



io-base
value-added data

TERĒGA
SOLUTIONS

Indaba Alerting

Emergency response
module

Contents

1. Introduction	3
2. Configuration of the on-call contacts	3
2.1 Add a contact	5
2.1 Delete a contact	6
3. Configuration of on-call numbers	7
4. Configuration of the on-call planning	8
4.1 Change the calling phone number	10
4.2 Add a week	10
4.3 Add people to the schedule	11
4.4 Change the current week	14
4.5 Delete a week	14
4.6 Launch a test	15
4. Program an alarm triggering the emergency response call	16
5. View of emergency response alarms	18

1. Introduction

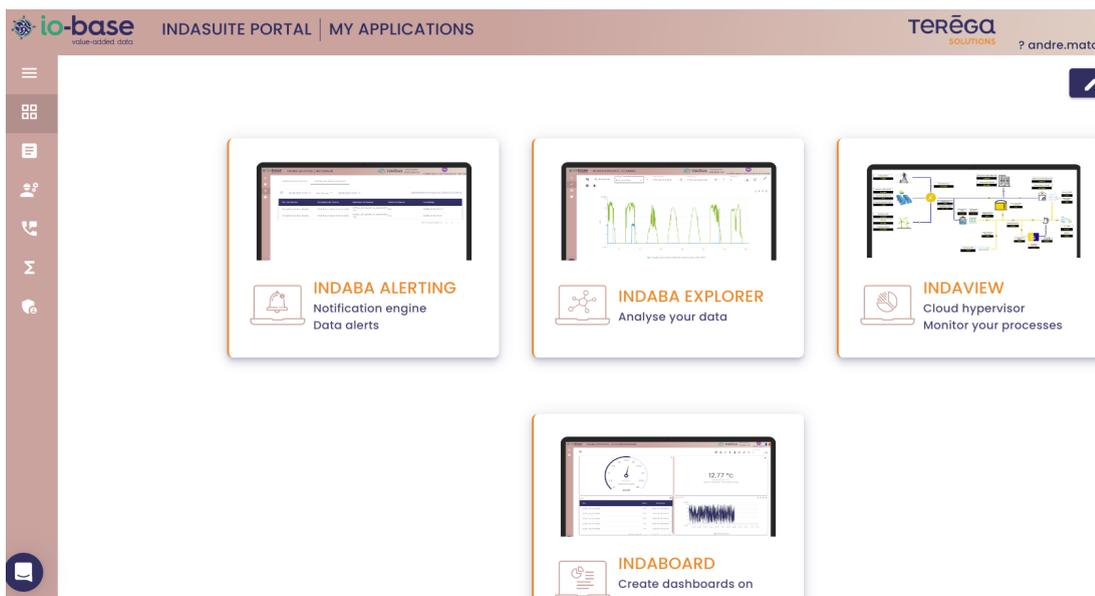
One of the IO-Base add-on modules can be used to manage an on-call emergency response service. How does it work? Everything is described in this document.

Indaba Alerting can be used to set alarms, which can trigger a call system using voice synthesis. This call, which gives a description of the alarm raised, must be acknowledged by the person(s) contacted. Thus, it becomes possible to manage an emergency response system for alarms that require reinforced monitoring.

2. On-call contacts configuration

Prerequisite: this feature is available for users with a Functional Administrator role.

Access the Io-base portal.



Indaba Alerting: Emergency response module

On the left-hand side of the screen, click on the **On-call management** menu.

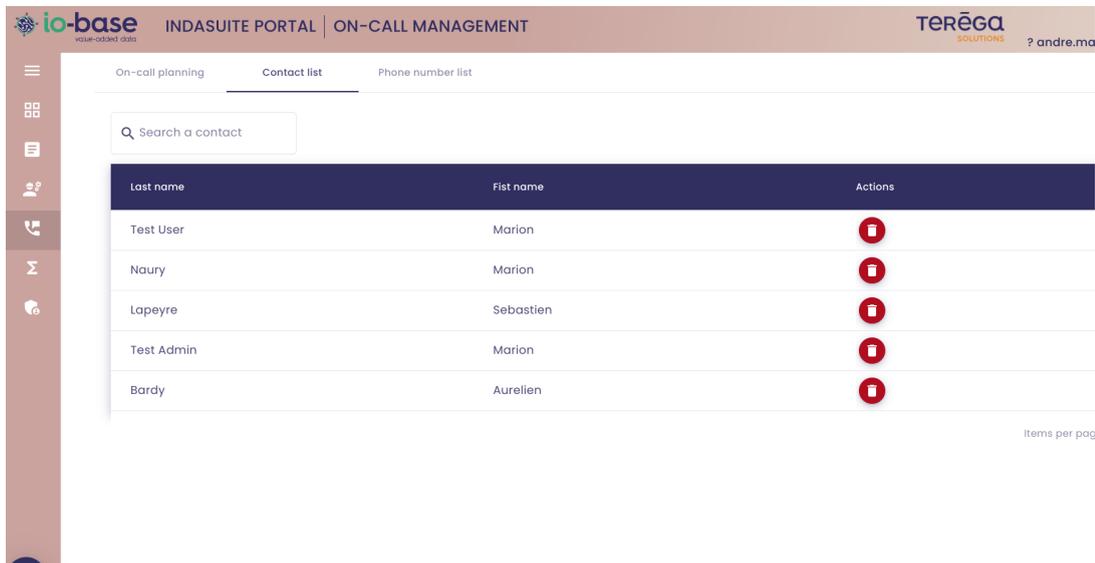
Note: you must have subscribed to the **on-call module** and have the **Functional administrator** role to access this page.

