

# Service Alerts

## Alerts

Communicate messages to our readers about delivery delays, system outages or other customer services related notices.



1. Creates a large headline block that will open to an article for additional info
2. Displays on /contact, /contact/staff, /customer-service and e-edition pages
3. Automatically sends an email alert to all subscribers

## How to Use

1. Create a new article or link asset
2. Add keywords #servicealert and #free
3. Include a link to your e-edition in the body text

A screenshot of a web application interface for creating a new article. The window title is 'Article: (new)'. The form has several sections: 'Title:' with a text input field containing 'Storm forces delivery delays of Globe Gazette print edition' and a character count of 59; 'Byline:' and 'Authors:' fields, with a note 'No authors are associated with this asset'; a rich text editor with tabs for 'Body copy', 'Summary', 'Tagline', 'Teaser', and 'Cover art'; a toolbar with various editing tools; a preview window showing the rendered text: '[Due to the winter storm](#), delivery of Wednesday's Globe Gazette may be delayed Wednesday, and some papers may not be delivered until Thursday. We appreciate your patience as our carriers and drivers deal with the snow and winds.'; and a bottom section for 'Start date/time', 'Display priority', and 'Presentation'. On the right side, there is a sidebar with tabs for 'Tags', 'Related', and 'Other'. Under 'Keywords', there is a list of tags: '#servicealert' and '#free', which are highlighted with a red box. Other sidebar sections include 'Sections', 'GeoLocations', 'Sites', and 'Flags'. At the bottom right, there are 'View', 'Save', and 'Cancel' buttons.

This will post the Service Alert block on the appropriate pages and trigger the subscriber email.

**Note:** To remove alert from site, remove keyword from asset or set a delete time/date on the asset.