On-Call User Guide

<table>
<thead>
<tr>
<th>Document Owner:</th>
<th>Mahesh Kumar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version #:</td>
<td>1.0</td>
</tr>
<tr>
<td>Date:</td>
<td>7.11.2012</td>
</tr>
<tr>
<td>Sponsored by:</td>
<td>Chris Walls</td>
</tr>
<tr>
<td>Document Reference:</td>
<td></td>
</tr>
<tr>
<td>Document Location:</td>
<td></td>
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Revision History

<table>
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<tr>
<th>Date</th>
<th>Modified By</th>
<th>Version #</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/25/2012</td>
<td>Mahesh Kumar</td>
<td>0.1</td>
<td>Initial Version</td>
</tr>
<tr>
<td>7/11/2012</td>
<td>Michael Priest</td>
<td>1.0</td>
<td>Reviewed and made various revisions to content</td>
</tr>
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</table>

Purpose

The purpose of this document is to provide users detailed step-by-step instructions to use Enterprise On-Call application. The user’s ability to perform these functions will be dependent upon the type of access each user has been granted within their site.

Introduction

The Enterprise On-Call application is the conduit for emergency notifications as part of the Anthelio Incident Management process. The National Service Desk (NSD) and all Anthelio groups utilize the Enterprise On-Call application to determine which person is on-call for various support items and to send paging notifications to these contacts. The On-Call application is the central integration point for all Anthelio and Anthelio client supported applications that require emergency notification functionality. To meet these requirements and keep pace with Anthelio as it grows, the On-Call application is scalable and utilizes modern protocols to deliver notifications in a timely manner.

The On-Call application will communicate directly with POB. It will actively pull groups and users from POB for use within this application. In addition, notifications associated with POB cases will automatically update the POB case with the On-Call notification notes, thereby, eliminating the need for users to update both applications.

Terminology

Contact

A contact represents an entity that can receive notifications. A contact can be a person, a group or a distribution list. For example a person contact would be John.Doe; a group contact would be WEB-SRV-E; a distribution list contact would be "East Managers".

Device

A device is an item such as a pager, cell phone or email address that is capable of delivering a notification to a person.

Distribution List

Distribution List is a pre-defined collection of persons that do not necessarily belong to the same group. These are designed to page multiple users from various groups. Distribution Lists are created and managed within the On-Call application.

Group

A group is a collection of persons. The persons within a group will share the responsibilities of supporting one or more configuration items. As such, group members will typically take turns being on-call according to an On-Call schedule. There are two classifications of groups: POB Groups - These groups and associated members are pulled directly from the POB application; Custom Groups – These groups are created and managed directly through the On-Call application. Custom groups may only be used for non-Anthelio entities, as custom groups cannot contain POB associates and may only contain Custom Persons.
Person

A person is a representation of an individual within the On-Call application. There are two classifications of persons: **POB Persons** – These persons are associated with POB groups and are pulled directly from the POB application; **Custom Persons** – These persons are created and manage directly through the On-Call application. Custom persons may only be used for non-Anthelio entities, as custom persons be managed with POB groups and may only associated with Custom groups.

Notification

A notification is a page generated either automatically or manually that contains a brief message to be delivered to a contact. Depending on the contact's devices, a notification can be delivered in the form of a page, a text, and/or an email.

Backup Contact

A backup contact is a person that will receive a notification if/when the primary On-Call contact does not respond to both the 1st and 2nd paging notification sent by the application. Backup contacts are generally team leads and managers that may need to be notified when paging notifications are not responded to within a timely manner.

User Roles and Responsibilities

The following user roles have been identified for the Enterprise On-Call Application.

- Regular User
- Super User
- System Administrator

Each of these user roles and their respective responsibilities will be described within this section.

Regular User

A regular user can access many areas of the On-Call application; this includes sending notifications, viewing and editing on-call schedules and maintaining group, person and alert notes data. A user will have access to following modules--

- Acknowledge a Notification
- Create & Manage Alert Notes
- Create & Manage Contact Devices
- Create & Manage On-Call Schedule Entries
- Manage Distribution Lists
- Manage Groups
- Manage Persons/Custom Persons
- Notify Person
- Notify Distribution List
- Notify Entire Group
- Notify On-Call Person(s) for CI
- Notify On-Call Person(s) for Group
- Search On-Call Schedule
- Search for CI
- View Alert Note
• View On-Call Information for CI
• View On-Call Schedule
• View Notification Dashboard
• View Phone List

**Super User**

The super user can perform any action within the system that a regular user can. In addition, the super user has access to some advanced functions such as cancelling notification requests and forcing escalations. A super user will have access to following additional modules --

• Cancel Notification Request
• Divert Notification Request to Different Group
• Force Escalation
• Notify All On-Call Persons
• View Notification Log

**System Administrator**

The system administrator has access to administrative settings as well as user management functions. An admin user can perform following additional functionalities --

• Configure Administrative Settings
• Create & Delete Distribution Lists
• Create & Delete Custom Groups
• Create & Delete Custom Persons
• Create User Accounts
Log In/Log Out

Click or enter http://oncall.antheliohealth.com into your browser. Click “Log In” button on the right side top corner of the login page.
Login Page

User will get to see the login page, enter their user ID and password in the text boxes and click on “Log In” button.
In case if user have entered the wrong credentials, user will get the error message as shown below.

**Your login attempt was not successful. Please try again.**

### Home Page

On successful login user will see the below home page.

User will see 5 different menu options upon login as highlighted above

**Menu Option 1: Notify** [The “Notify All On-Call Contacts” option will only be available for Super Users and System Administrators]
Menu Option 2: **Schedule**

**SCHEDULE**

- Schedule Search
- Group Schedule
- On-Call Now
- On-Call Today

Menu Option 3: **Maintenance**

**MAINTENANCE**

- Persons
- Groups
- Distribution Lists

Menu Option 4: **Admin** [This Menu will ONLY be available for System Administrators]

**ADMIN**

- Paging Carriers
- Pin Ranges

Menu Option 5: **Help**

**HELP**

- About
Log Out

Click “Log Out” button located in the upper right of the screen.

Maintenance

Person

Search Person

From the Maintenance menu select “Persons”
All Users Search

Click on the "Search" option.

Since this application is integrated with POB, a list of users available on the POB can be searched.

Partial Search

Text entered in the search box will filter the search results. The filter will be against the person’s first name/last name, partial matching will be used.

For Example: Type Christina and click on "Search" will trigger the search results to be displayed.
Search Results will have all the people listed with the first name “Christina.”

Each column can be sorted by but the default sort is by Last Name, First Name.

Clicking on “Select” next to Christina.Randall will select the person’s record and launch the “Edit Person” Page.
Edit Persons

Upon selection user will see the below screen, data populated for the person is directly from POB as the application is integrated with POB, user can see the below image where it says **Source: POB/Custom**

(Custom: Group created through On-Call application)

(POB: Imported from POB application)

**NOTE:** Anthelio Associates are required to utilize POB users. Custom Persons are not authorized for use.

Labels such as **Name, First Name, Last Name,** etc. are **Non-Editable**.

Any field with text box can be edited; the label of text box will be highlighted in yellow highlight indicates a change made for that field.
Phones

This section will display the list of “Phones” related to person.

**NOTE:** The “Primary:” will be used as the number to be populated in the Backup Contact field.

![Phones example](image)

Backup Contact

User can assign a backup contact for Christina, for the first level of escalation/acknowledgement.

Backup can be created by person/group/distribution list.