The screenshot displays the 'ON-CALL MANAGEMENT' interface. At the top, there are logos for 'io-base' and 'TERĒGA SOLUTIONS'. The main header includes 'INDASUITE PORTAL' and 'ON-CALL MANAGEMENT'. Below the header, there are tabs for 'On-call planning', 'Contact list', and 'Phone number list'. A 'Caller number' field contains '+33644605060'. To the right, there are buttons for 'LAUNCH A TEST' and '+ ADD A WEEK', along with a 'Chan' dropdown and a 'Wee' button. The main content area shows a weekly on-call schedule for 'Week 1' with columns for 'Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday', and 'Sunday'. The schedule is as follows:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1	Naury Marion Astreinte site	Naury Marion Contact's number	Bardy Aurelien Contact's number	Bardy Aurelien Astreinte secondaire			

Click on the **Contact List** tab.

Indaba Alerting: Emergency response module

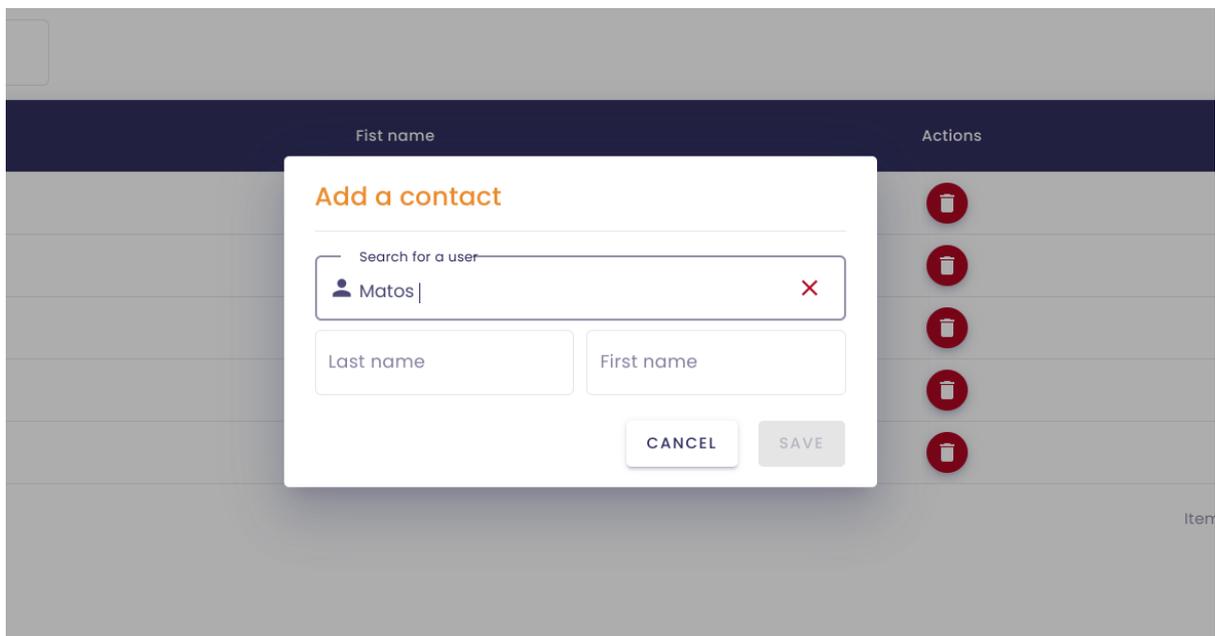


Here, you can add contacts who are likely to be on-call.

Note: The contacts in this screen are the only ones who can write incident reports for triggered on-call alarms.

2.1 Adding a contact

To add a contact, click on **New Contact**. You can then select an existing io-base user and click on **Save**.



