

Technical Support Process for Handling an Emergency Live Operator Call

Below is the script used by our Technical Support team. This is what is expected during an emergency live operator call.

"Emergency live operator, what is your username?" - The agent will identify you by username or first name and last name.

"Can I have a callback number in case our call is disconnected?"

"For authentication purposes, can I have the answer to your security question?" - To be granted access to send communications you must provide the correct security question answer.

"Please confirm the name of the organization to send the message from"

"Can you confirm the role that you wish to send the message from"

"Are we sending a Communication, Notification, Incident, Scenario?"

Communications

- *"Can you confirm the type of Event you would like to send"*
- *"Are we choosing no template, or is there a specific template?"* - A template can be sent immediately or a no template will prompt the agent to proceed with a new Notification created via the Communications workflow.

Notification

- *"Are we sending a new Notification or a template?"* - A template can be sent immediately or a new Notification can be created.

Template

- *"Can I have the title of the Template." "Does any of the settings or text need to be updated?"* - If no updates are needed in the template, the agent will inquire about sending it immediately or scheduling it for later.

New Notification

- *"Is there an imminent threat to life?"* - Imminent threat to life should only be used when there is a threat of loss of life.
- *"Will this be a high-priority message?"* - High priority in the delivery queue and flagged in the recipient's inbox.
- *"Can I have the title of the message that you wish to send?" "Can I have the body of the message that you wish to send?"* - The agent will read the title and body back and may confirm capitalization and spelling.
- *"Would you like to send a standard, polling, or conference bridge?"* - polling answers or bridge will need to be confirmed.
- *"Can you confirm the names of the groups and/or individual contacts and/or rules to whom you wish to send the message?"* - If sending to a group or rule, the agent will confirm the number of contacts to ensure the amount is correct.
- *"Would you like your members to confirm receipt of the message?"* - You can choose to deliver your message with or without a confirmation request to devices.
- *"Are you happy to proceed with the default delivery methods, or would you like to change these?"*
- *"Please confirm you are happy to proceed with the default settings? Would you like to change any of the settings?"*
- *"Would you like this message now or schedule for later?"* - The agent will confirm the message and title before asking if you would like to send or schedule the Notification. Once sent the broadcast ID number will be provided.

Incident or Scenario

Incident

- *"Can you confirm the title of the Incident template?"*
- *"There are some available variables to be selected, please confirm the following"* - If any variables are available to be edited before clicking next, the agent will confirm these with you.
 - Not all Incident templates have permission for the Notification to be changed before it is sent.
 - If the Incident template cannot be changed, the agent will confirm before sending it.
 - If the template can be changed, the agent will confirm the default details, and ask if anything requires changing.
- *"Would you like this message now or schedule for later?"* - The agent will confirm the entire message before asking if you would like to send or schedule the Notification and provide the message broadcast ID number for tracking purposes.

Scenario

- *"Can I have the title of the Scenario"*
- *"There are some available variables to be selected, please confirm the following..."* - If any variables are available to be edited before the Scenario is sent, the agent will confirm these with you.
- *"To confirm, the variables have been set to '...'. Are you happy for me to send the Scenario?"* - Scenarios cannot be edited before being sent. Once the Scenario has been sent, the agent will confirm the message broadcast ID(s) with you and follow up with an email.