**Example:** Brent Shook will be a backup contact person for Christina.

![Backup Contact example 1](image)

SRV-DSK-C will be the backup group contact for Christina.

![Backup Contact example 2](image)

Web Services will be the backup contact distribution list for Christina.

![Backup Contact example 3](image)
Once a user edits all the required fields, click on the “Save” button.

User will see a confirmation stating “Person updated successfully.”

Alert Notes

“Alert Notes” box will display the list of person alert notes description with first 200 characters of each note.
Add/Edit Alert Notes

"Alert Notes" can be created with date duration such as From Date – To Date to alert the team such as “PTO/Availability on phones/ Work timings/ any other special cases” to notify the team.

User will enter their alert note in the “Alert Note Text” text box.
“Effective Begin” text box should contain dates only and it should be less than “Effective End Date.” Using calendar controls we can select the effective begin and end dates.

“Effective End” text box should contain dates only and it should be greater than “Effective Begin Date.” Using calendar controls we can select the effective begin and end dates.
Once user completes filling the details by clicking on “Save” button will save the new record and add the same information to the grid.

All the text boxes with asterix, “*”, are mandatory fields for creating an alert.
Current alert can be edited by clicking on the “Pencil icon” as shown on the below screen, the same way deletion can be done by clicking “X.”

A yellow highlight indicates that record has been selected to edit and the messages will be displayed in the edit alert note.

After saving the changes below page will be displayed with “Alert Note updated successfully.”

Grid contains existing alert notes for a person/group based on the Input value.
“Alert Notes” will be displayed as below in the alert notes box.

![Alert Notes](image)

**Groups/Distribution Lists/Devices Section**

This section identifies all the POB/Custom Groups, Distribution Lists and paging Devices that are associated and/or configured for the user.

**Groups**

*Example:* Christina belongs to PRIVACY-EHS, SRV-DSK-C, and SRV-DSK-SMS-SIGNON. The “**Primary Group:**” lists Christina’s primary group she belongs to, “**SRV-DSK-C.**” This is the primary group that the user will be associated with for managing the user’s On-Call schedule, which will be covered in more detail under the Group Schedule section of this document.

**NOTE:** Since these groups are derived from POB, a user cannot remove themselves from the POB groups they are assigned to.

![Groups/Distribution Lists/Devices Section](image)

“**Exclude from Notification**” Indicator indicates whether the group will be excluded from the notifications or not. 
(Checked: Excluded, Unchecked: No Exclusion)

Upon selecting the groups to be excluded, click on “Save.”
Distribution Lists

The user may add or delete themselves from a distribution list.

To add a distribution list to a user, select the distribution list from the dropdown, and click on the “Add” link. This will add the selected distribution list to the grid, and display a new “Add” row.

To remove the distribution list from the grid, click on the “Remove” link button.

Devices

The user may add or delete devices they have for notification. Devices are an option for delivering the notification. There are three options available for delivery of a notification, E-mail, SMS and Pager.

Upon adding the device, user can also test for the delivery to confirm the device is active on the notification application.

To add a device to a user, select the device type from the dropdown, and click on the “Add” link. Clicking on “Add” link will add the device to the grid, and display a new “Add” row.
“Use for Notification” indicator indicates whether the device can be used for notification or not.

Clicking on the “Remove” link button will remove the distribution list from the grid. (Existing device fields are editable).

If device type is “SMS” then either the SMS Carrier must be selected or Other SMS Carrier must be populated.

Clicking on “Add” link will add the device to the grid, and display a new “Add” row.

Clicking on “Remove” link button will remove the distribution list from the grid. (Existing device fields are editable).

Here the “SMS Carrier” is selected as Verizon.

If device type is pager the user will enter the pager number in the “Address” field and select the “Add” button.

Clicking on “Test” we can verify whether the notifications are sent or not. (Text Message Sent: Successful, Text Message Not Sent: Unsuccessful)
The e-mail will be received to the contact person as below.

To remove a device from the Device list, click on the "Remove" link button. (Existing device fields are editable)

After adding/modifying all devices click on "Save" to successfully save the changes. A confirmation message will state "Person updated successfully."
Custom Persons

Custom Persons may only be created by System Administrators; however they may be edited by all users.

Add Custom Persons

Click on maintenance and select the person and user will see the screen below.

Again click on "Add Custom Person" link.

User will then see the screen below.

User should fill the required fields and click on save.
Edit Custom Persons

Custom persons are edited in the same fashion as POB persons are edited, with the exception of Group Assignments. Therefore, only "Groups" will be covered in this section. Refer to Edit Persons to reference editing all other content.

Groups

To add a group to a person, the user will select the group name from the "Group Name" dropdown, then select a "Primary Group" then click the "Add" link button and finally click the "Save" button to save the record.

The user can exclude a particular group from the notification alert by checking the "Exclude from Notification" checkbox, then click the "Save" button. (Notifications sent to that particular group will not be delivered to the user.)
To remove a group from the Groups list, the User may click on the “Remove” link button, and then select the “Save” button.
Delete Custom Person

The user can delete the custom person by clicking on “Delete” button and select “OK.”

Group

Search Groups

From the Maintainence menu select “Groups” then click on the “Search” option.
Clicking on **Search** button without entering anything in the search box will list down all the groups present in the application.

**Example:** The user can do a partial search. Type “Srv-Dsk” and click on **Search** and this will list all the groups that match in On-Call.

Text entered in the search box will filter the search results. The filter will be against the group name, partial matching will be used.
To edit the details of the group, click on “Select” next to the group name SRV-DSK-C.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Primary Phone</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRV-DSK-ANALYST</td>
<td>Service Desk Analyst</td>
<td></td>
<td>POB</td>
</tr>
<tr>
<td>SRV-DSK-AUTH</td>
<td>Service Desk Authorization</td>
<td></td>
<td>POB</td>
</tr>
<tr>
<td><strong>SRV-DSK-C</strong></td>
<td>Service Desk</td>
<td></td>
<td>POB</td>
</tr>
<tr>
<td>SRV-DSK-CDRMT</td>
<td>Service Desk CodeRemote</td>
<td></td>
<td>POB</td>
</tr>
<tr>
<td>SRV-DSK-SMS-SIGNON</td>
<td>Service Desk SMS Sign-on</td>
<td></td>
<td>POB</td>
</tr>
</tbody>
</table>

**Edit Groups**

The user will see the screen below and the data will be populated for the “Group” directly from POB. Under “Source:” the user will see either Custom or POB; (Custom Group is created through the On-Call application) (POB is imported from the POB application)

The user should enter a primary “Phone” number of a group, a validation is done for the format of phone number and user will be prompted for any error in format.
Backup Contact

The user can assign a backup contact for "Group" for the first level of escalation/acknowledgement.

A backup contact can be created by person/group/distribution list.

**Example:** Greg Jacobs will be a backup contact person for SRV-DSK-C.

![Backup Contact Person](image)

SRV-DSK-C-QPM will be the backup group contact for SRV-DSK-C.

![Backup Contact Group](image)

Web Services will be the backup contact distribution list for SRV-DSK-C.

![Backup Contact Distribution List](image)
Add/Edit Alert Notes

Enter the alert note in the “Alert Note Text:” text box.

“Effective Begin:” text box should contain dates only and it should be older than the effective end date.

“Effective End:” text box should contain dates only and it should be newer than the effective begin date.

Using calendar controls user can select the effective begin and effective end dates.

Click on the “Back” link will take the user to the edit group page directly.
Once the user completes filling the details, click on the “Save” button and new record will be added to the information grid.