2.1 Deleting a contact

To delete a contact, click on the



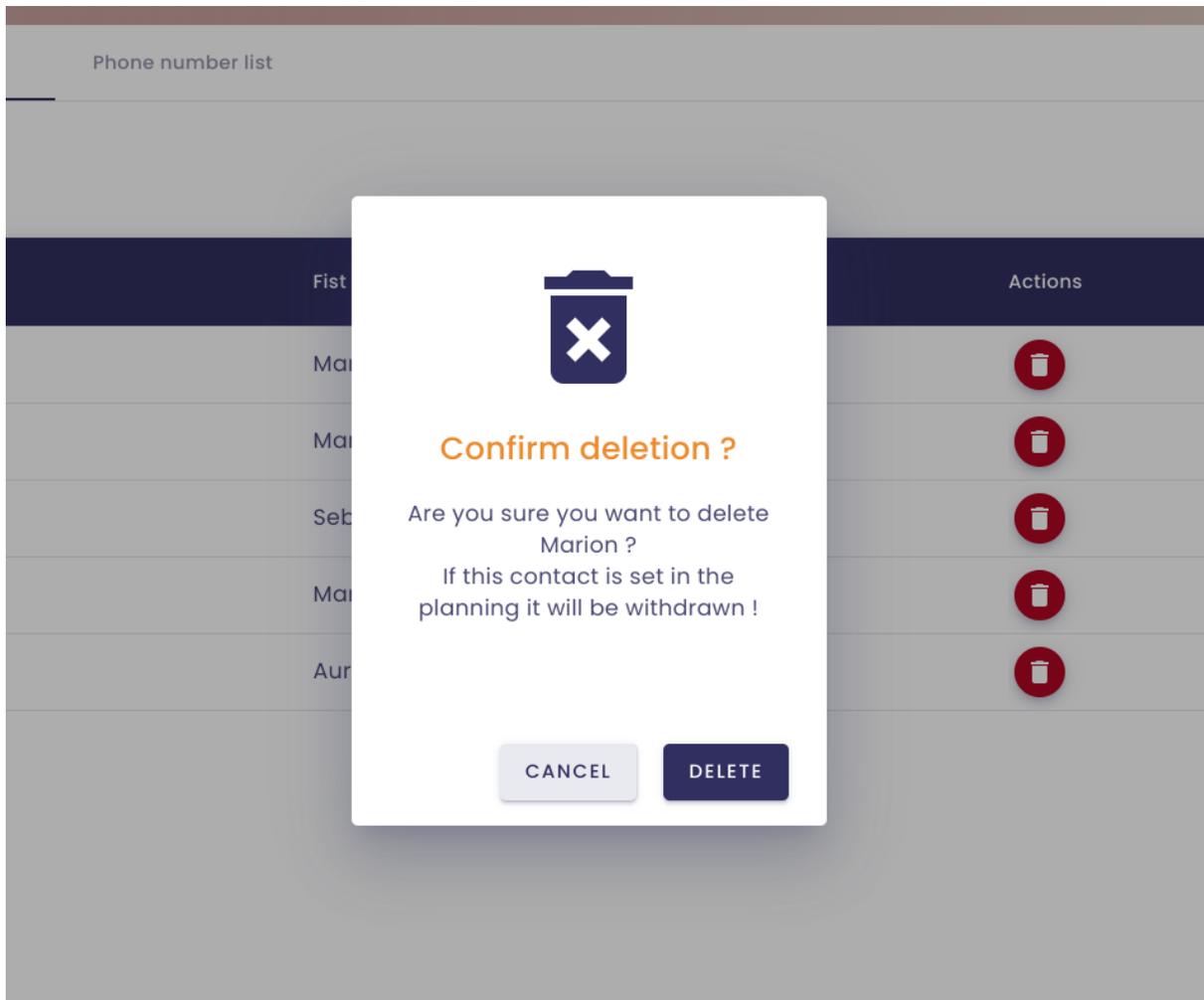
button.

A confirmation window opens.

Click **Yes** to delete the contact.

Click **No** to abort.

Note: If the number you wish to delete is in use in the defined schedule, you will be notified.

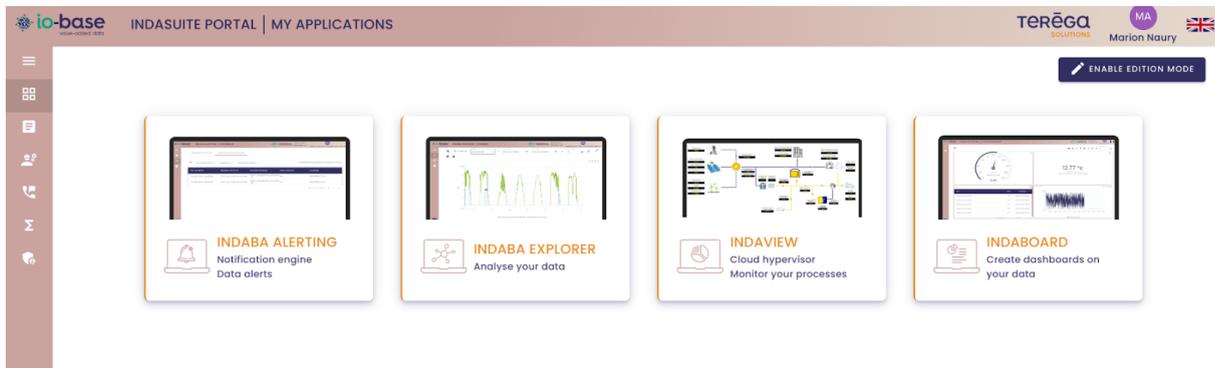


3. On-call numbers configuration

Prerequisites : this feature is available for users with a **Functional Administrator** role.

