Dispatch
One Communication Engine to Rule Them All

UI Developer Community
Michael Alberhasky - ITS-AIS

Why was Dispatch built?

- Built in 2012

- Admissions using expensive vended product to send out recruiting materials

- Maui needed a single service to generate and send messages

What does Dispatch do?

Provides email, print, voice, and SMS communications for various applications inside and outside of ITS.
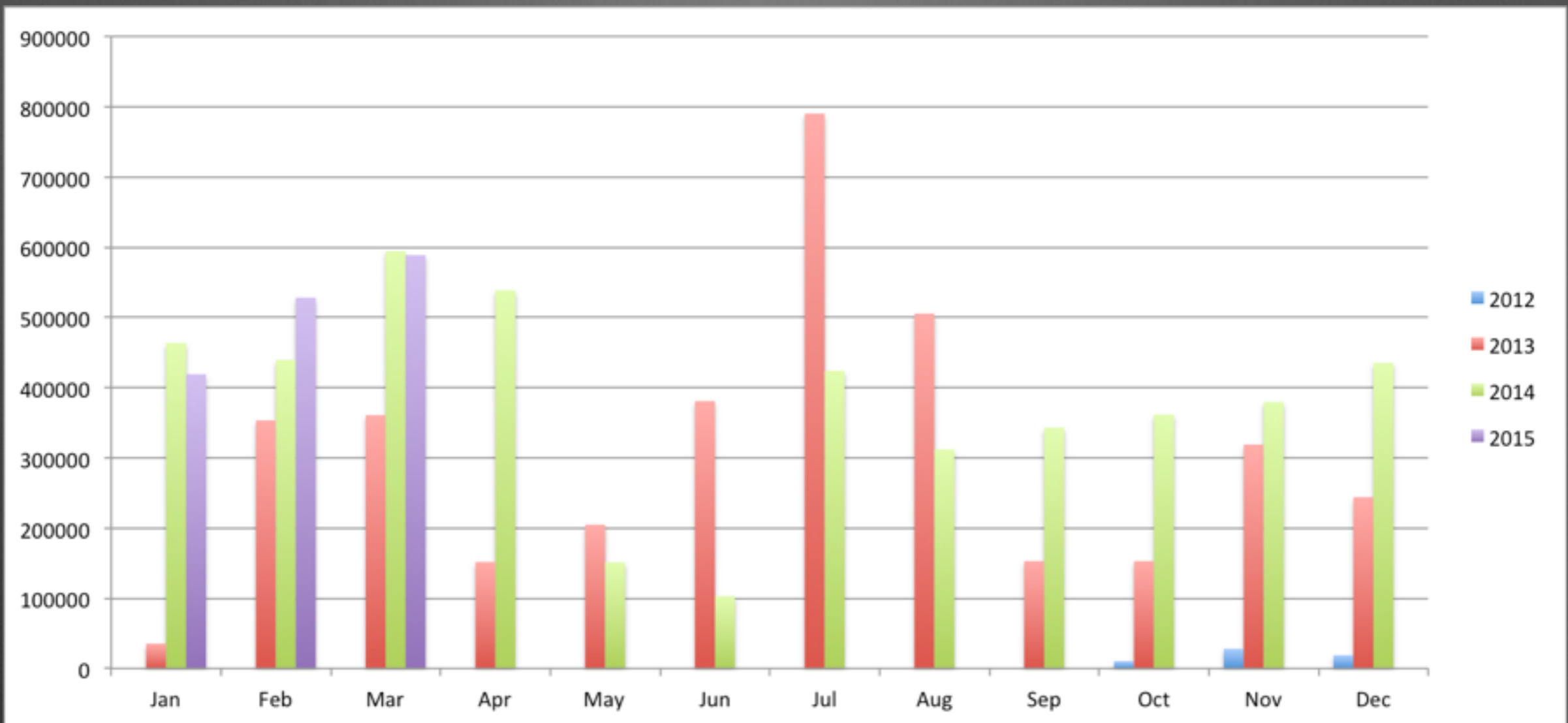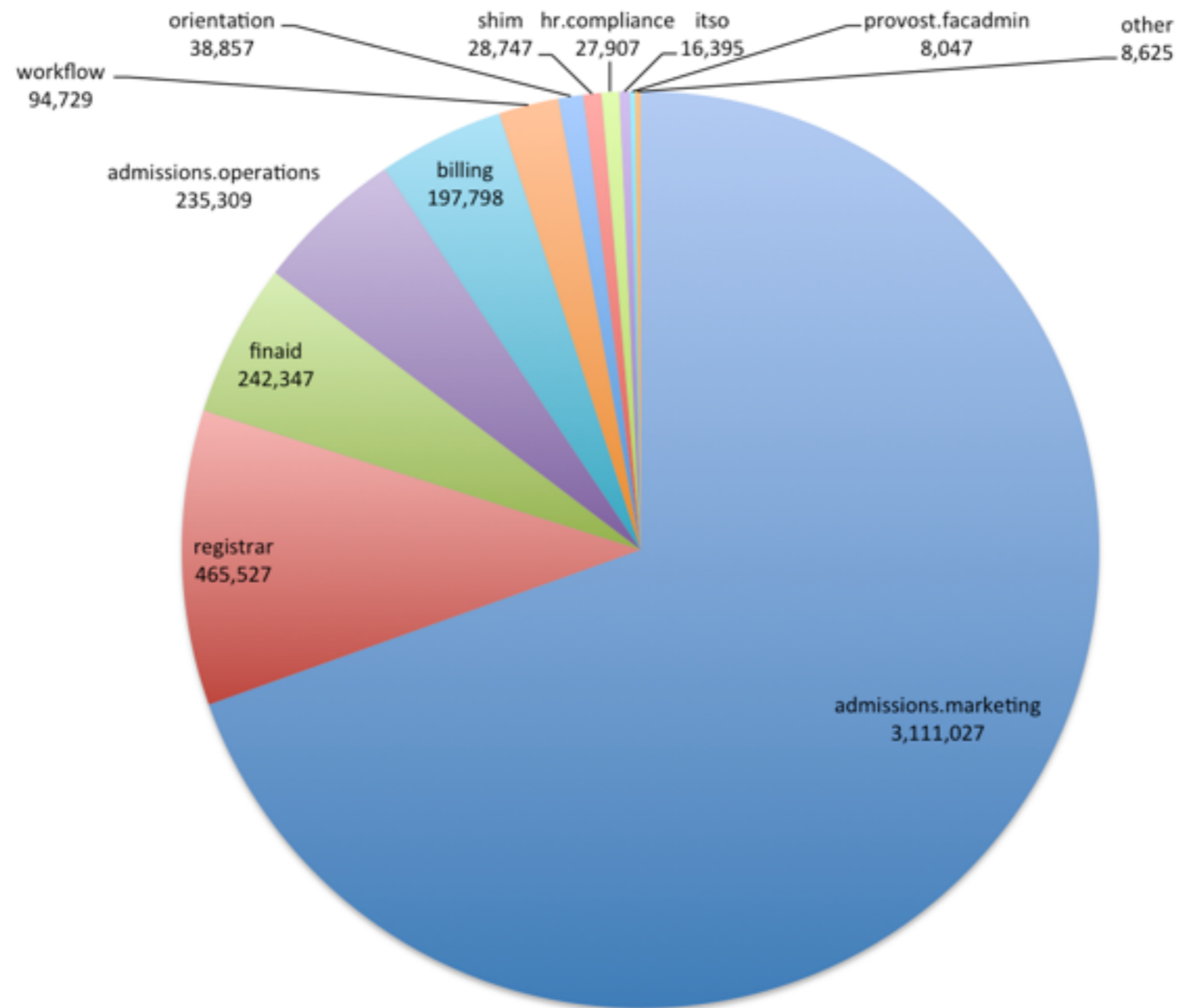
Experimental