The grid contains existing alert notes for a person/group based on the input value.

Editing can be done to the current alert by clicking on the “Pencil icon” as shown on the screen below. The alert note can be deleted by clicking “X.”

A yellow highlight indicates that record has been selected to edit and the messages will be displayed in the edit alert note.

“Alert Notes” will be displayed as below in the alert notes box.
Persons

Existing “Persons” related to a group are non editable.

"Exclude from Notification" Indicator indicates whether the person will be excluded from the notifications or not. (Checked: Excluded, Unchecked: Not Exclusion).

A yellow highlight indicates that a person has been selected to edit.

Distribution Lists

A user can organize the particular person to be part of the particular distribution list from the screen below.

Either addition or deletion can be done from the same screens as shown below.
A “Distribution List Name” dropdown list contains existing distribution lists. Clicking on the “Add” link will add the selected distribution list to the grid, and display a new “Add” row.

Click on the “Remove” link button will remove the distribution list from the grid.

**Devices**

The user may add or delete devices they have for notification. Devices are an option for delivering the notification. There are three options available for delivery of a notification, E-mail, SMS and Pager.

Upon adding the device, user can also test for the delivery to confirm the device is active on the notification application.

To add a device to a user, select the device type from the dropdown, and click on the “Add” link. Clicking on “Add” link will add the device to the grid, and display a new “Add” row.

“Use for Notification” indicator indicates whether the device can be used for notification or not.

Clicking on the “Remove” link button will remove the distribution list from the grid. (Existing device fields are editable).

If device type is “SMS” then either the SMS Carrier must be selected or Other SMS Carrier must be populated.

Clicking on “Add” link will add the device to the grid, and display a new “Add” row.

Clicking on “Remove” link button will remove the distribution list from the grid. (Existing device fields are editable).
Here the “SMS Carrier” is selected as Verizon.

![Table showing SMS Carrier and Address]

If device type is pager the user will enter the pager number in the “Address” field and select the “Add” button.

![Table showing Pager and Address]

Clicking on “Test” the user can verify whether the notifications are sent or not. (Text Message Sent: Successful, Text Message Not Sent: Unsuccessful)

Add Custom Group

Click on “Maintenance” and select “Groups” and the user can see the screen below. Then click on “Add Custom Group” link.
User should fill the required fields and click on "Save."

![Add Group](Image)

After saving the user will see the custom group was added to the group as shown below.

![Search Group](Image)
Edit Custom Group

The data for this group is not populated from POB as the group was created within the On-Call application.

The user needs to provide a phone number related to custom group.

The user can assign a backup contact for custom group for the first level of escalation/acknowledgement.

A backup can be created by a person/group/distribution list.

Alert Notes

“Alert Notes” text box will display the list of a custom group alert notes limited to the first 200 characters of each note.

Alert notes can be created with a date duration using the “Effective Begin:” and “Effective End:” date fields to alert the team such as “PTO/ Availability on phones/ Work timings/ any other special cases to notify the team.”
Add/Edit Alert Notes

User will enter the alert note in the “Alert Note Text:” text box.

*Alert Note Text: I am working remotely. Please call on my mobile.

*Effective Begin: [ ]

*Effective End: [ ]

“Effective Begin:” text box should contain dates only and it should be older than “Effective End:.” Using the calendar controls we can select the effective begin and end dates.

*Effective Begin: 05/17/2012

*Effective End: [ ]

“Effective End:” text box should contain dates only and it should be newer than “Effective Begin:.”

*Effective Begin: 05/17/2012

*Effective End: 05/18/2012
Once the user completes filling in the details, click on "Save" button will save the new record and add the information to the grid.
All the text boxes with "*" are mandatory fields for creating an alert. An error message will display if a mandatory field is not completed.

Current alert can be edited by clicking on the "Pencil icon" as shown on the screen below. The user can delete an alert by clicking "X."

A yellow highlight indicates that record has been selected to edit and the messages will be displayed in the edit alert note.
After saving the changes below a confirmation message will be displayed with “Alert Note updated successfully.”

Alert notes will be displayed as below in the “Alert Notes” box.
Groups

A user can assign a person to a custom group.

**Example:** User added “Ronald.Reagan” to the custom group list.

<table>
<thead>
<tr>
<th>Person Name</th>
<th>Exclude from Notification</th>
<th>Save</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ronald.Reagan</td>
<td>[ ]</td>
<td><img src="image" alt="Save" /></td>
</tr>
</tbody>
</table>

A user can exclude a particular person from a notification alert by clicking the “Exclude from Notification” checkbox and the notification will not be delivered to that particular person.

Check the “Exclude from Notification” checkbox and click on “Save.”

“Exclude from Notification” checkbox indicates whether the person will be excluded from the notifications or not. (Checked: Excluded, Unchecked: No Exclusion)
Clicking on the “Remove” link button will remove the group name from the grid.

### Distribution Lists

User can organize the custom group to be part of the particular distribution list from the screen below.

Either addition or deletion can be done from the same screens as shown below.

#### Dropdown list contains lists of existing distribution lists. Clicking on “Add” link will add the selected distribution list to the grid, and display a new “Add” row.

Existing distribution list related to contact, non-editable.

Click on the “Remove” link button, will remove the distribution list from the grid.
Devices

Devices are an option for delivering the notification. E-mail, SMS and Pager are the three options available for delivery of a notification.

Upon adding the device, user can also test for the delivery to confirm the device is active on the notification application.

If device type is “E-mail” then Address will be e-mail-id.

Clicking on “Add” link will add the selected distribution list to the grid, and display a new “Add” row.

“Use for Notification” indicator indicates weather the device can be used for notification or not.

Clicking on the “Remove” link button will remove the distribution list from the grid. (Existing device fields are editable).

If device type is “SMS”, either the SMS Carrier must be selected or Other SMS Carrier must be populated.
Clicking on “Add” link will add the selected distribution list to the grid, and display a new “Add” row.

“Use for Notification” indicator indicates whether the device can be used for notification or not.

Clicking on the “Remove” link button will remove the distribution list from the grid. (Existing device fields are editable).

Here the “SMS Carrier” is selected as Verizon.

If device type is “Pager” the user will enter the pager number in the Address field and select the “Add” button.

Clicking on “Text” we can verify whether the notifications are sent or not. (Text Message Sent: Successful, Text Message Not Sent: Unsuccessful)

Delete Custom Group

User can also delete the custom group by clicking on “Delete” button and select “OK” as below.
Distribution List

Search Distribution List

Third option under maintenance is “Distribution List”.

To display all Distribution List the user can utilize three separate methods: name search, partial name search, or blanket search. To perform a search the user can either enter no data, the first few characters or the enter name of the Distribution List and click on the “Search” button, which will trigger the search results to be displayed.

All existing distribution lists will be displayed in the grid.

Each column is sortable and by default the data will be sorted by the “Distribution List” name.
Edit Distribution List

Click “Select” for the associated distribution list to access the “Edit Distribution List” page.

Distribution List “Name/Description” text box cannot be empty.

User should give “Primary Phone” number of a distribution list and will have phone number formatting validation.
Backup Contact

User can assign a “Backup Contact” for distribution list, for the first level of escalation/acknowledgement.

Backup can be created by person/group/distribution list.

**Example:** Brent Shook will be a backup contact person for the distribution list.

SRV-DSK-C will be the backup group contact for the distribution list.

Web Services will be the backup contact distribution list for distribution list.