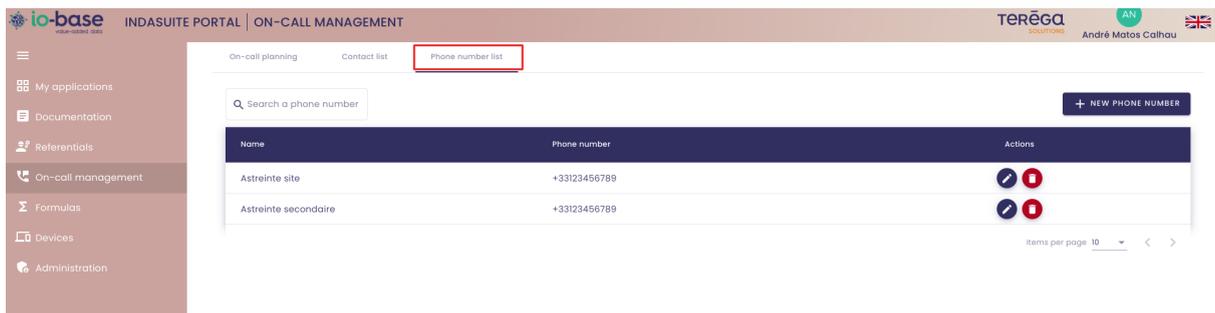
Access the **lo-base** portal.

Indaba Alerting: Emergency response module



On the left-hand side of the screen, click on the **On-call management** menu.

Then open the **Phone number list**.



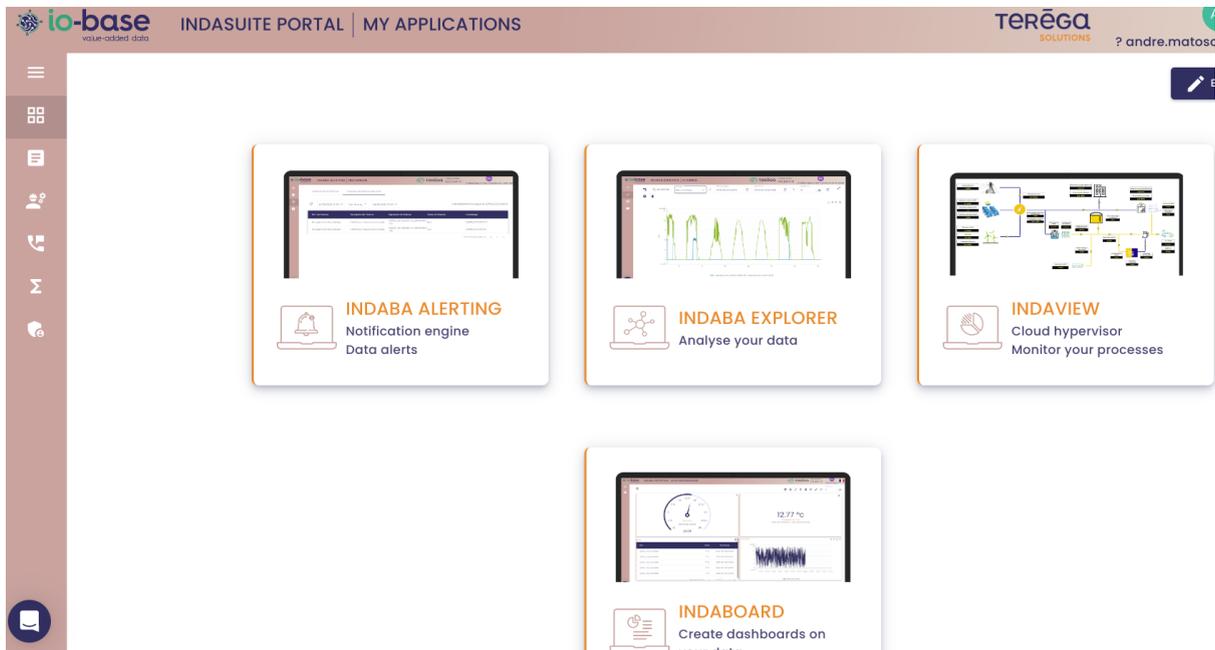
This list will allow you to define additional phone numbers that are not associated with the on-call contacts. For instance, phones that might be shared among on-call staff.

