

stages™ Release Notes 2.6.2

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USER DISPATCH

The User Dispatch window ([Utilities | Operator Supervision | User Dispatch](#)) has been redesigned and enhanced to provide greater efficiency and better information. There are now three separate tabs, Dispatch Queues, User Dispatch (the original window), and User Session Profiles. Within each tabbed set of windows there is a new Waiting in Auto Feed window.

Dispatch Queues

From this window, operators can be assigned to or removed from, the various dispatch queues. Additionally, there is a dynamic Search window for Operators Not Assigned. The list will filter down as letters are entered into the search.

The screenshot displays the 'Dispatch Queues' window with three main sections:

- Dispatch Queues:** A table listing various queues with columns for Queue, Description, # of Alarms, Unassigned, Not Locked, and Oldest.

Queue	Description	# of Alarms	Unassigned	Not Locked	Oldest
Storm Geo	Storm by Geo	0	0	0	
Q1	Queue #1	126	48	126	63881:51:26
FollowUp	FollowUp	12	9	12	65006:45:52
DQ	Dana's Queue	0	0	0	
Q3	Earthquakes	4	0	4	30570:30:39
Q4	Queue #4	0	0	0	
XTQueue1	External Queue (121)	0	0	1	36662:46:07
Storm	Storm Queue	6	6	6	28389:09:56
at	another temp	0	0	0	
bmwTEST	test	0	0	0	
Q5	Queue #5	0	0	0	
- Operators Assigned (Storm Geo):** A table listing operators currently assigned to the Storm Geo queue.

Name	Initials	Auto Feed	Current Queues	User Role
Noir, Guy	GN	<input type="checkbox"/>	Storm Geo	OP
Copeland, Dana	DC	<input type="checkbox"/>	All Queues	dana
Heyer, Thom	TH	<input type="checkbox"/>	All Queues	bwnonly
Weissman, Bruce	BW	<input type="checkbox"/>	All Queues	bwnonly
Weissman, Jonathan	JW	<input type="checkbox"/>	All Queues	jwtest
- Operators Not Assigned (Storm Geo):** A table listing operators not currently assigned to the Storm Geo queue.

Name	Initials	Auto Feed	Current Queues	User Role	Office
Imhoff, Renee	RI	<input type="checkbox"/>	Q3	dana	Secure Central Station
LeNarz, Dana	DC	<input type="checkbox"/>	No Queues	dana	Secure Central Station
Weissman, Bryan	BHW	<input type="checkbox"/>	Q1, Q4, Q5	FB Test	Secure Central Station

At the bottom of the interface, there is a 'Waiting in Auto Feed' section and a 'Search' window for filtering operators.

User Dispatch

This was the original window. Individual users now only appear once on the list. Previously they would show once for each session they had open. Additionally, there is a new dynamic Search window. The list will filter down as letters are entered into the search. The Session Profile window has been moved to the User Session Profiles tab.

The screenshot displays the 'User Dispatch' application interface. It features a main window with several panes and a search section.

User Dispatch List:

Name	Initials	User Role	Office
Copeland, Dana	DC	dana	Secure Central Station
Imhoff, Renee	RI	dana	Secure Central Station
LeNarz, Dana	DC	dana	Secure Central Station
Meyer, Thom	TM	bwonly	Secure Central Station
Noir, Guy	GN	OP	Secure Central Station
Weissman, Bruce	BW	bwonly	Secure Central Station
Weissman, Jonathan	JW	jwttest	Secure Central Station

Search Window:

name:
 user role:
 logged in:

Detail View (User: Renee Imhoff):

last name: Imhoff
 first name: Renee
 employeef:
 initials: RI
 user role: cinnamon
 all queues:
 session profiles: LowBatt-Low Battery

Skill Sets:

- Skill Set
- Elite Group
- Medical Expertise
- 2-Way Voice
- Dept of Defense
- Training

Dispatch Queues:

