
Question

[Stephen De Gabrielle](#) · Jul 1, 2019

Alerts for end users?

Hi,

Alert emails are pretty terse - they are fine for me but I'd like something a bit more friendly when sending alerts to end users.

Instead of this

```
QueueWaitAlert: Message Header Id '522408569' queued for config item  
'alerttoXXXsystemmanager' with priority 'Async' has been queued for more than 600  
seconds
```

I'd like to send something like this:

```
Hi Bill,  
  
Messages to system XXX are taking over 10 minutes to send.  
  
The receiving system/service may need to be reset.  
  
if you have an questions pleaes call me on 555-12345678  
  
Kind regards,  
  
Stephen  
  
Integration Team
```

i was just going to make a subclass of `EnsLib.EMail.AlertOperation` with new email text, but was wondering what others do for alerts to end users?

Kind regards,

Stephen

PS it is also possible this functionality already exists in the inbuilt classes but I've not found it.

[#Ensemble #HealthShare](#)

Source URL: <https://community.intersystems.com/post/alerts-end-users>