

## About this extension

**This page is to inform about the new form, if you just want to install it go to the second page.**

This extension was developed to help with the numerous ghost call reports performed every day, this implementation was only possible using **Google forms** instead of **Microsoft forms**, it was decided to migrate the reports from one to another.

### The new form

As stated previously, it was decided to migrate from **Microsoft forms** to **Google forms**, the new form is almost the same as the last one, both ask for the same information:

- **CLI User ID:** Your DM code; **DMXXXX** (DM0071, DM0061, DM0045, ...)
- **Station Name:** Your station name, you can find it on the bottom right corner of the interaction desktop, usually looks like this; **DCHI-CLI-XX** (DCHI-CLI-53, DCHI-CLI-12, DCHI-CLI-02, ...)
- **Date of incident and time of incident.**
- **Call ID.**
- **Type of incident.**
  - **Double call.**
  - **Unable to answer.**
  - **Operator unable to hear.**
  - **Disconnected/Dropped.**
  - **IVR (Press one)**
  - **Ghost call.**
- **Details about incident.**

There are minor differences from one form to another, but in the end, they serve the same purpose.

To the right there is a screenshot of the new form, this is where all the reports will be done from now on, and, with help of the extension, hopefully ghost call reports will be easier.

**CLI Incidences**

**\*Required**

**CLI User ID \***  
Your DM code  
Your answer

**Station Name \***  
Your answer

**Date of incident \***  
Date  
mm/dd/yyyy

**Time of incident \***  
HH:MM  
Your answer

**Call ID \***  
The call ID can be obtained during a call, right click the active interaction and select properties, it will be displayed on the bottom left of the properties window  
Your answer

**Type of incident \***

☐ Double call

☐ Unable to answer

☐ Operator unable to hear

☐ Disconnected/Dropped

☐ IVR (Press one)

☐ Ghost call

**Details about incident \***  
Your answer

**Submit**

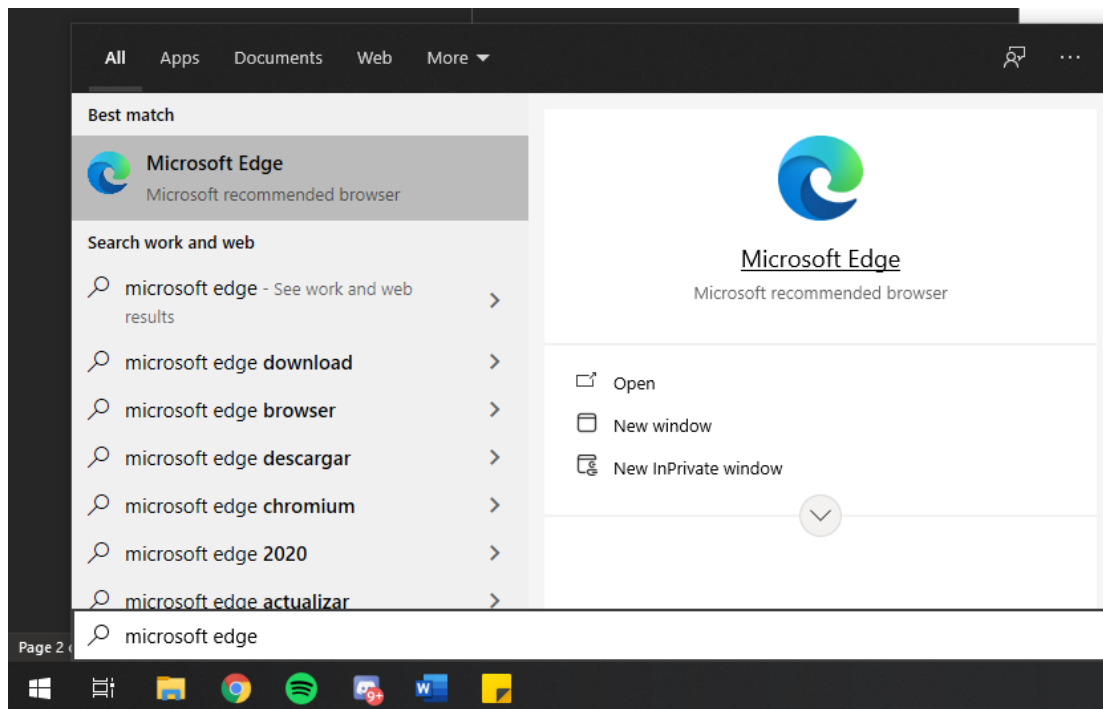
## Install guide

### EDGE INSTALL

**THIS GUIDE ONLY WORKS FOR MICROSOFT EDGE USERS, IF YOU DO NOT HAVE MICROSOFT EDGE FOLLOW THE NEXT STEPS, OTHERWISE SKIP THIS SECTION**

To **install Microsoft edge**, press the windows key, or click on the windows icon on the lower left corner of your screen.

