

Work 0203 328 4611 Home Telephone 01 738 815881 Mobile 07951 954944

Email

Home Email pwinmct@groupcall.com

Confidential Details

Extra Items

Cancel Submit

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