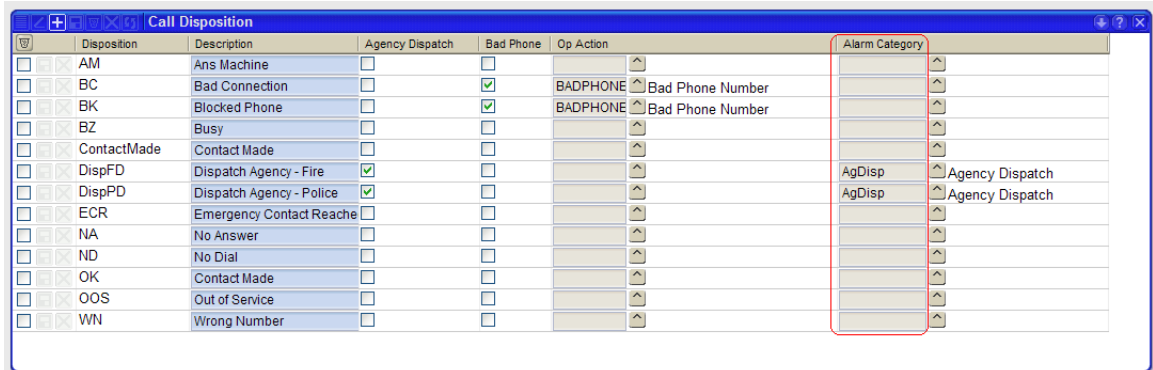2.3.3 Release Notes

Alarm Category

Alarm Categories can be assigned to Call Dispositions. The Call Disposition alarm category will be used instead of the category assigned to the 'Call' Operator Action.

ANI Mismatch

The Following Task Parameters can be added to the Signal Processing task:

ParameterName: ANIMismatch Value: "Update".
When a signal is received where the ANI is different than the one on file, in addition to generating the ANIMisMatch event, the Device Phone will update to the new ANI.

ParameterName: [Ten digit phone#] Value "NoAni".
When a signal is received with an ANI matching the phone#, no ANI processing will be done. This is used when the signal is being forwarded and the ANI has no value. This is used with the AlarmNet service.

Auto Process

Notify Options for IVR and SMS Auto Processes include 'Site Phones Only' and 'Site Phones Plus All Contact Phones'.

QA Incident

QA Incidents are entered with Details and a Comment. The Details field is not editable after the incident has been submitted. Comment remains editable from the QA Incident search.

QA Incident Search

Search Parameters have been added for Date, Xmit#, and Operator.

Xmit(s) are displayed on the Detail, and the flyout of the list.

Buttons to Open Data Entry, Generate a Printable Report, Create a New Incident, and Create Memo have been added.

History by Event Code / Operator Action

History by Event Code will search all history for the specified date range and site group. Only Event Codes and Operator Actions entered in the lists on the right will be returned.

Alarm Statistics

Alarm Statistics displays the percentage of alarms handled by intervals defined in Interval sets.

The Interval Sets are created in Utilities | Operator Supervision | Interval Set

Dialing

The next phone/name to be called displays to the right of the Dial buttons.
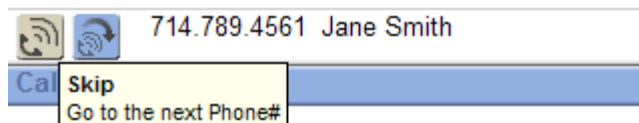
The number can be skipped with the Skip button. The operator action 'SkipCall' is logged into history with the phone number and name.

Memos

Default Memo to Department has been added to stages™ Option. When a department is selected, the department will be defaulted when creating a memo, and the site group will be left blank.

Verify PIN

The Language Application can be used to log the Invalid PIN that is typed in into history by adding the [PIN] variable.

Agencies

Agencies can be assigned to City, State, Zip.

Site Agency Audit has been added. (Utilities | Lists | Site Agency Audit)
The Actual assigned agencies and the Default agencies are shown for sites matching the search parameters.

Login Message

'Login msg' has been added to stages™ Options. The message will be presented to users upon login to the active server. On the inactive servers, the inactive server msg will still be presented. This can be used to alert the users when logging in to a test/training server.

Site Notes

When the End Date/Time is left blank, the Site Note will be created with an end date/time of 01/01/2099.

Manual Event

The Manual Event function has been added to the Site Data Entry window.

Site Data Entry

Address Information is entered/edited in a separate window opened from a hyperlink. The link displays "Enter Address" when no address is entered.

Recurring Alarms

Events can be set up to be generated for an account based on a schedule. Expected Events are created for the next time in the schedule, and the Lates Process generates an alarm at the scheduled time.

New Site

New Site and New Site/Device will be excluded from the system in the following release (2.3.4). Sites will be entered using New Site Activate only.

Billing Software Integration

Fields have been added throughout the application to support integration to billing software:

> Commercial Flag on Site Type
> Billing Flag on Site Group Type
> Inactive Billing Flag on OOS Category
> Billing Department on stages™ Options
> Billing Flag on User Defined Field

<u>Permissions</u>

Added the following permissions:

        Utilities | Operator Supervision | Interval Set
        Utilities | Lists | Site Agency Audit
        Utilities | Lists | History by Event Code

Manual Event has been relocated from Alarm Dispatch to Site Information.