Contacts

Dropdown contains list of available contacts. (Contacts can be person name/group name/distribution list name)

Brent Shook had been added as a contact “Person” for this distribution list as below.
Clicking on “Add” link will add the selected distribution list to the grid, and display a new “Add” row.

SRV-DSK-C has been added as a group name for this distribution list below.

Clicking on “Add” link will add the selected distribution list to the grid, and display a new “Add” row.

Clicking on the “Remove” link button will remove the distribution list from the grid. (Existing device fields are editable).

Service Desk Leadership has been added has a distribution list name for this distribution list below.

Clicking on “Add” link will add the selected distribution list to the grid, and display a new “Add” row.

Clicking on the “Remove” link button will remove the distribution list from the grid. (Existing device fields are editable).

**Distribution Lists**
User can organize the particular person to be part of the particular distribution list/lists from the below screen.

Either addition or deletion can be done from the same screens as shown below.

Dropdown list contains lists of existing distribution lists.

Clicking on “Add” link will add the selected distribution list to the grid, and display a new “Add” row.

Existing distribution list related to contact, non-editable.

Clicking on the “Remove” link button will remove the distribution list from the grid.

**Devices**

Devices are an option for delivering the notification. **E-mail, SMS** and **Pager** are the three options available for delivery of a notification.

Upon adding the device, user can also test for the delivery to confirm the device is active on the notification application.

If device type is “E-mail” then Address will be e-mail-id.

Clicking on “Add” link will add the selected distribution list to the grid, and display a new “Add” row.

**“Use for Notification”** indicator indicates weather the device can be used for notification or not.
Clicking on the “Remove” link button will remove the distribution list from the grid. (Existing device fields are editable).

If device type is “SMS”, either the SMS Carrier must be selected or Other SMS Carrier must be populated.

Clicking on “Add” link will add the selected distribution list to the grid, and display a new “Add” row.

“Use for Notification” indicator indicates whether the device can be used for notification or not.

Clicking on the “Remove” link button will remove the distribution list from the grid. (Existing device fields are editable).

Here the “SMS Carrier” is selected as verizon.

If device type is “Pager”, the user will enter the pager number in the Address field and select the “Add” button.

Clicking on “Text” we can verify whether the notifications are sent or not. (Text Message Sent: Successful, Text Message Not Sent: Unsuccessful)

Add Distribution List

Clicking on “Add Distribution List” link will launch “Add Distribution List” page.
Below is the “Add Distribution List” page.

Give the “Name/Description” to the distribution list.

**Example:** User has given “Name” as Heathland and “Description” as Heathland Team.

Once user filled all the required fields, then click on “Save”.

Once saved user will see a confirmation stating “Distribution List added successfully”.

Now go and add the contacts/distribution list/devices for the newly “Added Distribution List”.
Contacts

Dropdown contains list of available contacts. (Contacts can be person name/group name/distribution list name)

Example: Brent Shook had been added as a “Contacts” person for this distribution list below.

Clicking on “Add” link will add the selected distribution list to the grid, and display a new “Add” row.

SRV-DSK-C has been added as a “Group” name for this distribution list below.

Clicking on “Add” link will add the selected distribution list to the grid, and display a new “Add” row.
Clicking on the “Remove” link button will remove the distribution list from the grid. (Existing device fields are editable).

Service Desk Leadership has been added has a “Distribution List” name for this distribution list below.

Clicking on “Add” link will add the selected distribution list to the grid, and display a new “Add” row.

Clicking on the “Remove” link button will remove the distribution list from the grid. (Existing device fields are editable).

**Distribution Lists**

User can organize the particular person to be part of the particular distribution list/lists from the below screen.

Either addition or deletion can be done from the same screens as shown below.

Dropdown list contains lists of existing distribution lists.

Clicking on “Add” link will add the selected distribution list to the grid, and display a new “Add” row.

Existing distribution list related to contact, non-editable.

Clicking on the “Remove” link button will remove the distribution list from the grid.
Devices

Devices are an option for delivering the notification. E-mail, SMS and Pager are the three options available for delivery of a notification.

Upon adding the device, user can also test for the delivery to confirm the device is active on the notification application.

If device type is “E-mail” then Address will be e-mail-id.

Clicking on “Add” link will add the selected device to the grid, and display a new “Add” row.

“Use for Notification” indicator indicates whether the device can be used for notification or not.

Clicking on the “Remove” link button will remove the device from the grid. (Existing device fields are editable).

If device type is “SMS”, either the SMS Carrier must be selected or Other SMS Carrier must be populated.

Here the “SMS Carrier” is selected as Verizon.

Clicking on “Add” link will add the selected device to the Grid, and display a new “Add” row.

“Use for Notification” indicator indicates whether the device can be used for Notification or Not.
Clicking on the “Remove” link button will remove the device from the Grid. (Existing device fields are editable).

If device type is “SMS”, either the SMS Carrier must be selected or Other SMS Carrier must be populated.

Clicking on “Test” user can verify whether the notifications are sent or not. (Text Message Sent: Successful, Text Message Not Sent: Unsuccessful)

In case if user has entered the same “Distribution List” naming convention, user will be receiving the following error as below.
**Delete Distribution List**

By clicking on the “Delete” button user can delete the distribution list.

**Schedule**

**Group Schedule**

Search result will be filtered on the group name entered in this text box.
For Example: Type SRV-DSK-C and click on “View Schedule” will trigger the search results to be displayed.

Schedule - Add Schedule Entry

Click on “Add Schedule Entry” option.

User can select “Add New Entry” option to add a new schedule entry or “Substitute for Existing Entries” for substituting existing schedule entries.

Select on the “Add New Entry” option.

For Example: Type Christina and a dropdown get populated with all the contacts and select Christina Randall which is on schedule with above group as its primary group.
“Begin Date/Time” for schedule entry should be entered. Using calendar controls user can select the begin date/time.

“End Date/Time” for schedule entry should be entered. Using calendar controls we can select the end date/time.

After Begin Date/Time and End Date/Time entered then click on “Save”.
Will save schedule entry as below and add the same information to the grid.

Again select on the “Add New Entry” option and add one more contact.

**For Example:** Type Brent Shook and a dropdown get populated with all the contacts which are on schedule with above group as its primary group.

After Begin Date/Time and End Date/Time entered then click on “Save”.
Will save schedule entry as below and add the same information to the grid.

**Group Schedule - Create Recurring Schedule**

Click on “Create Recurring Schedule” option.

User can choose the number of times the Group Schedule needs to be repeated. A schedule can repeat from 1 to 3 times.
Here user chooses group schedule to repeat for 3 times and click on “Create Recurring Schedule”

Here **Group Schedule** is repeated for 3 times as shown below.

---

### Substitute for Existing Entries

User can select “Add New Entry” option to add a new schedule entry or “Substitute for Existing Entries” for substituting existing schedule entries.
Select on the “Substitute for Existing Entries” option.

For Example: Type Christina and a dropdown get populated with all the contacts and select Christina Randall which is on schedule with above group as its primary group.

Here user is substituting Christina Randall for Brent Shook.

**Begin Date/Time** and **End Date/Time** should be entered and then Click on “Save”

User will see the “**Schedule Substitution completed successfully**” as below.
User can see Brent Shook is replaced by Christina Randall in the grid as below.

Select on the “Substitute for Existing Entries” option to add one more substitute entry.

Clicking on “Search” link will remove the dropdown and show a text box for user to select a Contact from other group.
For Example: Type Greg and a dropdown get populated with all the contacts and select Greg Jacobs which is on schedule from other group.

User is substituting Greg Jacobs for Brent Shook.

