

GroupCall Fact Sheet 103 – Where contact details are taken from in Phoenix

Groupcall will use the three different number sections in Phoenix.

a) The Home telephone number is taken from "Core Pupil Information", the field is called "Home Tel No". This is used for Voice calls only.

b) Work Numbers are taken from "Parents at home", the fields are called "Daytime Contact No." Both numbers are used. This is used for Voice calls only.

c) There are two mobile number fields, one for the mum and one for dad in "Parents at Home". Both 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:-

1. If there is only one mobile number, GroupCall it will use it.
2. If there are two numbers, it will use the one which has the SOS box checked.
3. If there are two numbers and both SOS boxes are checked, Groupcall will select the contact details that appear on the right hand side of the 'Parents at Home' screen, unless there is an entry added to the Groupcall.ini file:

[Phoenix]

PriorityParent=(Mother) or (Father)

This will look at the relationship field and if it finds the same value as set for PriorityParent, it will pick that number.

Groupcall will also use the following Email address section in Phoenix.

Email address details will again be selected from the "Parents at Home" section entitled Email addresses.

Similar rules will be applied to email addresses as are applied to the selection criteria for mobile phones.