4. On-call planning configuration

Note: all users have access to the consultation of the on-call schedule. However, only the **functional administrators** have access to the configuration of this schedule

Access the io-base portal.

Indaba Alerting: Emergency response module



On the left-hand side of the screen, click on the **On-call management** module.

Note: you must have subscribed to the **on-call module**

The on-call planning allows you to set the contacts and phone numbers that will be alerted.

The week or weeks of on-call setup are displayed.

It is possible to define a schedule for one or multiple weeks. Once all the weeks have passed, the system will revert to the schedule of the first week in the list.

Indaba Alerting: Emergency response module

io-base wave-added data INDASUITE PORTAL ON-CALL MANAGEMENT TERÉGA SOLUTIONS ? andre.matosci

On-call planning Contact list Phone number list

Caller number +33644605060 LAUNCH A TEST + ADD A WEEK Change c Week 1

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1	Naury Marion Astreinte site	Naury Marion Contact's number	Bardy Aurelien Contact's number	Bardy Aurelien Astreinte secondaire			

4.1 Changing the calling phone number

A zone allows you to modify the phone number which will be displayed for the users receiving a call. By default, a bottom number is filled in.

This number must exist, and must have been registered as a valid number. Do not hesitate to contact io-base support for more information.

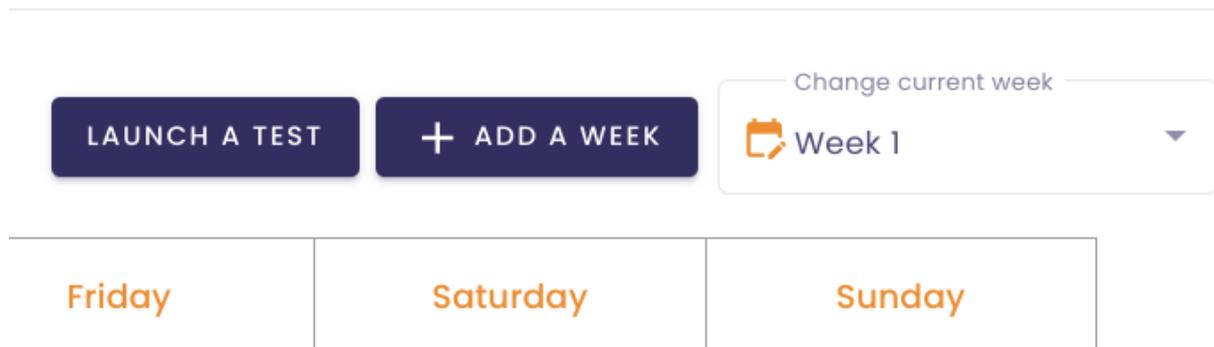
On-call planning Contact list Phone number list

Caller number +33644605060

4.2 Add a week

It is possible to manage one or multiple weeks of on-call. They repeat over time.

To add a week, click on the **Add a week** button.