**Begin Date/Time** and **End Date/Time** should be entered. Click On “Save”.
User can see the “Schedule Substitution completed successfully” as below.

User can see Brent Shook is replaced by Greg Jacobs in the grid as below.
If user does not create the schedule appropriately message will appear showing there is a gap in the scheduling between the date ranges as shown below.

**Group Schedule – Edit/Delete**
Editing can be done to the current scheduled contacts **Begin Date/Time** and **End Date/Time** by clicking on the “Pencil icon” as shown on the below screen.

User is changing the **End Date** from **07/11/2012** to **07/12/2012**.

Click on “Save”.

* Group schedule only displays current and future schedule entries.
The **End Date** is updated successfully as shown below.

<table>
<thead>
<tr>
<th>Scheduled Contact</th>
<th>Begin Date/Time*</th>
<th>End Date/Time*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christina.Randall</td>
<td>5/28/2012 08:00 AM</td>
<td>6/1/2012 08:00 AM</td>
</tr>
<tr>
<td>Christina.Randall</td>
<td>6/1/2012 08:00 AM</td>
<td>6/2/2012 08:00 AM</td>
</tr>
<tr>
<td>Brent.Shock</td>
<td>6/2/2012 08:00 AM</td>
<td>6/5/2012 08:00 AM</td>
</tr>
<tr>
<td>Christina.Randall</td>
<td>6/8/2012 08:00 AM</td>
<td>6/12/2012 08:00 AM</td>
</tr>
<tr>
<td>Greg.Jacobs</td>
<td>6/12/2012 08:00 AM</td>
<td>6/20/2012 08:00 AM</td>
</tr>
<tr>
<td>Christina.Randall</td>
<td>6/19/2012 08:00 AM</td>
<td>6/23/2012 08:00 AM</td>
</tr>
<tr>
<td>Brent.Shock</td>
<td>6/23/2012 08:00 AM</td>
<td>6/30/2012 08:00 AM</td>
</tr>
<tr>
<td>Christina.Randall</td>
<td>6/30/2012 08:00 AM</td>
<td>7/4/2012 08:00 AM</td>
</tr>
<tr>
<td>Brent.Shock</td>
<td>7/4/2012 08:00 AM</td>
<td>7/8/2012 08:00 AM</td>
</tr>
</tbody>
</table>

* Group schedule only displays current and future schedule entries.
User can delete the scheduled contact as well by clicking "X".

When user click on delete icon a message will popup asking you weather “Are You Sure you want to delete this schedule entry?”

If user clicks on “OK” it will delete. If user “Cancel” it won’t delete the contact.
Scheduled contact is deleted successfully as below.

On-Call Now

Below is the On-Call Now screen.

<table>
<thead>
<tr>
<th>Group Name</th>
<th>Scheduled Contact</th>
<th>Primary Contact Number</th>
<th>Begin Date/Time</th>
<th>End Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>APP-PN-NMH</td>
<td>APP-PN-NMH</td>
<td></td>
<td>1/2/2010 05:30 PM</td>
<td>1/1/2010 05:30 PM</td>
</tr>
<tr>
<td>APP-INN-B</td>
<td>APP-INN-B</td>
<td></td>
<td>1/2/2010 05:30 PM</td>
<td>1/1/2010 05:30 PM</td>
</tr>
<tr>
<td>APP-PN-PWNN</td>
<td>Libbie Riffen</td>
<td>(605) 487-1141</td>
<td>12/18/2010 05:30 PM</td>
<td>12/18/2010 05:30 PM</td>
</tr>
<tr>
<td>ACG-VBHS</td>
<td>ACG-VBHS</td>
<td></td>
<td>1/1/2012 05:30 PM</td>
<td>1/1/2012 05:30 PM</td>
</tr>
<tr>
<td>SYS-WINDOWS</td>
<td>SYS-WINDOWS</td>
<td></td>
<td>2/18/2012 05:30 PM</td>
<td>2/18/2012 05:30 PM</td>
</tr>
<tr>
<td>WEB-SRV-N</td>
<td>WEB-SRV-N</td>
<td>(301) 555-1212</td>
<td>4/15/2012 05:30 PM</td>
<td>4/15/2012 05:30 PM</td>
</tr>
<tr>
<td>DC-SRV-N</td>
<td>DC-SRV-N</td>
<td></td>
<td>8/30/2012 04:30 PM</td>
<td>8/30/2012 04:30 PM</td>
</tr>
<tr>
<td>DC-SRV-N</td>
<td>Chad Kyle</td>
<td></td>
<td>5/1/2012 05:30 PM</td>
<td>5/1/2012 05:30 PM</td>
</tr>
<tr>
<td>APP-CLIN-T</td>
<td>Tom Rauh</td>
<td></td>
<td>5/21/2012 05:30 PM</td>
<td>5/21/2012 05:30 PM</td>
</tr>
<tr>
<td>APP-PN-E</td>
<td>Elena Rosenthal</td>
<td></td>
<td>5/21/2012 05:30 PM</td>
<td>5/21/2012 05:30 PM</td>
</tr>
<tr>
<td>SYS-WINDOWS</td>
<td>William Kaminiski</td>
<td></td>
<td>5/21/2012 05:30 PM</td>
<td>5/21/2012 05:30 PM</td>
</tr>
<tr>
<td>WEB-SRV-E</td>
<td>Dean Schiotter</td>
<td></td>
<td>5/21/2012 05:30 PM</td>
<td>5/21/2012 05:30 PM</td>
</tr>
<tr>
<td>WEB-SRV-N</td>
<td>Victor Zanette</td>
<td>(802) 577-5241</td>
<td>5/21/2012 05:30 PM</td>
<td>5/21/2012 05:30 PM</td>
</tr>
<tr>
<td>WEB-SRV-S</td>
<td>Al Mannet</td>
<td></td>
<td>5/21/2012 05:30 PM</td>
<td>5/21/2012 05:30 PM</td>
</tr>
<tr>
<td>WEB-SRV-VBHS</td>
<td>Terry Samantone</td>
<td>(301) 355-3550</td>
<td>5/21/2012 05:30 PM</td>
<td>5/21/2012 05:30 PM</td>
</tr>
<tr>
<td>SRV-DSK-ANALYST</td>
<td>Judy Simard</td>
<td></td>
<td>5/22/2012 08:00 AM</td>
<td>5/22/2012 08:00 AM</td>
</tr>
</tbody>
</table>
Clicking on the scheduled contact name link will display the page containing details of the contact.

Here user selected the scheduled contact name as Tessy Sumiantoro and click on it.

Below is the screen containing the complete details of the Tessy Sumiantoro.
On-Call Now – Group Schedule

Clicking on the group name link will display the page containing Group’s Active Schedule.

Here user selected the group name as WEB-SRV-VBHS and click on it.

Below is the screen containing the Group’s Active Scheduled Contact details of the WEB-SRV-VBHS.

Editing can be done to the current scheduled contacts Begin Date/Time and End Date/Time by clicking on the “Pencil icon”.

User can delete the scheduled contact as well by clicking “x”.
On-Call Now – Notify Contact

Clicking on the left side icon will directly display the “Notify Contact Page”

Below is the “Notify Contact Page” screen.

By Clicking on the “Return to On-Call Now” link will take user to the “On-Call Now” page directly.
A “Case Number” for which the notification is to be sent is entered in the text box. This is an optional field.

“Acknowledgement Required” radio button will decide whether the acknowledgement is required for this notification request.

If user selects “Yes” then acknowledgement is must for the notification.