Dispatch Queue	Secondary
<input checked="" type="checkbox"/> Earthquakes	<input type="checkbox"/>
<input type="checkbox"/> another temp	<input type="checkbox"/>
<input type="checkbox"/> test	<input type="checkbox"/>
<input type="checkbox"/> Dana's Queue	<input type="checkbox"/>
<input type="checkbox"/> FollowUp	<input type="checkbox"/>
<input type="checkbox"/> Queue #1	<input type="checkbox"/>
<input type="checkbox"/> Queue #4	<input type="checkbox"/>
<input type="checkbox"/> Queue #5	<input type="checkbox"/>
<input type="checkbox"/> Storm Queue	<input type="checkbox"/>
<input type="checkbox"/> Storm by Geo	<input type="checkbox"/>
<input type="checkbox"/> Storm Temporary	<input type="checkbox"/>
<input type="checkbox"/> temp storm	<input type="checkbox"/>
<input type="checkbox"/> temp queue 1	<input type="checkbox"/>
<input type="checkbox"/> External Queue (123 Site	<input type="checkbox"/>

Waiting in Auto Feed:

Initials	Session Name	Office	User Role	Dispatch Queues
<input type="checkbox"/> DC	**Copeland, Dana	Secure Central Station	dana	All Queues
<input type="checkbox"/> RI	Imhoff, Renee	Secure Central Station	dana	Q3
<input type="checkbox"/> DC	LeNarz, Dana	Secure Central Station	dana	No Queues
<input type="checkbox"/> TM	Meyer, Thom	Secure Central Station	bwonly	LowBatt: FollowUp, Q4
<input type="checkbox"/> GN	Noir, Guy	Secure Central Station	OP	Storm Geo
<input type="checkbox"/> BW	Weissman, Bruce	Secure Central Station	bwonly	All Queues
<input type="checkbox"/> BMW	Weissman, Bryan	Secure Central Station	FB Test	Q1, Q4, Q5
<input type="checkbox"/> JW	Weissman, Jonathan	Secure Central Station	jwttest	All Queues

User Session Profiles

This window is used for setting individual session profiles. Users that have been assigned to one or more session profiles on the User Dispatch window will appear on this list. Highlighting a row on the Session Profile window will show which dispatch queues are associated with that profile in blue on the Dispatch Queues window. This allows the user to preview the dispatch queue list before actually setting the session profile.

The screenshot displays three windows from a software application:

- User Session Profiles (Top):** A table listing users and their assigned session profiles. The row for 'Meyer, Thom' is highlighted in yellow.

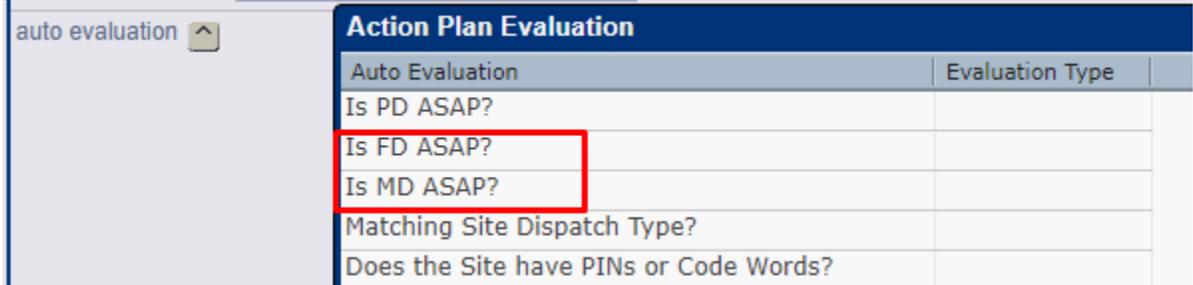
Name	Initials	Session Profile	User Role
Copeland, Dana	DC		dana
Imhoff, Renee	RI		dana
LeNarz, Dana	DC		dana
Meyer, Thom	TM	Low Battery	bwonly
Weissman, Bruce	BW		bwonly
- Session Profile (Middle):** A configuration window for the selected session profile 'Low Battery'. It contains two checked options:
 - No Session Profile
 - Troubles etc...
- Waiting in Auto Feed (Bottom):** A table showing dispatch queues for the selected user. The row for 'LowBatt: FollowUp, Q4' is highlighted in blue.