How is it used?

- Recruiting prospective students (email)

- Sending out official decision letters (email, print -> printer)

- Building U-Bills (print -> sftp)

- Universal Workflow notifications (email)

- HR Timesheet notifications (email)

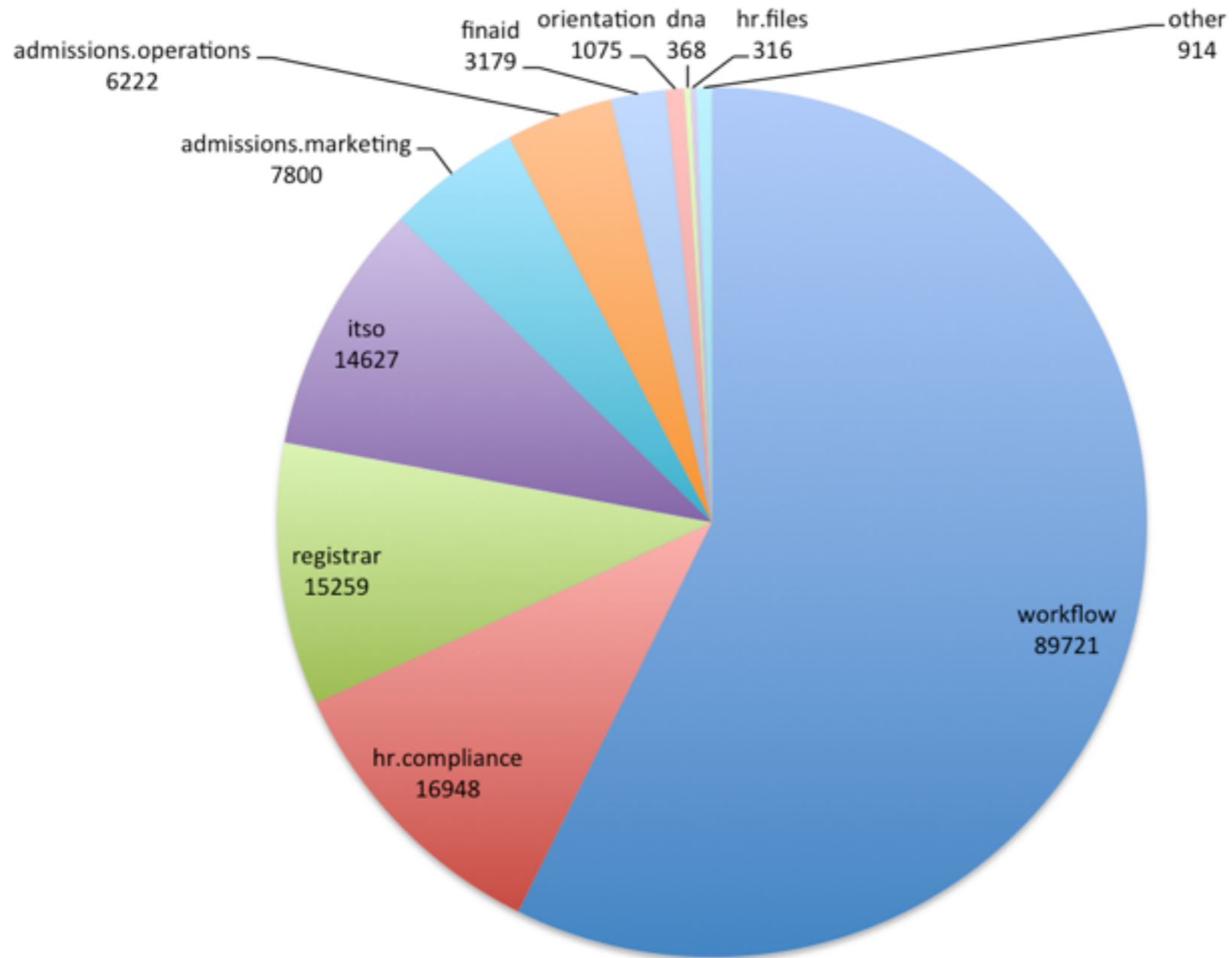- Class list notifications (email)
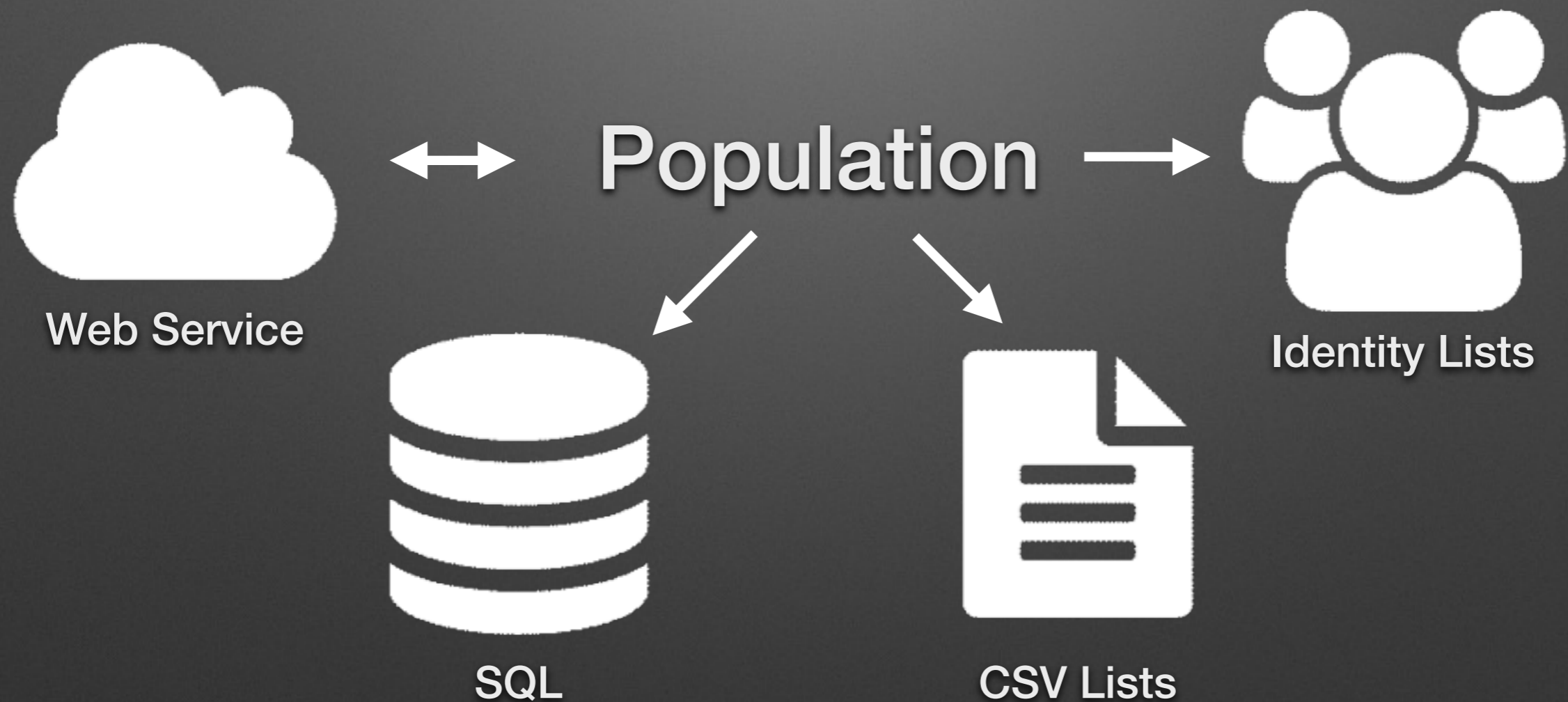
- Many more

