Sequencing

The email sequencing feature allows administrators to choose to avoid sending notifications during peak business hours. When enabling this feature, you can define peak business hours by days of the week and hours of the day.

The purpose of this feature is to allow your organization to reduce the load on the RiskVision server that can happen when users click on the links in the notifications they receive. Many users click on the link shortly after receiving the notification. By delaying the sending and receiving of these notifications until off-peak hours, your organization can reduce the load on the RiskVision server during peak hours.

The only emails that are sent during the sequencing period are those emails that are derived from notifications templates that are marked as "Send Immediately."

To enable sequencing:

1. In the Administration application, go to **Administration > Notifications**, and click the **Sequencing & Merging** tab.

2. Click **Edit** and then check the box next to Sequence emails during working hours option under the **Email Sequencing** section.

3. Under **Working week Days**, check the box next to days of week as applicable, and under **Working hours (24-hours)**, enter a start time in the Start time (hh:mm) field when the sequencing must begin and an end time in the End time (hh:mm) field when the sequencing must begin.

   For example, you run certain assessments every Monday between 11 AM and 3 PM. You will not want to do anything in this period to accelerate RiskVision logons, and therefore would want to delay sending notifications during these hours. To achieve this objective, you will enable the sequencing, check the box next to Monday, and select the Start time (hh:mm) as 11:00 and the End time (hh:mm) as 15:00.

4. Click **Save**.