



BC-3

4.4 Features and Enhancements

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Administration

1. Configuration

There is now the option to have the site configure so that all emails are Bcc'd to a specified email address. Emails for password res-er are exempt from this configuration setting.

2. Email Alerts

All email alerts that have the 'Sending Option' now have the option for 'Include Second Approver'

The screenshot shows a configuration window titled "Email Sending Options". It contains five checkboxes, each with a label to its left: "Include Owner", "Include Approver", "Include Second Approver", "Include Maintainers", and "Include Team People". Below the checkboxes are two buttons: "Save" and "Back".

3. Products and Services

When Product and Service items are expired/unexpired via the dropdown list, they are automatically updated within the Product Set that they have been attached to.

The screenshot shows a window titled "Selected Products for product set 1". It has a sub-header "Add/Edit Product" and an "Add New" button. Below is a section "Selected Products" with a table:

Product	
Delete	Service 1
Delete	Product 1

There is a "Back" button at the bottom.

The screenshot shows a window titled "Dropdown Lists". It has a sub-header "Add/Edit Products and Services" and an "Add New" button. Below is a section "Available Items" with a table:

	Products and Services	Expiry Date
Edit	Product 1	18 Mar 2014
Edit	Service 1	

There is a "Back" button at the bottom.

The screenshot shows a window titled "Selected Products for product set 1". It has a sub-header "Add/Edit Product" and an "Add New" button. Below is a section "Selected Products" with a table:

Product	
Delete	Service 1

There is a "Back" button at the bottom.

4. Employee Contact Import

This import is designed to update existing employee's telephone and personal email address details. Either the entire employee file can be downloaded, rows removed, leaving only those employees you wish to update or a blank template can be downloaded and completed with the details of the employees to be updated. The following details can be updated using this import:

- Work Phone
- Mobile Number
- Alternative Mobile
- Home Telephone
- Personal Email
- Personal Mobile

N.B. The **Employee ID** is used to identify the correct employee details are updated

	A	B	C	D	E	F	G	H	I	J
1	Employee ID	First Name	Surname	Email	Work Phone	Mobile Number	Alternate Mobile	Home Telephone	Personal Email	Personal Mobile
2	E00008					07770 258963				
3	E00021							01869 789654		
4										
5										
6										
7										
8										

5. Communication - Notifications

The Notifications module is a notification tool to send either an email or one-way SMS or both, to a specified group of recipients and monitor who has received such communication.

5.1 Callout Templates

The system can have any number of templates created to be selected as the relevant communication. The message should be no more than 500 characters, of which only the first 160 characters will be delivered as an SMS. The screen shows a character count to help with these restrictions.

The screenshot shows a web interface for creating or editing a template. The title bar reads 'Templates'. Below it is a sub-header 'Add/Edit Template'. A warning message states: 'Please ensure the message text is less than 500 characters (Only the first 160 characters will be delivered as an SMS)'. The 'Name*' field contains 'HQ Evac'. The 'Content*' field contains the text: 'Please be aware that Astral House has been evacuated until further notice. Make your way home and await further instructions.' Below the content field, a red-bordered box displays '(125 characters entered)'. The 'Expiry Date' field is empty. At the bottom, there are 'Save' and 'Cancel' buttons.

5.2 Initiate a Callout

There are a number of devices that a communication can be sent to and any combination or all can be selected. To select who receives the communication, there are a number of ways to restrict the selection or notify everyone

The screenshot shows the 'Initiate a Callout' web form. It is titled 'Initiate a Callout' and has a blue header. The form is divided into several sections:

- What devices do you want to send to:** A list of checkboxes for Mobile (checked), Alternate Mobile, Personal Mobile, Work Phone, Home Phone, Work Email, and Personal Email.
- Who do you want to send it to:** A section for 'Named Key Teams' with a text box containing 'Select all that apply', 'Group Crisis Management Team', and 'Marketing Response Team'.
- PLUS:** A section for 'Key Roles' with checkboxes for Plan owners, Maintainers, and Approvers.
- AND:** A section for 'Plan Sections' with checkboxes for Named in internal contacts, Named in responsibilities section, and External key contacts.
- Target the message at a specific area of the organisation (key teams not affected by this filtering):** A section for 'Geography' with a search box and dropdown menus for Region, Country, City, and Site. Below it is an 'Organisation' section with a search box and dropdown menus for Business Area and Department.
- Select by Templates:** A section with a text box containing 'Select all that apply', 'Activity Recovery Plan', 'BCMS Document Management', and 'Business Recovery Plan'.
- OR:** A section for 'All Employees' with an unchecked checkbox.