A firehouse of messages

Messages Sent by Client

Batches by Client

Pulling/Pushing Data - Populations

Web Service ↔ Population → Identity Lists

SQL

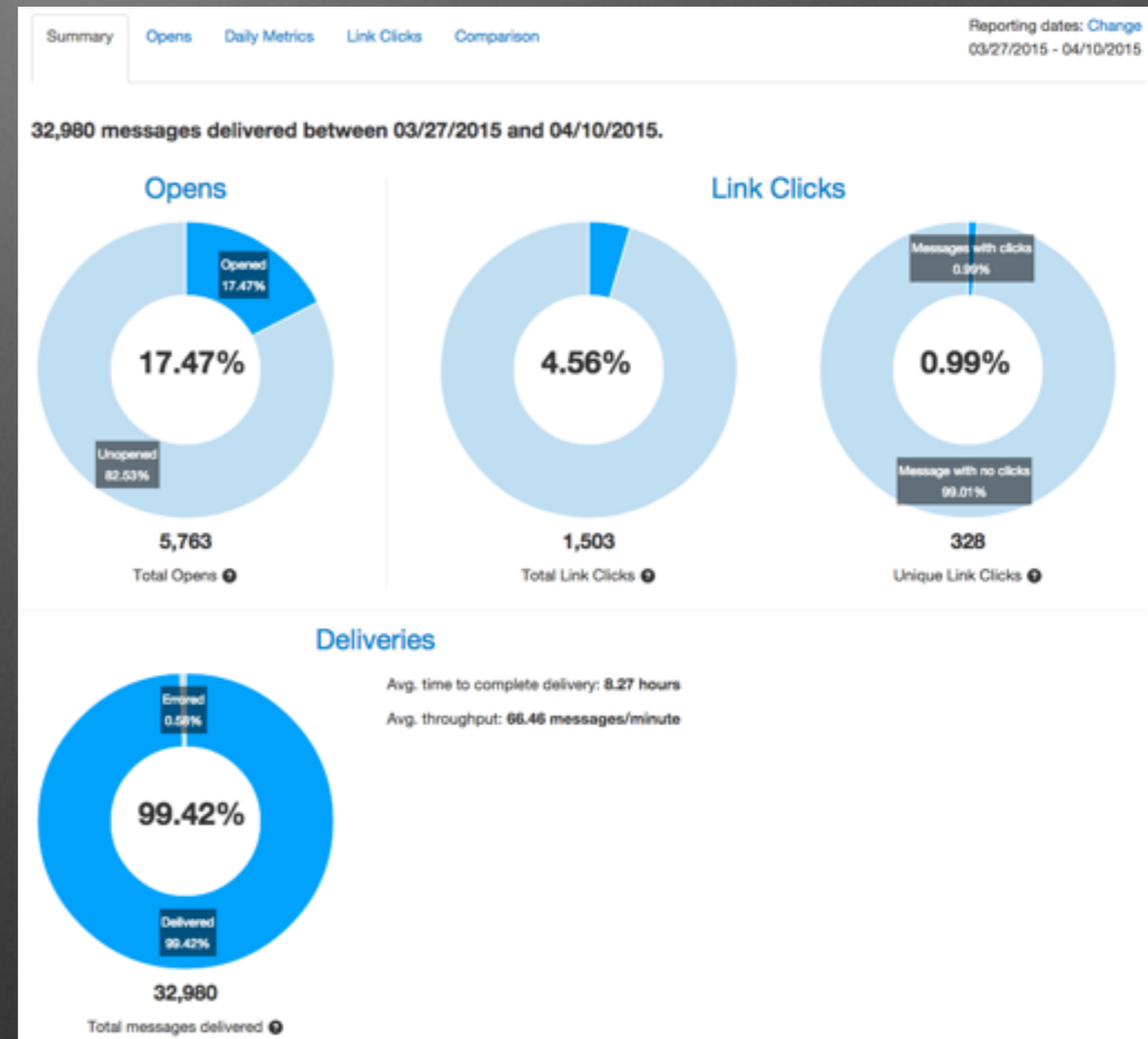CSV Lists

Managing Content - Templates

- Easy way to manage content

- HTML

- WYSIWYG editor included for dynamic templates (templates inside of templates)

- FreeMarker templating language

- Custom tags for letterhead, signatures

- TwiML for voice calls

Tying it together - Communications

- Grouped by campaign

- Join Population with Template

- Destinations: SMTP, Printer, Files service, FTP/SFTP, or Twilio

- Callbacks

- Basic scheduling (once, daily, weekly, monthly)

- Subscription lists

Analytics

- Report on open rate

- Click throughs

- Delivery rate and throughput

- Build follow-up populations based on opens or link clicks

Stack

- Play 1.2.7 (Java)

- Oracle 11g

- Flyway *for DB migrations*

- Redis *for caching*

- Bootstrap 2.3.2

- jQuery Flot *for charting*

- Amazon S3 *for static image delivery*

- Redactor f*or WYSIWYG editor*

- Twilio *for SMS/Voice messaging*

- Angular

Demo

Questions?

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