Initials	Session Name	Office	User Role	Dispatch Queues
<input type="checkbox"/> DC	**Copeland, Dana	Secure Central Station	dana	All Queues
<input type="checkbox"/> RI	Imhoff, Renee	Secure Central Station	dana	Q3
<input type="checkbox"/> DC	LeNarz, Dana	Secure Central Station	dana	No Queues
<input type="checkbox"/> TM	Meyer, Thom	Secure Central Station	bwonly	LowBatt: FollowUp, Q4
<input type="checkbox"/> GN	Noir, Guy	Secure Central Station	OP	Storm Geo
<input type="checkbox"/> BW	Weissman, Bruce	Secure Central Station	bwonly	All Queues
<input type="checkbox"/> BMW	Weissman, Bryan	Secure Central Station	FB Test	Q1, Q4, Q5
<input type="checkbox"/> JW	Weissman, Jonathan	Secure Central Station	jwttest	All Queues

DISPATCH

Action Plans

Two new hard-coded evaluations have been added to the lookup within the Action Plan Item window, 'Is FD ASAP?' and 'Is MD ASAP?'.



Auto Evaluation	Evaluation Type
Is PD ASAP?	
Is FD ASAP?	
Is MD ASAP?	
Matching Site Dispatch Type?	
Does the Site have PINs or Code Words?	

Action Plan URL Step

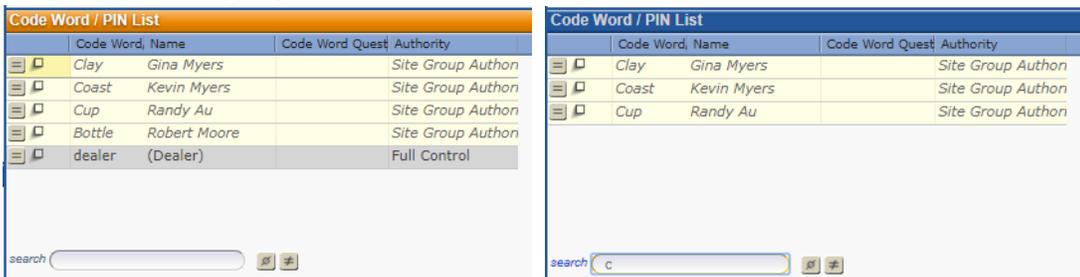
For the URL Step, an option has been added to launch the URL automatically. As soon as the action plan step is loaded, the URL will open in a new browser tab/page.

Action Plan Type 'B'

This action plan type has been changed to conditionally log an entry in history with the operator action 'AP-B-IDd' (Action Plan B type - Other Action Plan Identified). This operator action is used when the action plan wizard finds another action plan within the duration of the alarm. The comment of this operator action entry includes the action plan number and the hh:mm:ss of the alarm signal that originates the new action plan. In the event that no other action plans are found, the 'AP-N' operator action is logged as usual.

PIN/Code Word Verification

The functions for No Code Word and Wrong Code Word have been moved to after the Search field. Even when typing into the search, the functions remain usable.



Code Word	Name	Code Word Quest	Authority
Clay	Gina Myers		Site Group Authon
Coast	Kevin Myers		Site Group Authon
Cup	Randy Au		Site Group Authon
Bottle	Robert Moore		Site Group Authon
dealer	(Dealer)		Full Control

The stages™ Option for 'Code Word Partial Match' is no longer supported.

History

History events can be displayed using the colors associated with the corresponding alarm category of either the Event Code or the Service Type of the event code. If both the event code and service type for a particular event have an alarm category color, the color from the event code will be used. The Recent History, History, and Alarm History windows all have this feature.