Type **“Microsoft edge”** and it should appear on the search results, select **the install option**.



In the image the browser is already installed, but if you do not have it there should be an option to install the browser.

It will ask you for administrator privileges, simply **select install without administrator privileges** and it should get installed. Once **Edge is installed** you may proceed.

### Folder download

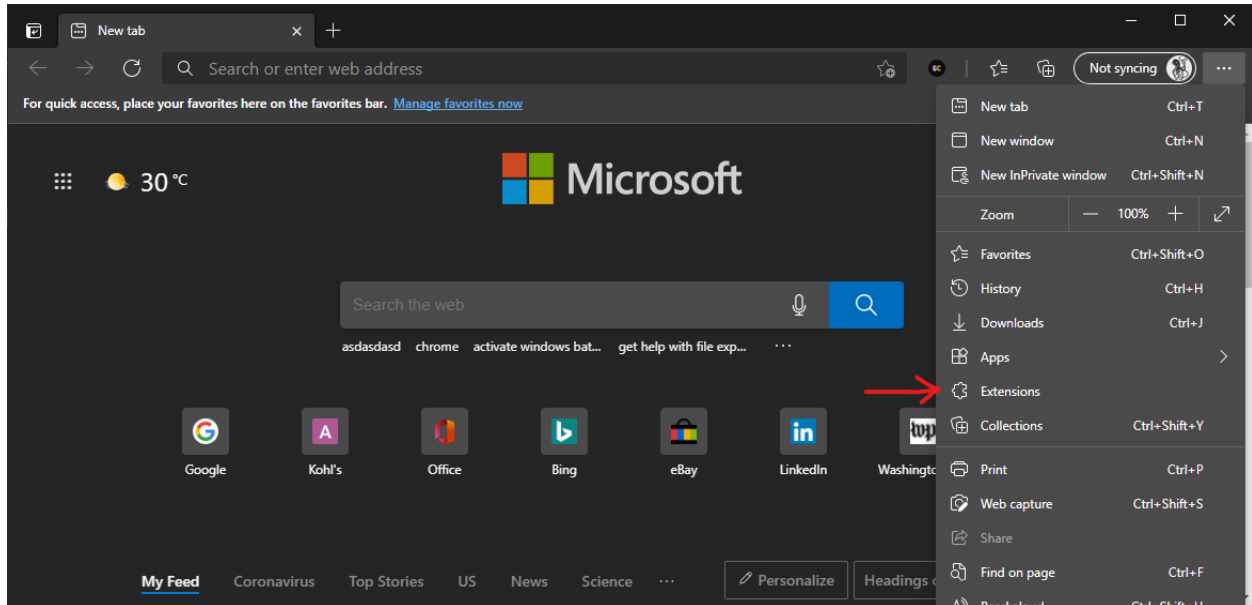
First thing, please **download the extension to your computer**, go to the shared folder and copy and paste the **Ghost call reporter** folder to your desktop (you can also drag the folder to the desktop).