User will enter the message in the message body to be associated with the notification request.
For “Acknowledgement Required” if User select “No” then acknowledgement is not required for the notification.

User will type the message in the message body and will click on the “Submit Notification” will send the notification to all the contacts on-call now.
User can see that the notification request has been queued.

Below is the screen showing who all On-Call Today are.
Clicking on the “Scheduled Contact” link will display the page containing details of the contact.

Here user selected the scheduled contact name as Christina Randall.

<table>
<thead>
<tr>
<th>On-Call Today</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group Name</strong></td>
</tr>
<tr>
<td>APP-FIN-NMH</td>
</tr>
<tr>
<td>APP-INW-E</td>
</tr>
<tr>
<td>APP-INW-N</td>
</tr>
<tr>
<td>APP-FIN-POWN</td>
</tr>
<tr>
<td>AGC-VHS</td>
</tr>
<tr>
<td>SYS-WINDOWS</td>
</tr>
<tr>
<td>WEB-SRV-N</td>
</tr>
<tr>
<td>DC-SRV-N</td>
</tr>
<tr>
<td>DC-SRV-N</td>
</tr>
<tr>
<td>APP-CLIN-E</td>
</tr>
<tr>
<td>APP-FIN-F</td>
</tr>
<tr>
<td>SYS-WINDOWS</td>
</tr>
<tr>
<td>WEB-SRV-V</td>
</tr>
<tr>
<td>WEB-SRV-V</td>
</tr>
<tr>
<td>WEB-SRV-S</td>
</tr>
<tr>
<td>WEB-SRV-VHMS</td>
</tr>
<tr>
<td>SRV-DSK-ANALYST</td>
</tr>
<tr>
<td>SRV-DSK-C</td>
</tr>
</tbody>
</table>

Below is the screen containing the complete details of the Christina Randall.

By Clicking on the “Return to On-Call Today” link will take user to the “On-Call Today” page directly.
On-Call Today - Group Schedule

Clicking on the “Group Name” link will display the page containing Group’s Active Schedule.

Here user selected the group name as SRV-DSK-C.

Below is the screen containing the Group’s Active Scheduled Contact details of the SRV-DSK-C.

Editing can be done to the current scheduled contacts Begin Date/Time and End Date/Time by clicking on the “Pencil icon”.

User can delete the scheduled contact as well by clicking “x”.
Schedule Search

Below is the screen of the “Search Schedule Entry” page.

Search results will be filtered on the group name entered in the text box.

User will be able to choose either of person, group or distribution list as a scheduled contact.

Search result will be filtered on **Date From**.

Search result will be filtered on **Date To.** **Date To** should be greater than or equal to **Date From**.

Here user selected scheduled contact as person. After entering first three characters of contact name, a list of matching names will be shown for users to choose one.

The same is repeated for group and distribution list.

Clicking on the search button will trigger search process and will display search result page.

Here user can see the **On-Call Schedule** displayed for scheduled contact Christina Randall.
Schedule Search – Group Schedule

Clicking on the "Magnifying Glass" icon will display the page containing active schedule for owning group. This will take the user to group schedule page directly.

Here user can see the schedule for Christina Randall for SRV-DSK-C.

Editing can be done to the current scheduled contacts **Begin Date/Time** and **End Date/Time** by clicking on the “Pencil icon”.

User can delete the scheduled contact as well by clicking “x”.

Clicking on “Return Schedule Search Result” link will display schedule search result page.

Search result with date filtered on date from for Christina Randall and click on “Search”.
Search result for Christina Randall using date filter.

Here user can see the schedule for Christina Randall for SRV-DSK-C with date filter.

Clicking on the "Magnifying Glass" icon will display the page containing active schedule for owning group. This will take the user to group schedule page directly.
Here user can see the schedule for Christina Randall for SRV-DSK-C.

Editing can be done to the current scheduled contacts Begin Date/Time and End Date/Time by clicking on the “Pencil icon”.

User can delete the scheduled contact as well by clicking “X”.

Clicking on “Return Schedule Search Result” link will display schedule search result page.

Search result with date filtered on date from and date to for Christina Randall and click on “Search”.

Search result for Christina Randall using date filter.
Clicking on the "Magnifying Glass" icon will display the page containing active schedule for owning group. This will take the user to group schedule page directly.

<table>
<thead>
<tr>
<th>Scheduled Contact</th>
<th>Scheduled For</th>
<th>Begin Date/Time</th>
<th>End Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christina.Randall</td>
<td>SRV-DSK-C</td>
<td>3/5/2012 3:50:00 PM</td>
<td>3/6/2012 5:00:00 PM</td>
</tr>
<tr>
<td>Christina.Randall</td>
<td>SRV-DSK-C</td>
<td>3/7/2012 5:30:00 PM</td>
<td>3/14/2012 5:30:00 PM</td>
</tr>
<tr>
<td>Christina.Randall</td>
<td>SRV-DSK-C</td>
<td>3/24/2012 8:00:00 AM</td>
<td>3/25/2012 8:00:00 AM</td>
</tr>
<tr>
<td>Christina.Randall</td>
<td>SRV-DSK-C</td>
<td>5/28/2012 8:00:00 AM</td>
<td>6/1/2012 8:00:00 AM</td>
</tr>
</tbody>
</table>

Here user can see the schedule for Christina Randall for SRV-DSK-C.

Editing can be done to the current scheduled contacts **Begin Date/Time** and **End Date/Time** by clicking on the "Pencil icon".

User can delete the scheduled contact as well by clicking "x".

Search result using only date filter.

Click on "Search" button.
Here user can see all the search results for On-Call between the date Filters.

Clicking on the “Magnifying Glass” icon will display the page containing active schedule for owning group. This will take the user to group schedule page directly.
Editing can be done to the current scheduled contacts Begin Date/Time and End Date/Time by clicking on the “Pencil icon”.

User can delete the scheduled contact as well by clicking “X”.

Search result using group schedule.

Search results who are On-Call for SRV-DSK-C.

Clicking on the “Magnifying Glass” icon will display the page containing active schedule for owning group. This will take the user to group schedule page directly.
Editing can be done to the current scheduled contacts **Begin Date/Time** and **End Date/Time** by clicking on the “**Pencil icon**”.

User can delete the scheduled contact as well by clicking “**x**”.

### Group Schedule

<table>
<thead>
<tr>
<th>Scheduled Contact</th>
<th>Begin Date/Time*</th>
<th>End Date/Time*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christina Randall</td>
<td>5/28/2012 08:00 AM</td>
<td>6/1/2012 08:00 AM</td>
</tr>
<tr>
<td>Brent, Shook</td>
<td>6/1/2012 08:00 AM</td>
<td>6/2/2012 08:00 AM</td>
</tr>
<tr>
<td>Christina Randall</td>
<td>5/8/2012 08:00 AM</td>
<td>5/12/2012 08:00 AM</td>
</tr>
<tr>
<td>Greg, Jacobs</td>
<td>6/12/2012 08:00 AM</td>
<td>6/15/2012 08:00 AM</td>
</tr>
<tr>
<td>Christina Randall</td>
<td>5/19/2012 08:00 AM</td>
<td>6/23/2012 08:00 AM</td>
</tr>
<tr>
<td>Brent, Shook</td>
<td>6/25/2012 08:00 AM</td>
<td>6/30/2012 08:00 AM</td>
</tr>
<tr>
<td>Christina Randall</td>
<td>5/30/2012 08:00 AM</td>
<td>7/4/2012 08:00 AM</td>
</tr>
</tbody>
</table>

* Group schedule only displays current and future schedule entries.

