

Answer ("A") Action

As you can see from the list of message action codes (Table 3 in this chapter), you can use the Answer action code (i.e., "A") to answer a message. While "Replying" to a message chains the new response to the original message, the "Answer" command issues a new message to send to the sender of the original message, a new message that will *not* be chained to the original message.

The new "Answer" message consists of three components in the following order:

1. A copy of the message being answered
2. The text of your answer
3. The three lines of your Network Signature

Effective with MailMan V. 7.1 with Patch 50, when you answer a message the original message is copied *before* you are placed in the editor. Thus, "Answer" first copies the original message, adds your network signature, and then puts you into the editor. Once you're finished with your answer, it is sent as a separate message to the sender of the original message and any additional recipients you select.

In order to use the Answer command, you must have a Network Signature. If you don't have a Network Signature and try to "Answer" a message, MailMan will inform you of the requirement, as shown below:

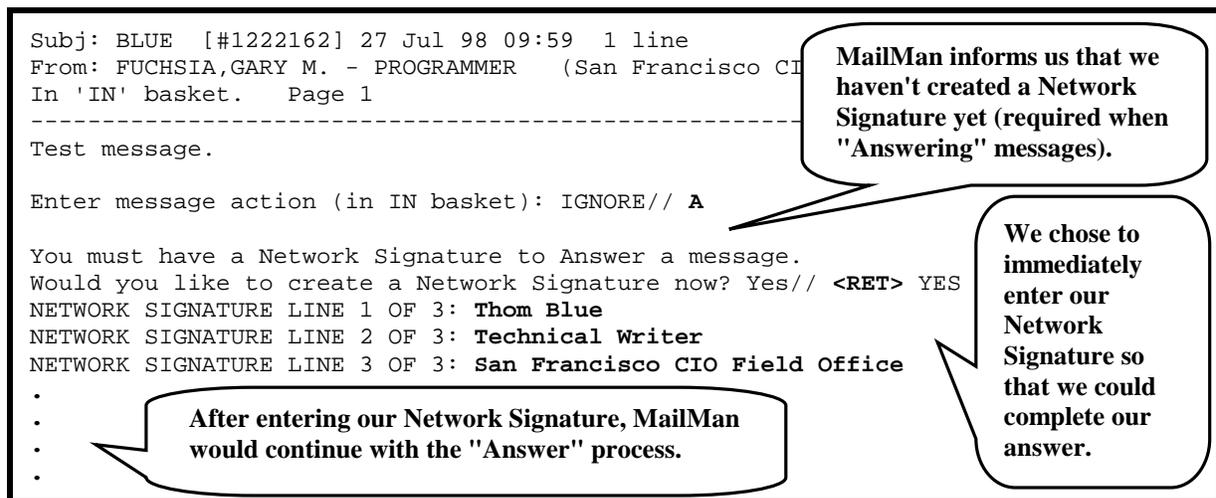


Figure 55: Answering a Message Without a Network Signature

As you can see from this example (Figure 55), MailMan would not let us "Answer" this message because we did *not* have a Network Signature. However, MailMan immediately gave us the opportunity to enter our Network Signature so that we could continue with our answer (Patch XM*7.1*???).



*You can also use the User Options Edit option on the Personal Preferences menu to enter your Network Signature. For more information on entering Network Signatures, please refer to the "Network Signature" topic in Chapter 3 in the "MailMan V. 7.1 & Patch XM*7.1*50 Getting Started Manual."*

You can "Answer" a message by entering an "A" at the "Enter message action (in xxxx basket): IGNORE//" prompt (where "xxxx" contains the name of the actual mail basket in which the message resides), as shown below:

```
Subj: Test [#1219990] 09 Jul 98 13:46 1 line
From: BLUE,THOMAS E. - COMPUTER SPECIALIST (San Francisco CIO
In 'TEST' basket. Page 1
-----
here is a test

Enter message action (in TEST basket): IGNORE// A
Subject: Re: Test// <RET>
Copying original message and network signature...
You may edit the text of the message...

==[ WRAP ]==[ INSERT ]===== < Re: Test >===== [ <PF1>H=Help ]====
>Original message: "TEST"
>From: BLUE,THOMAS E.
>Sent: 09 Jul 98 13:46
>
>here is a test

Here is some additional text added after the original message text.

-----
Thom Blue
Technical Writer
San Francisco CIO Field Office
-----
<=====T=====T=====T=====T=====
-----T=====T=====

Addressing answer to sender: BLUE,THOMAS E.
...OK? Yes// <RET> (Yes)
Select basket to send to: IN// <RET>
And Send to: fuchsiA,GARY M. (DUZ 9999) INFORMATION SYSTEMS CENTER
Last used MailMan: 30 Jul 98 14:54
On vacation 31 July through 16 August.
And Send to: <RET>

Select Message option: Transmit now// <RET> Sending [1224304]...
Sent

Finished with the 'Answer' command.
Now back to:

Subj: Test [#1219990] 09 Jul 98 13:46 1 line
From: BLUE,THOMAS E. - COMPUTER SPECIALIST (San Francisco CIO Field Office)
In 'TEST' basket. Page 1
-----
Enter message action (in TEST basket): Ignore//
```

MailMan copies the original message and places our Network Signature in the body of the new "Answer" message before placing us into our editor.

MailMan added our Network Signature (after a dashed line) here.

In the editor, we added our response (Answer) and closed the editor.

MailMan notified us that the "Answer" process was completed and returned us to the original message.

Figure 56: Answering a Message

As you can see from the previous example (Figure 56), while reading a message, we entered an "A" (Answer) at the "Enter message action (in TEST basket): IGNORE//" prompt to "Answer" the message. MailMan first asked us if we wanted to change the subject text, in this case, we did not. Thus, we pressed the Enter/Return key to accept the default response (i.e., "**Re: Test**").

Next, MailMan copied the message header information (i.e., subject, sender, and date sent), the original text of the message, and our Network Signature (displayed after a dashed line) before placing us into the editor.

Once in the editor, we added our answer by typing in our response following the original copy of the message. If we wanted to, we could have deleted or moved any of the lines MailMan copied into the message, however, for clarity, we kept the copy of the original text right before our response. When we were through with our answer, we saved our text and closed the editor.

MailMan then prompted us to address the message to whomever we wished. After completing the addressing of the message, we sent it off.



For more information on addressing a message, please refer to the "Address Functionality" topic in Chapter 4 in this manual.

After sending the message, MailMan notified us the "Answer" was completed (i.e., "Finished with the 'Answer' command."), redisplayed the original message header, and returned us to the original message action prompt where we could take any additional actions on this message.



Heres a tip—Use the "Answer" command when you want to privately respond to a message and don't want your response chained to the message so others can see it (e.g., avoid all of those "Me Too's"). For example, if a message causes numerous recipients to respond by requesting the same information over and over (e.g., "Please send a copy of that document to me too."), you should use the "Answer" command rather than the "reply" command and avoid having to read all of those extraneous replies.