Recent History									
	Date	Xmit#	Initials	Event / Operator Action	Signal	Point	Description	User Name	Area
	08/25/17 13:16:42	f1234		SMSent - SMS Message					
	08/25/17 13:16:42	f1234		GA - GAS ALARM	MA	177	ABORT ME!!!		
	08/25/17 12:59:12	f1234		Burg - Burglary	MA	1	Smoke Detector		
	08/25/17 01:30:02	f1234		5491 - LATE TO ARM - m:					
	08/24/17 18:30:03	f1234		5491 - LATE TO ARM - m:					
	08/24/17 16:12:31	f1234		LateTT - Late Timer Test					
	08/24/17 01:30:03	f1234		5491 - LATE TO ARM - m:					
	08/23/17 18:30:02	f1234		5491 - LATE TO ARM - m:					
	08/23/17 18:09:42	f1234	BMW	Access on Dispatch Wi					
	08/23/17 01:30:02	f1234		5491 - LATE TO ARM - m:					

SIGNAL PROCESSING

Event Rules

A new field, 'Suppression End Service Type', has been added. If the Service Type specified is received while an alarm is being suppressed, the suppression period will end.

IVR

A new stages™ Option, 'IVR Alpha PIN' (*Processing tab*), has been added. When this option is enabled, IVR users will be able to enter non-numeric PINs using the telephone keypad to represent letters. For example, "2" represents the letters A, B, and C, as well as the number 2.

Scheduled Manual Events

Manual events can now be scheduled to log at a later date. This will create an expected event with the Expect Type of 'Scheduled Manual Event'. The expected event can be viewed and deleted from the Expected Events tab within Alarm Dispatch. The event code that will be logged is stored in the Point field.

Manual Event (Floyd's Unreal Residence, f1234)

event code: zzb bryan test

comment: this event will log when scheduled.

start date: 09/01/17

start time: 15:00

The Event and Comment will be put into history using a new operator action, 'SchedEvent'. When the Manual event is logged, it will use the comment from the initial entry.

ID	Date	Point	Initials / Operator Action	Signal Cpt	Point	Description	User Name	Area	Comment	Alarm Pri	Delay	Scheduled Date	Task#	Device Date
1	09/01/17 10:35:04	f1234	zzb - bryan test						This event will be logged when sched	9665			0	
2	09/01/17 10:30:49		Scheduled Manual Event						zzb - This Event will log when sched	9665		09/01/17 14:00:00		
3	09/01/17 10:30:07		Scheduled Manual Event						zzb - This event will be logged when	9665		09/01/17 10:35:00		

A Data window has been added to track the scheduled events (*Data | Status | Scheduled Manual Event*). Events that have been logged to the account on their scheduled date will be marked as "Complete" and display italicized and grayed.

Scheduled Manual Event

include completed

start date: 09/01/17

start time:

end date: 09/01/17

end time:

List

Date	Event Code	Comment	Scheduled Date	Complete
09/01/17 10:30:07		zzb - This event will be logged	09/01/17 10:35:	<input checked="" type="checkbox"/>
09/01/17 10:30:49	zzb	zzb - This Event will log when	09/01/17 14:00:	<input type="checkbox"/>

A new Permission has been added for this window (*Data | Status Data | Scheduled Manual Event List*).

XML Signal Service

A new task parameter, 'DeviceDateTimeZone', has been added for XML Signal Service tasks. This can be used to specify the time zone of the device date being provided. In the example below, Mountain Time is specified.

The screenshot shows the 'Task Setup (19)' window with the 'Check Account Format' tab selected. The left pane shows the task configuration for 'XML Signal Service' with a task description of 'SignalService'. The right pane shows the 'Task Parameters' tab with a table containing one parameter:

Name	Value
DeviceDateTimeZone	7

A red arrow points to the value '7' in the table.

MISCELLANEOUS

Stages™ Wrapper

The stages™ wrapper is no longer supported. SGS recommends that stages™ be run in a standard browser such as Chrome, Firefox, or IE-Edge. If wrapper functions such as 'Alarm Force Maximize' or 'Alarm Always on Top' are used, this can be achieved using the SGS Client Service product. Contact SGS if you have any questions about this product.

Scheduled Email

The No Activity list has been added as a source to the Scheduled Email windows (Global, Site Group, and Site).

New Setup Window

A new window, ([Setup | User Setup | stages™ Users Skill Set Assignment](#)), has been added which will allow non-full permission users to make changes to the Skill Set Assignments.

New Data Window

A new window, ([Data | Site/Device | Contract Item Usage](#)), has been added. This has also been added to the External application menu.