Automatic extension of the list of recipients

iQ.Suite Tips & Tricks for IBM Domino

It may be necessary to add additional recipients to the original list of recipients.

In this example, this is to be implemented every time a support request is not directed towards the hotline, but an individual person.

Step by Step

1) Rules for the recognition of a support request

'iQs Ticket'
iQ.Suite Text Rule

<table>
<thead>
<tr>
<th>Basics</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>iQsTicket</td>
</tr>
<tr>
<td>Status</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Active</td>
</tr>
<tr>
<td>Log level</td>
<td>Loglevel 0 (value from NOTES.INI)</td>
</tr>
<tr>
<td>Execution mode</td>
<td>Dependent on job or global parameter</td>
</tr>
<tr>
<td>Text fields</td>
<td>Subject</td>
</tr>
<tr>
<td>Text pattern</td>
<td>&quot;Incident iQ-2011&quot;</td>
</tr>
</tbody>
</table>

Lotus Domino uses multiple fields to route emails

Field "SendTo"
Hence, it does not suffice to enter the additional address data into the SendTo field.

It is even more important to also add the recipient to the field marked Recipients, since the Lotus Domino Router uses this field to determine the email’s route.

2.) Action Job for adding recipients:

*Ad HOTLINE*

**iQ. Suite Action Mail Job**

```
_SendTo := SendTo;
_Recipients := Recipients;
FIELD Recipients := _Recipients:"hotline@IQSUITE";
FIELD SendTo := _SendTo:"hotline@IQSUITE"
@Success
```

please ensure that quotation marks are entered if the formula is cut and pasted.

Here, the hotline address (hotline@igsuite) is added to the fields **Recipients** and **SendTo**.
The rule is entered above as a positive rule selection.

The negative rule selection checks, whether the hotline already exists as a recipient, which would make adding it superfluous.

Now, the email address of the hotline (hotline@IQSUITE) has been added to the recipient fields **SendTo** and **Recipients**.
Comment:

If you would like the recipient to appear in copy, instead of the field To, change the field to CopyTo.