- Add Schedule Entry
- Create Recurring Schedule
- Return to Schedule Search Result
Notify contact

This section will be used by user to search through Contacts by name.

The user has to enter a minimum of 3 characters in the text box to get the available suggestions.

User can refine search by selecting the Contact Type from the dropdown list.
User will be able to choose either of person, group or distribution list for “Contact to be Notified”.

Here user selected contact to be notified as person as Christina Randall.
All the details of that particular contact will be displayed as below.

A “Case Number” for which the notification is to be sent is entered in the text box. This is an optional field.

“Acknowledgement Required” radio button will decide whether the acknowledgement is required for this notification request.

If user selects “Yes” then acknowledgement is must for the notification. If User selects “No” then acknowledgement is not required for the notification.

User will enter the message in the message body to be associated with the notification request.

Clicking on the “Submit Notification Request” will send the notification to contact.
Below is the screen which shows the notification request has been queued.

A message will be sent to the user similar to the one below.

```
From: servicedesk@antheliohealth.com
To: Priest, Michael
Cc: 
Subject: Notification from Anthelio On-Call System

this is a test. Ref#99002. https://oncall.antheliohealth.com/Ask/99002
```
Here user selected contact to be notified as group.

![Notify Contact]

Here user selected contact to be notified as group as SRV-DSK-C.

All the details of that particular group will be displayed as below.

A “Case Number” for which the notification is to be sent is entered in the text box. This is an optional field and **must** be entered if the notification is tied to a case.

“Notify” radio button will decide whether the notification is required for the “Contacts currently On-Call for the Group” or “All Active Members of the Group”

Here we selected “Contacts currently On-Call for the Group” radio button so it will send the notifications to the contacts currently On-Call for the SRV-DSK-C Group.

“Acknowledgement Required” radio button will decide whether the acknowledgement is required for this notification request.

If user selects “Yes” then acknowledgement is must for the notification. If User selects “No” then acknowledgement is not required for the notification.

User will enter the message in the message body to be associated with the notification request.
Clicking on the “Submit Notification Request” will send the notification to group.

A message will be sent to the user similar to the one below.

From: servicedesk@antheliohealth.com
To: Priest, Michael
Cc:
Subject: Notification from Anthelio On-Call System

this is a test. Ref#96002. https://oncall.antheliohealth.com/Adk/99002
If user selected “All Active Members of the Group” radio button and so it will send the notifications to all active members of the SRV-DSK-C group.

**Notify Contact**

- **Contact to be Notified:** Group
- **SRV-DSK-C**
- **Contact Full Name:** SRV-DSK-C
- **Primary Group:**
- **Backup Contact Name:** Greg Jacobs
- **Notify:**
  - Contacts Currently On-Call for the Group
  - All Active Members of the Group
- **Message:** This is a Test Message.

**Notify All On-Call Contacts**

This specifies that “All On-Call Contacts” will be notified when submit button is clicked.
A “Case Number” for which the notification is to be sent is entered in the text box. This is an optional field.

User will enter the message in the message body to be associated with the notification request.

After the completion of required fields when user clicks on the “Submit Notification” button, the notification message will be sent to all On-Call contacts.
Upon completion, the user will be prompted with a successful message.

**Acknowledge Notification**

**Acknowledge Notification Link**

Click the **Acknowledge Notification** link from the **Notification** menu to access the Acknowledge Notification screen.

Below is the “**Acknowledge Notification**” page.

Enter the reference number provided in the notification into the “**Enter reference number**” field.

Clicking on “**Get**” button will retrieve notification request details.
Click on the “Acknowledge” button.

NOTE: If a Case # is associated with the notification a Message field will be present as well and will require the user to enter a message.

Acknowledgment Notification

Reference number: 99002
Message: this is a test.
Original request submitted: 7/11/2012 2:57:39 PM

[Recognized text]

Acknowledgment Notification through SMS Link or Email

Open the notification email or SMS text and click on the corresponding link provided within the body of the message.

From: servicedesk@antheliohealth.com
To: Priest, Michael
Cc: 
Subject: Notification from Anthelio On-Call System

this is a test. Ref#99002 [https://oncall.antheliohealth.com/Ack/99002]
The user will be navigated to the Acknowledge Notification screen for the associated reference number.

Click on the “Acknowledgment” button.

**NOTE:** If a Case # is associated with the notification a Message field will be present as well and will require the user to enter a message.

Reference number: 99002

Message: this is a test.

Original request submitted: 7/11/2012 2:57:30 PM


The message “Your acknowledgement request has been queued.” will be displayed.
Admin

Paging Carriers

Search a Carrier

Clicking on “Search” button will trigger search process and search results pane will populated.

Search result pane will populate as shown below.
Clicking on “Select” button link, user will select to the carrier record to be edited will launch the **Edit Carrier** page.

Clicking on “New Search” button link will clear all the text fields including the search results.

Clicking on “Add Carrier” button link will launch the **Add Carrier** page.
Edit Carrier

Below is the Edit Carrier record page containing the details of a particular carrier.

User can update or delete a carrier from the same screen.

User can able to see the carrier pin ranges below the screen.
Edit Pin Ranges

By clicking on “Select” user can edit the pin range for that particular carrier. It will take the user to edit pin page.

User can “Add Pin Range” for the particular carriers by clicking on add pin range link.

Below is the screen of edit pin range.

User should give the new “Starting Pin” and “Ending Pin” and click on “Update”.

The updated pin range will be added to the particular carrier grid.
Add Pin Range

By clicking on save the pin range will be added and will displayed in carrier pin ranges grid.

![Add Pin Range](image)

Add Carrier

Below is the screen of add carrier page.

User will enter the “Carrier Name”. This is a required field.

User will click the “Protocol” dropdown list. This dropdown will populate with values for protocol from the database. This is a required field.

User will enter the “Phone#/Host”. This is a required field.

User should complete all other text/dropdown fields if values are known.

Clicking on “Save Carrier” will save the record to the database if no duplicate is found.

![Add Carrier](image)
Pin Ranges

Search Pin Ranges

General Search

User can also select none or enter a data in one or more fields and select the “Search” button to retrieve a wider range of results.

Search records will be filtered on carrier name and will be displayed as shown below.
Refined Search

User selected a “Carrier Name” from the dropdown list as below.

User should enter the “Starting Pin” and “Ending Pin” and click on “Search”.

Clicking on search will trigger search process and the results will be shown in search results pane as below.
Add Pin Range

Clicking on the “Add Pin Range” user can add the pin range.

User will select the Carrier from the “Carrier Name” dropdown.

User will enter the “Starting Pin” and the “Ending Pin”, and then select “Save” button.

**NOTE:** Pin Ranges should consist of ranges within the same area code (e.g. all pin ranges with a starting pin of area code “214” should also have an ending pin with area code “214”). Additional area codes should be entered as separate pin ranges for the same carrier.
The message “Pin range added successfully” will be displayed as shown below.

Pin range will be added to the grid as shown below.
Edit Pin Range

Clicking on “Select” we can update the pin range or delete the pin range for that particular carrier.

User can modify the pin range by entering different values in the “Starting Pin” and “Ending Pin” fields. User will then select the “Update” button.
Pin range will be added to the grid as shown below.