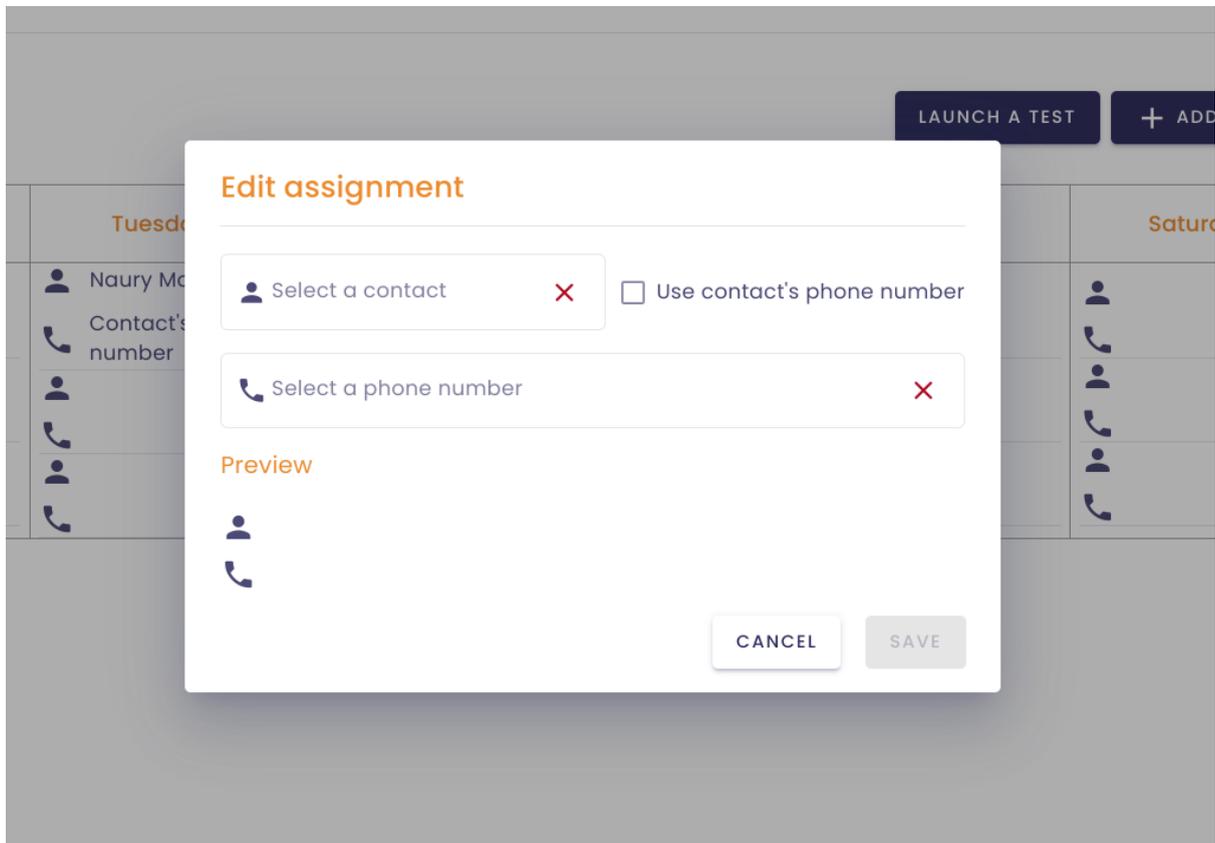


4.3 Add people to the schedule

It is possible to manage several contacts in the **On-call** planning.

If an on-call call is triggered, the contacts are called in the order in which they are entered in the schedule. The person appearing first is called, and if he does not answer the call the second person is called, and so on.

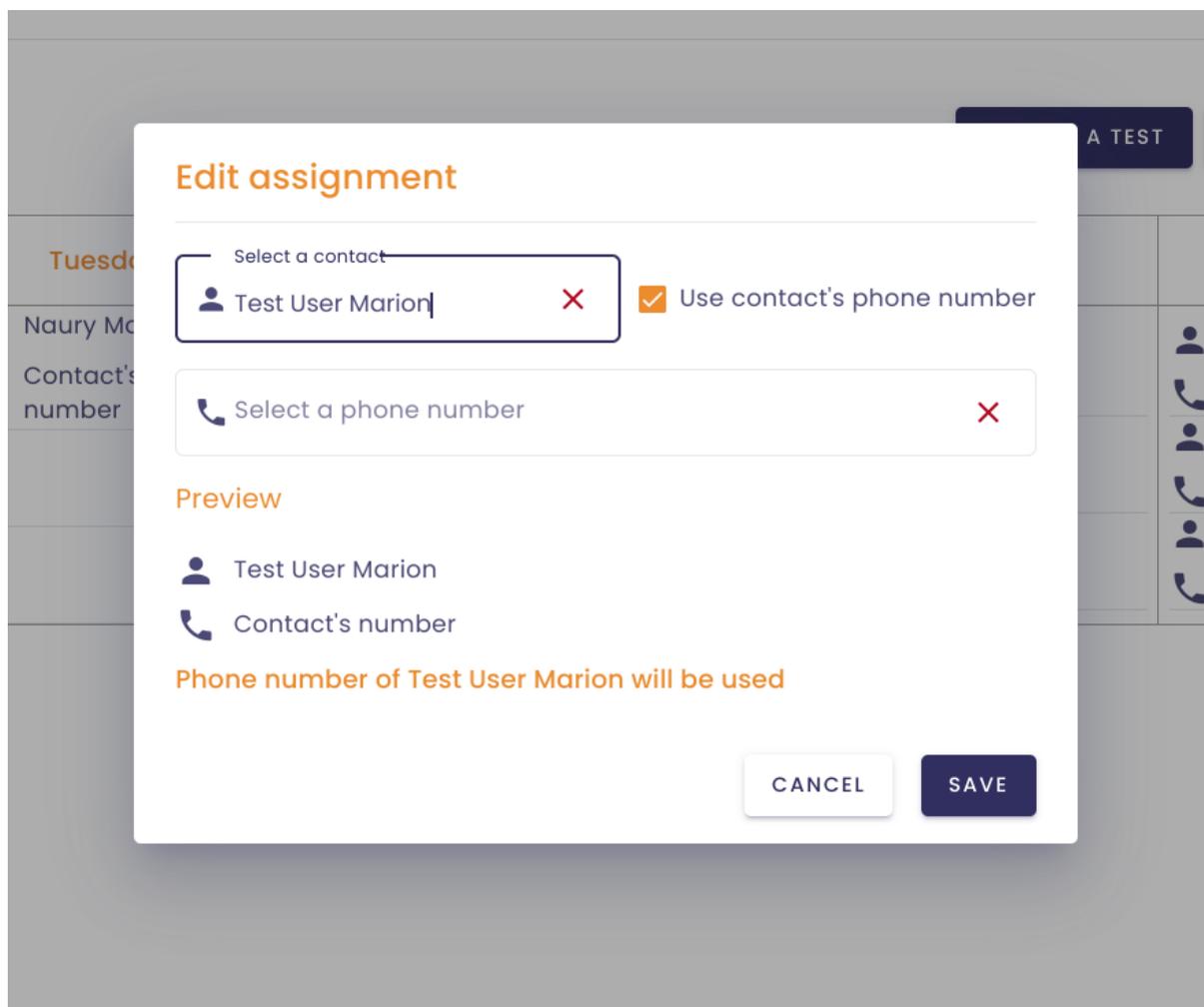
To modify a contact in the schedule, click on the desired box in the weekly table.