At the bottom of the form are 'Cancel' and 'Next' buttons.

After selecting who will receive the communication, click the 'Next' button to either chose a callout template, from those previously created or write a one-off communication

The screenshot shows the 'Initiate a Callout - SMS / Email' web form. It has a blue header and a warning message: 'Please ensure the message text is less than 500 characters (Only the first 160 characters will be delivered as an SMS)'. The form contains:

- A 'Template' dropdown menu with 'Please Select' selected.
- A 'Message Text*' text area with a vertical scrollbar and the text '(0 characters entered)' below it.

At the bottom of the form are 'Back' and 'Next' buttons.

Click 'Next' again to review the details selected for the communication. Use the 'Show Recipients' button to list the names of the recipients. The list can be maintained by ticking/un-ticking the box next to each name.

Initiate a Callout - Confirmation

What phone numbers do you want to send to: Mobile

Who do you want send it to

Named Key Teams

Key Roles

Plan Sections

Geography

Organisation

Template

Template: HQ Evac

Content
Please be aware that 31 Gresham Street has been evacuated until further notice. Acknowledge receipt of this message by reply or dial the free phone number provided and follow instructions. Further updates will be pushed to you every hour.

Buttons: Back, Show Recipients, Initiate Callout

Recipients

Abbott, Wendy	<input checked="" type="checkbox"/>
Adams, Michael	<input checked="" type="checkbox"/>
Addison, Mark	<input checked="" type="checkbox"/>
Bain, Phillip	<input checked="" type="checkbox"/>
Baker, Lucy	<input checked="" type="checkbox"/>
Barnes, Hannah	<input checked="" type="checkbox"/>
Bowes, Ruth	<input checked="" type="checkbox"/>
Cartlidge, Ben	<input checked="" type="checkbox"/>
Casson, Samantha	<input checked="" type="checkbox"/>
Coates, Mitchell	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Select All Recipients	

Save

Click the 'Initiate Callout' button to send the communication. The system will then display a summary of the communication, along with a list of the recipients

Callout Status

Callout Summary

Incident ID	Description	Callout Status	Initiator	Date Submitted
72	SMS / Email	Pending	System, Admin	18/03/2014 09:49:35

Buttons: Details, Refresh

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5.3 Incidents

To view the details of previous communications that have been sent, click on 'View'

Callout List

Callout Occured:
Callout Status:

Incident ID	Description	Callout Status	Initiator	Date Submitted	
73	SMS/Email	Pending	System, Admin	18/03/2014 09:55:33	View
72	SMS/Email	Pending	System, Admin	18/03/2014 09:49:35	View
70	SMS/Email	Pending	Cartledge, Ben	17/03/2014 13:14:47	View

Callout Status - Incident ID: 72

Callout Summary

Incident ID	Description	Callout Status	Initiator	Date Submitted
72	SMS / Email	Pending	System, Admin	18/03/2014 09:49:35

Contact List

Recipient	Message	Date / Time
+ Adams, Michael	Adams, Michael - Has been sent a text message on 07386 257394	18/03/2014 09:49:35
+ Casson, Samantha	Casson, Samantha - Has been sent a text message on 07386 257394	18/03/2014 09:49:35
+ Nichols, Phillippa	Nichols, Phillippa - Has been sent a text message on 07756 989757	18/03/2014 09:49:35
+ Quirke, Pauline	Quirke, Pauline - Has been sent a text message on 07756 989757	18/03/2014 09:49:35
+ Baker, Lucy	Baker, Lucy - Has been sent a text message on 07757 335989	18/03/2014 09:49:35
+ Greenaway, Daniel	Greenaway, Daniel - Has been sent a text message on 07757 335989	18/03/2014 09:49:35
+ Bowes, Ruth	Bowes, Ruth - Has been sent a text message on 07760 795576	18/03/2014 09:49:35
+ Dibley, Ryan	Dibley, Ryan - Has been sent a text message on 07760 795576	18/03/2014 09:49:35

6. Incident Management

Please refer to the Incident Management guide.

7. Reviews

Please refer to the Reviews guide.

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