**NOTE:** Please **DO NOT** delete this folder, as the extension **depends** on it to work properly.

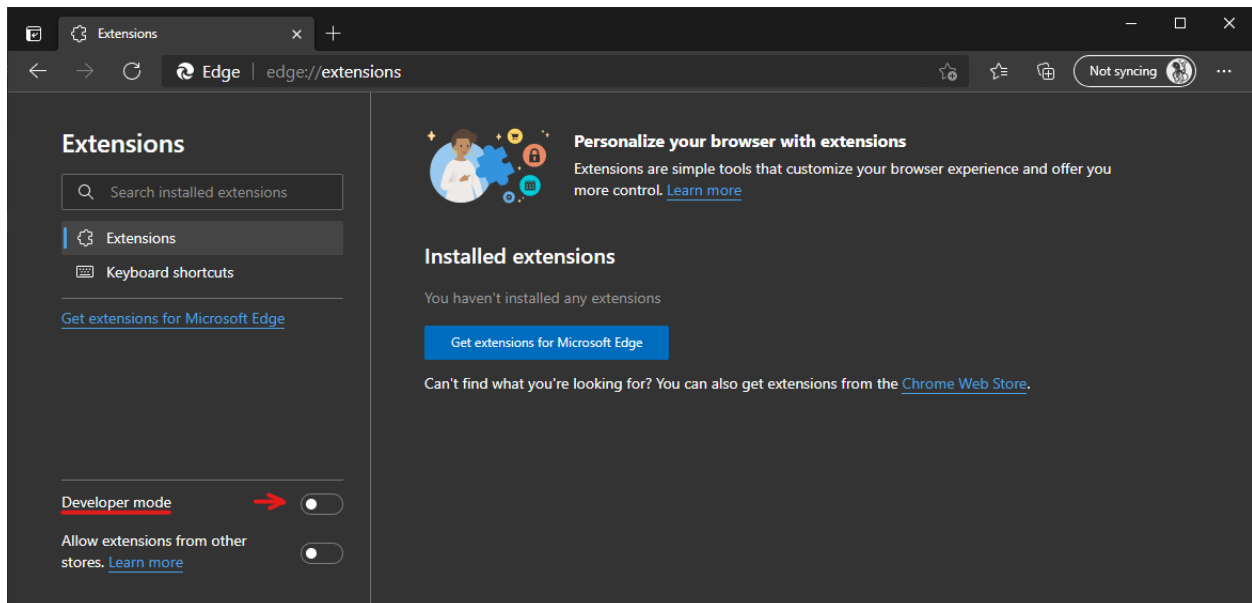
## Installation on Microsoft Edge

Open your Microsoft Edge browser and follow the next steps, if you do not have this browser installed, please follow the instructions on the **“Edge Install”** section.

First, we need to go to **“Extensions”**, that can be done clicking on the **three dots** at the top right corner of the browser, once you clicked on that go to **extensions**.



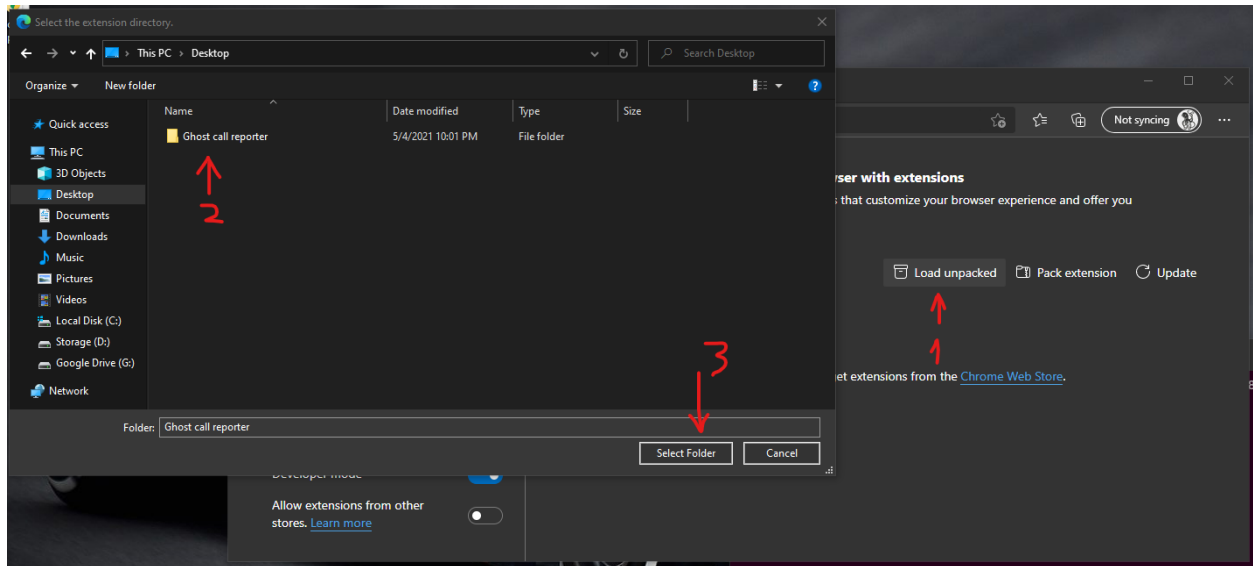
After clicking on **extensions**, you will see the next screen, **on the bottom left corner activate Developer mode.**