A window appears, select the contact.

Note: the list of contacts can be set in the tab **Contact list**.

Once the contact is selected, you can decide to call him/her on his/her phone number by checking the **Use contact's phone number** box.



Note: If the selected contact has not set up his phone number in his profile, an error message appears.

Instead of the person's telephone number, you can decide to call another number, which can be a number reserved for the on-call service for example.

Note: the list of the other telephone numbers is configurable in the tab List of contacts. For more information, consult the dedicated article.

Once you have finished your modifications, you can click on **Save**.

Note: It is not mandatory to enter three numbers per day, it is up to you.

4.4 Change the current week

Two orange icons (one on the week number, the other on the day) indicate what the current day is.

When several weeks are managed you can manually set the current week.

To do so, click on the **Change current week** button and choose the week.

The screenshot shows the 'On-call planning' tab of the emergency response module. At the top, there are three tabs: 'On-call planning', 'Contact list', and 'Phone number list'. Below the tabs, there is a 'Caller number' field with the value '+33644605060'. To the right of the field are two buttons: 'LAUNCH A TEST' and '+ ADD A WEEK'. Further right is a 'Change current week' dropdown menu currently set to 'Week 1'. Below this is a weekly planning grid with columns for Monday through Sunday. The grid contains contact information for 'Naury Marion' and 'Bardy Aurelien' on Monday, Tuesday, Wednesday, and Thursday. A red trash icon is visible on the right side of the grid, indicating the delete function.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1	Naury Marion Astreinte site	Naury Marion Contact's number	Bardy Aurelien Contact's number	Bardy Aurelien Astreinte secondaire			

