

Migrate to Push

Mobile Push devices will be sent the Message Text entered in the Full Text Tab in step 1 of Message Setup.

With the introduction of AlertLink Connect, the size of the Push Message is calculated differently. Push messages are limited by total size of the message and not necessarily character count. In addition, a push message size includes the numbers of the characters in the Response options (this is not the case with SMS, Email, and Voice).

We have also limited the number of characters that will be delivered in the Subject line for a push message to 50. These 50 characters will be displayed in the Inbox. The message Subject line will be counted in the overall size of the message.

Keep this in mind when composing new push messages, adding push devices to existing messages, and when using Message Substitution. The total size of the message being generated could be much larger than the count of the number of characters in the full text box in step 1 of Message Setup.

We recommend that push message size (Subject, Message Text, and Response Options) do not exceed 1450 characters. This is the current limit for iOS. Android devices will accept a larger message size. If a push message exceeds the message size for the device, it will be truncated.

Note: There is a configuration setting that specifies what to say when the Message is truncated.

1. GAL customers must have their users download AlertLink Connect from Apple or Google.
2. After the User Registers their device with GAL, Broadcast Messages in Plans must be changed to include the Mobile Push device. Users will automatically receive Task, Decision and Event Status Change Notifications on their Mobile Push device, in addition, to their primary email and preferred device, starting in GAL Release 7.09.03.
3. Mobile Push device(s) must be added to Subscription Categories.
4. GAL Reports that use Contact Method and Response Data Types may need to be updated to include the Mobile Push device type and statuses.
5. Forms (ISF, SRP, Custom Form Query in Editors/Dashboards) may need to be changed to include the Mobile Push device type and statuses.