

FUNCTIONALITY UPDATE



FURTHER IMPROVEMENT OF THE REMINDER SYSTEM

Decide the day and time the recipients will receive the signature reminders!

Until now we had a basic system of signature request reminders, based on a single parameter. But thanks to your comments and requests we detected that this could be improved ... And we got down to work!

One of the possible improvements of the previous reminder system was that the user hadn't control over when the notifications arrived, and for this reason, in some cases these reminders arrived within a schedule that didn't apply to the business (weekend or holiday).

With this new enhancement, which we are delighted to present to you, you can now personalise your signature reminders to the day and time of your choice.

Stay a while and we'll explain how to do it.

WHAT HAS CHANGED?

You will now have the option to customise signature request reminders by setting: the days of the week, the range of hours, the number of reminders, as well as the frequency of sending.

This configuration can be done at site level, user level or at the time of issuance of the EviSign.

WHAT DOES IT IMPACT ME?

Not at all. It is an incremental function. If you do nothing the system will behave as before. Even if you are sending the EviSign through the API.

ARE THERE ANY RESTRICTIONS ON SENDING REMINDERS?

Maximum limits for sending reminders are set in order to avoid being categorised as SPAM, these limits are defined based on the lifetime of EviSign.

- 1 day: maximum 3 reminders.
- 1 week: maximum 7 reminders (one per day).
- 20 days or more: maximum 20 reminders.

IS THERE AN ADDITIONAL COST?

No, there isn't additional cost for this function, but you have to take into account the reputational cost to your organisation of excessive reminders.

HOW CAN I USE THIS FUNCTION WHEN ISSUING AN EVISIGN FROM MY WEBSITE?


First we fill in the signatory's details, then we click on "**Customise options**" and finally we go to the "**Signature reminder options**" section, where we can configure the EviSign reminders we want to send.

Signers

Notify

Additional data

 Attach files

 **Customize options**

Signature Reminder Options

Send the first signature reminder after Day/s after sending **1**

Repeat every Day/s **2**

Repeat on:

Sunday Monday Tuesday Wednesday Thursday Friday Saturday **3**

In the time range of:

8:00 - 10:00
 10:00 - 12:00
 12:00 - 15:00 **4**
 15:00 - 19:00
 19:00 - 22:00

Ends on:

After occurrences **5**

Time zone for reminders

6

- (1) Indicates the number of days/weeks that must pass since the date of issue for the first reminder to be sent.
- (2) Indicates how many days/weeks the reminder will be sent again.
- (3) Indicates on which days of the week the reminder can be sent. If the reminder coincides with a day not marked, it will be sent on the next marked day of the week.
- (4) Indicates the time range for sending the reminder.
- (5) Indicates the date to end sending reminders.
- (6) Indicates the time zone to be taken into account for sending reminders (we recommend UTC).

HOW CAN I CONFIGURE THESE FUNCTIONS BY DEFAULT?


From your site

Click on "**Change my organisation settings**", and in the section "**Signature reminders**" you can configure this function, here you will also find the necessary instructions.



Signature reminders

Default settings for EviSign reminders

P1D;P7D;Sunday,Monday,Tuesday,Wednesday,Thursday,Friday,Saturday;FROM08TO10,FROM10TO12,FRO  Edit

Default settings for EviSign reminders

[Start;Repeat;Days;Hours;Stop;Maximum;Timezone]

Start: Indicates the period from which the first signature reminder will be sent when the EviSign is issued (using ISO8601 notation).

Repetition: Indicates the frequency of repetition of signature reminders (using ISO8601 notation).

Days: Indicates the days on which signature reminders shall be sent. (Name of the days in English, separated by commas).

Hours: Indicates the hourly intervals at which signature reminders shall be sent.

Stop: Indicates the period after which, once the EviSign has been issued, signature reminders shall no longer be sent (using ISO8601 notation).

Maximum: Maximum number of signature reminders.

Time zone: Identifier of the time zone in which the dates will be calculated.

ISO8601 notation: If you want to indicate 3 days, it would be P3D, 5 days P5D, etc...

To perform this configuration, a text string shall be used in which all the parameters related to the reminders are included (separated by ';'). This text string has to follow this structure:

[Start; Repeat; Days; Hours; Stop, Max; TimeZone]

- **Start:** Indicates the time from which, when the EviSign is issued, the first reminder will be generated, using ISO 8601 notation, (ie: if you want to indicate 3 days, it would be P3D, 5 days P5D, etc...).
- **Repeat:** Indicates the number of days or weeks after which the next reminders will be issued. ISO 8601 notation is used (ie: if you want to indicate 3 days, it would be P3D, 5 days P5D, etc...).
- **Days:** Indicates the days on which reminders can be sent. (Name of days in English, separated by commas).
- **Hours:** Indicates the time ranges in which reminders can be sent.
- **Stop:** Indicates the number of days after which, once the EviSign has been issued, reminders won't longer be issued using ISO 8601 notation. (ie: if you want to indicate 3 days, it would be P3D, 5 days P5D, etc...).
- **Max:** Maximum number of reminders.
- **TimeZone:** Identifier of the time zone in which the calculation of dates will be made.

Example:

"P1D;P7D;Monday,Tuesday,Wednesday,Thursday,Friday;FROM08TO10,,FROM15TO19,;P7D;1;Etc/GMT 0".

HOW CAN I USE THIS FUNCTION WHEN ISSUING AN EVISIGN USING WEBSERVICES?

EviSignSubmit

In order to be able to configure the reminders of an EviSign via Webservice, a new parameter called "Reminders" must be reported at the "Options" level.

This parameter is composed of other parameters:

- **Initial:** Start of reminders.
- **Repeat:** The repetition interval.
- **Days:** The days of the week on which the reminder can be sent.

- TimeRange: The time range in which the reminder can be sent.
- Stop: The end period for sending reminders.
- TimeZone: The time zone.

Example:

```
"Options": {
  "TimeToLive": "7500",
  "Reminders": {
    "Initial": "P1D",
    "Repeat": "P5D",
    "Days": ["2", "3", "4", "5", "6"],
    "TimeRange": ["FROM08TO10", "FROM10TO12", "FROM12TO15", "FROM15TO19"],
    "Max": "4",
    "Stop": "P10D",
    "TimeZone": "Etc/GMT+2"
  }
}
```

EviSignQuery

When requesting an EviSign query through the EviSignQuery web service, it will return a "**Reminders**" field showing the configuration that has been specified in the issuance.

Example of EviSignQuery:

```
"reminders": {
  "initial": "P2D",
  "repeat": "P5D",
  "days": ["Monday", "Tuesday"],
  "hours": ["8:00-10:00", "10:00-12:00", "12:00-15:00", "15:00-19:00", "19:00-23:00"],
  "ends": "P30D"
}
```

EviSignCancel

When EviSign is cancelled, all pending reminders are cancelled.

DATE OF AVAILABILITY

This functionality is now available.

For more information, please contact your Evicertia sales representative or [support](#) .

Kind regards,

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Evicertia se integra con Namirial.
Mejora su **portfolio de soluciones** y amplía su **capacidad de comercialización a toda Europa.**

Evicertia, ., ., .

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