4.5 Delete a week

To delete a week, click on the

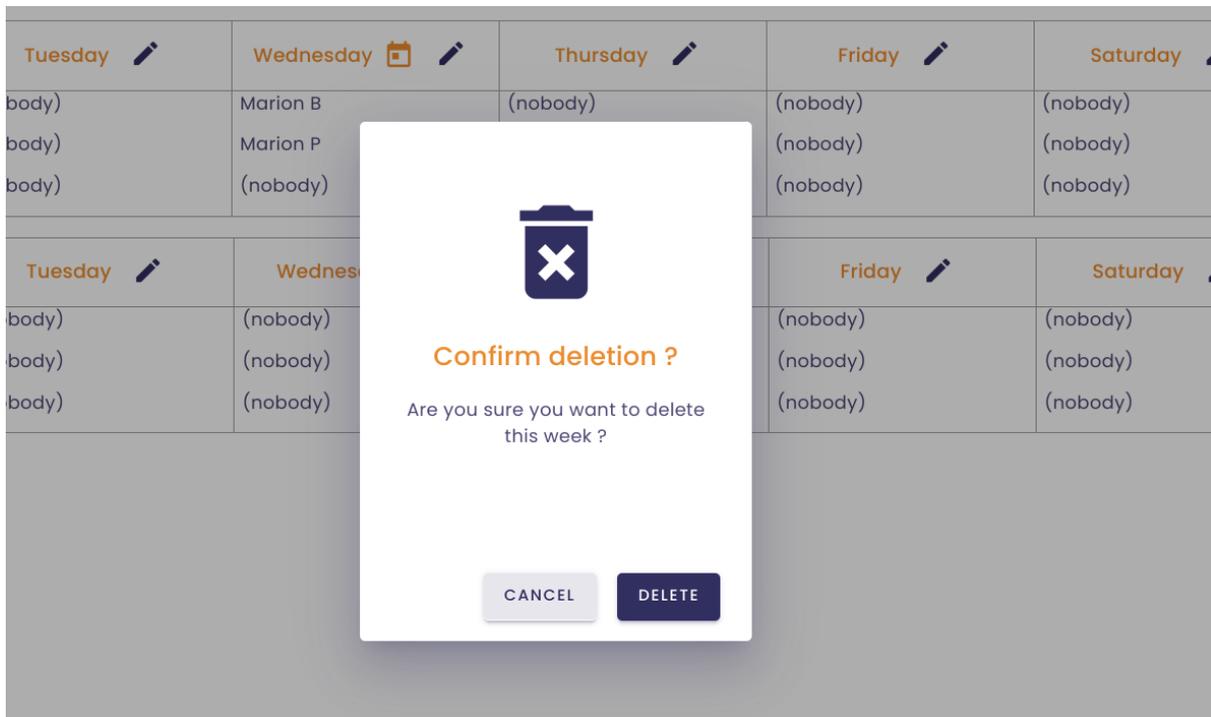


button.

A confirmation window opens.

Click on **Yes** to delete the week.

Click on **No** to cancel.



4.6 Launch a test

The **Launch a test** button is used to test the emergency response configuration for the current week and the current day.

When you press this button, the first person configured to receive the emergency response call-out will receive a call.

“An alert is in progress. Triggering of a test alert. Please click on a key on your keypad to acknowledge this alert.”

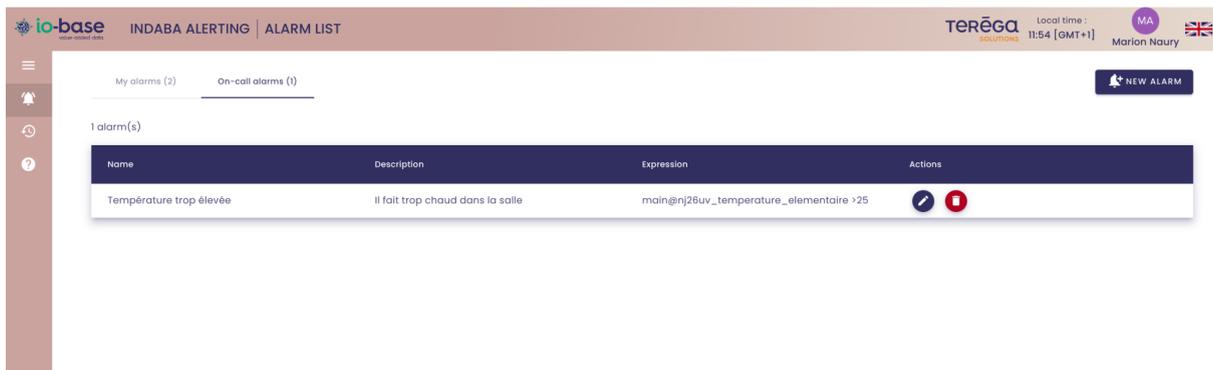
If the person presses a key on their phone keypad, the alert is acknowledged and the call ends.

If the person does not respond or if they do not press a key on the keypad, the second person will then be called and so on.

4. Program an alarm triggering the emergency response call

To program an alarm triggering the synthetic voice system, the **emergency response module** must be activated and the person controlling the system must be an **Emergency response manager**.

In Indaba Alerting, click on the **Alarm list** menu.



Now click on **New alarm** to create a new one.



The **Emergency response trigger** field (voice synthesis) is available.

Indaba Alerting: Emergency response module

io-base INDABA ALERTING | ADD AN ALARM

TERĒGA SOLUTIONS Local time: 15:37 [GMT+1] MA Marion Naury

Alarm name *

Alarm description

The description is required for on-calls.
Minimum delay between 2 triggers

0 on seconds

I want to be notified by email

I want to be notified by SMS

Trigger on on-call (speech synthesis)

Alarm language
English

Expression *

SEARCH A TAG

() + - * / %
&Amp; = > < <> AND OR
XOR NOT << >> IF

Expression

TEST EXPRESSION ERASE

CANCEL CREATE MY ALARM

Note: an alarm cannot trigger both a call and another alert mode (SMS or email).

When the alarm is raised, a synthetic voice call will be made to the person specified in the emergency response schedule. When the alarm is raised, the voice message indicates that this is the start of the alert. When the alert returns to normal status, a new call is made, indicating that this is the end of the alert.

“An alert is in progress. [Start or end of the alert] [Description of alert]. Please click on a key on your keypad to acknowledge this alert.”

If the person presses a key on their phone keypad, the alert is acknowledged and the call ends.

If the person does not respond or if they do not press a key on the keypad, the second person will then be called and so on.

Note: once created, an emergency response call-out alarm cannot be converted to an SMS or email alert. It must be deleted and recreated as an SMS or email alert.

5. View emergency response alarms

To view the alarms triggering the synthetic voice system the **emergency response module** must be activated.

In the IO-Base portal, click on the **Indaba Alerting** tile. In the alert history screen, click on the **Emergency response alarm history** tab.

The list is displayed.