### Carrier Pin Ranges

<table>
<thead>
<tr>
<th>Carrier Name</th>
<th>Starting Pin</th>
<th>Ending Pin</th>
</tr>
</thead>
<tbody>
<tr>
<td>East_USAMobility_WCTP</td>
<td>8882067243</td>
<td>8882067243</td>
</tr>
<tr>
<td>East_USAMobility_WCTP</td>
<td>2022500000</td>
<td>2022599999</td>
</tr>
<tr>
<td>East_USAMobility_WCTP</td>
<td>9991112222</td>
<td>999113333</td>
</tr>
<tr>
<td>East_USAMobility_WCTP</td>
<td>3014210000</td>
<td>3014219999</td>
</tr>
<tr>
<td>East_USAMobility_WCTP</td>
<td>3012240000</td>
<td>3012249999</td>
</tr>
<tr>
<td>East_USAMobility_WCTP</td>
<td>3012060000</td>
<td>3012069977</td>
</tr>
</tbody>
</table>

#### Add Pin Range

#### New Search

### Delete Pin Range

User can delete the added pin range by clicking on delete.

### Edit Pin Range

- Pin range added successfully!
- **Carrier Name:** East_USAMobility_WCTP
- * Starting Pin: 999111222
- * Ending Pin: 999222333

![Delete Pin Range Button](image)
A message will pop up when the user clicks the “Delete” button, prompting the user to confirm the deletion.

Click on “OK” button.

If the user is not sure to delete the pin range click on cancel will cancel the deletion.

Pin range is deleted from the grid.
On-Call Dashboard

Below is the screen of the On-Call Dashboard.

Time Zone

By default application will utilize the time zone derived from the user's computer

This will be an added advantage to avoid confusion regarding time zones.

Filter / Refresh

Refresh

User can configure dashboard to refresh every 15 seconds, 30 seconds, 1 Minute and 2 Minutes by choosing value from the “Auto-refresh every:” dropdown list. 30 seconds is the default setting.
Filter

The search filter area field is used to display content only prevalent to the user within the Dashboard. The user can enter various criteria such as name, case #, message content, etc.

User can enter content into the search field and click the “Filter” button.

Clear Filter

To clear the filter, select the “Clear” button. The Dashboard will be set back to its default settings.

In-Progress Notification Requests

Overview of Fields

This entire section will display in-progress notification requests row by row which are sorted by case number by default.

Case number details (date and time) for when notification request is initiated.

Notification request message will be displayed in the message body.

Current contact person name will displayed on top and requested contact person name will be displayed at bottom. A Divert Notification button when clicked will load Divert Notification Request form just below the intended notification to be diverted.

A countdown timer is displayed on top to know how much time is left until next escalation. A Force Escalation button when clicked will load force escalation form just below the intended notification to be diverted.

Apart from this we have three buttons with green, red and blue on the right side of the box.
Green button is to acknowledge the notification request. When clicked will load Acknowledge Notification Request form just below the intended notification.

Red button is to cancel the notification request. When clicked will load Cancel Notification Request form just below the intended notification.

Blue button is to view the Notification Request History, batch numbers and attempts made to close the issue.

**Divert Notifications Request**

When the “Divert Notification” button is clicked, the Divert Notification Request form will be populated below the notification.

User will select the contact type of person, group or distribution list from the “Divert to” field.

The “Divert to” field will be used by the user to search through contacts by name. The user will enter a minimum of three characters in the text box and select the appropriate contact from a dropdown list that will be populated with matching names.

The “Reason for Diversion” section will be used by user to provide the reason for diverting the notification.
The “Message” section will be used by the user to enter a message to the recipient.

Upon clicking the “Divert Notification Request” button the notification will be diverted to the selected recipient.

A message will be displayed as “Your divert notification request has been queued. Please wait for page refresh”.

**Cancel Divert Notification**

Clicking on the “X” icon will close Divert Notification Request screen and clears the area used with in the notification dashboard.
Force Escalation

The “Force Escalation” button when clicked will load force escalation form just below the intended notification to be diverted.

The “Reason for Escalation” field will be used by user to provide the reason for the escalation.

Clicking on “Force Escalate” button will start force escalating notification process for the chosen notification.

Cancel Force Escalation

Clicking on the “X” icon will close Force Escalation request screen and clears the area used with in the notification dashboard.
A message will be displayed as “Your force escalation request has been queued. Please wait for page refresh”.

Acknowledge Notification
The “Green” button is for acknowledge notification request. When clicked, the Acknowledge Notification Request form will be loaded just below the selected notification.
The “Add Notes to Case” text box are for the user to add notes to the chosen notification to be acknowledged.

Clicking on “Acknowledge” button will start acknowledging the chosen notification.

Clicking on the “X” icon will close the Acknowledge Notification Request screen and clears the area used with in the notification dashboard.

A message will be displayed as “Your acknowledgement request has been queued. Please wait for page refresh”.

![Notification Request Screen]

![Add Notes to Case]

![Acknowledge Button]
Cancel Notification Request

The “Red” button is to cancel the notification request. When clicked will load cancel notification request form just below the intended notification.

The “Reason for Cancellation” text box is for the user to reason to the chosen notification for cancellation.

Clicking on the “Cancel Notification Request” button will start the cancel notification process for the chosen notification.

Clicking on the “X” icon will close the Cancel Notification Request screen and clears the area used with in the notification dashboard.
A message will be displayed as “Your cancellation request has been queued. Please wait for page refresh”.

View Notification Request History

The “Blue” button is to view the Notification Request History, batch numbers and attempts made to close the issue.

Top of the screen user will able to see the notification request details.

User can see batch numbers and attempts in a tree view containing two nodes.

In one node user can see the batch number section with batch number, batch contact, time at which this batch started and time at which this batch ended.

In another node user can see all the attempts made with in the respective batch number displayed in the top node. This will also display the contact name, device type (Mobile or Email) and status associated with attempt made.
Completed Notification Requests

Overview of Fields

This entire section will display completed notification requests row by row which are sorted by case number by default.

Case number details (date and time) for when notification request is initiated.

Notification request message will be displayed in the message body.

Current contact person name will displayed on top and requested contact person name will be displayed at bottom. The divert button will be disabled here.

Timer is displayed to show how much time is taken for completion of the notification request. A force escalation button will be disabled.

Apart from this we have three buttons with green, red and blue on the right side of the box.

Green button is to acknowledge notification request. When clicked will load acknowledge notification request form just below the intended notification.

Blue button is to view Notification Request History, batch numbers and attempts made to close the issue.

### Completed Notification Requests

<table>
<thead>
<tr>
<th>Case number</th>
<th>Date/Time</th>
<th>Message Description</th>
<th>Current Contact</th>
<th>Requested Contact</th>
<th>Time Elapsed</th>
<th>Batch #</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345</td>
<td>06/26/12 3:19 PM</td>
<td>This is a test message for user documentation.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12345</td>
<td>06/26/12 3:19 PM</td>
<td>ATTN: invalid contact/no devices-- This is a test message for user documentation.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1234</td>
<td>06/26/12 3:21 PM</td>
<td>This is a test message.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>123</td>
<td>06/26/12 3:35 PM</td>
<td>This is a test message.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>123</td>
<td>06/26/12 3:35 PM</td>
<td>ATTN: invalid contact/no devices-- This is a test message</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Acknowledge Notification

This entire section will provide a way to acknowledge notification request directly. The user will enter the reference number in the text box and click on “Next” button which will redirect to the Quick Acknowledge Client page.

Send Notification

This entire section will provide a way to send a notification request directly for a contact.

The user will select the contact type from the dropdown. User will be able to choose either of person, group or distribution list from the select option.

The user will search the contact by name entering a minimum of 3 characters and selecting from a list of populated results.