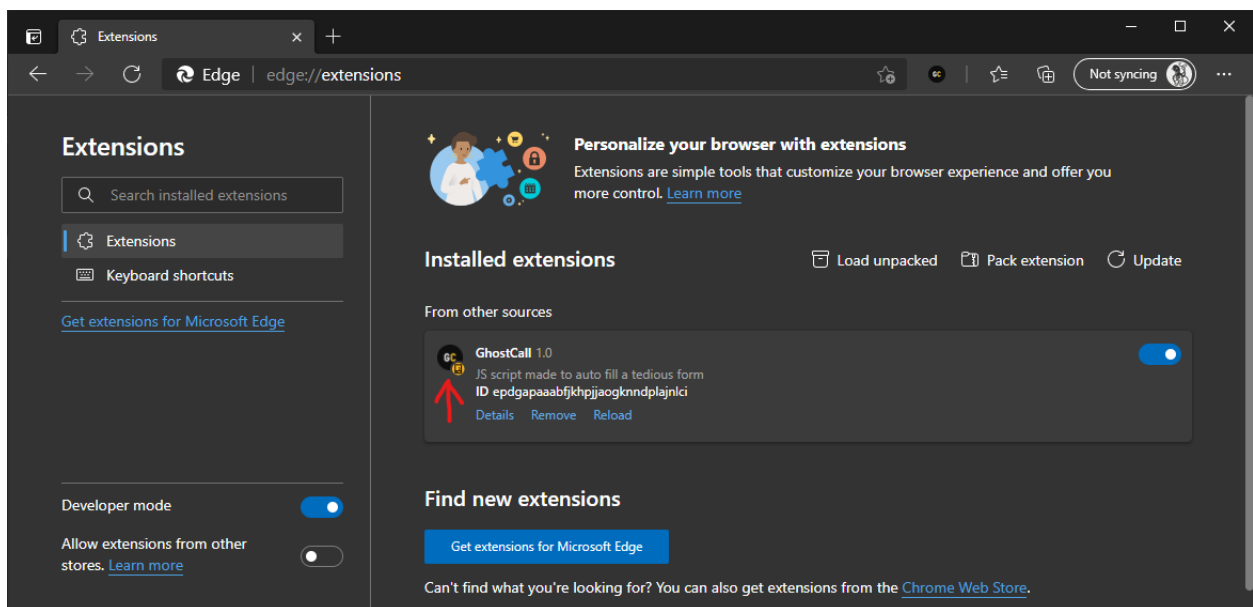
Once the developer mode is activated you will be able to **load unpacked extensions**, that is how we are going to install it.

Perform the next 3 steps and after doing so the extension should be installed successfully:

1. Click on **load unpacked**.
2. Windows explorer will appear on your screen, **select the extension folder on your desktop** (the one dragged from the shared folder).
3. Click on select folder and the extension will be installed automatically.



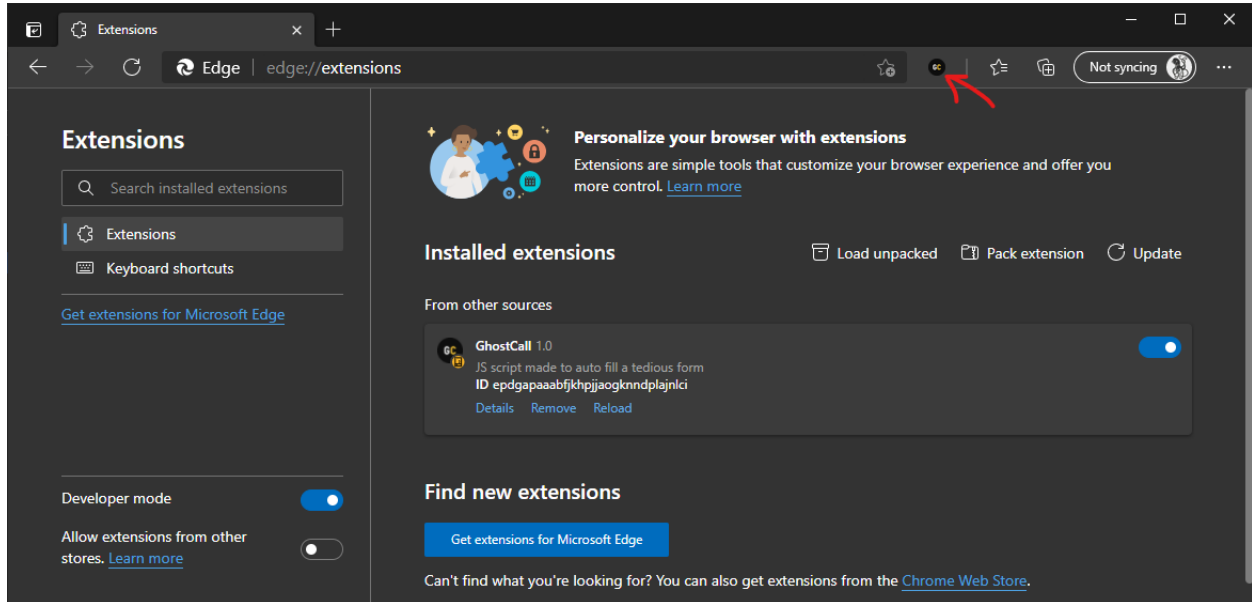
Once the extension is installed successfully it will appear on your screen, that means it is already installed, in the next section we will talk about how the extension works.



You may close the extension tab if you desire to do so.

## First-time use and credentials saving

Whenever you use this extension for the first time it will ask you for your credentials (your DM code and your station name), to start the setup just click on the extension icon (marked with a red arrow on the next image). The information will be asked in prompts.

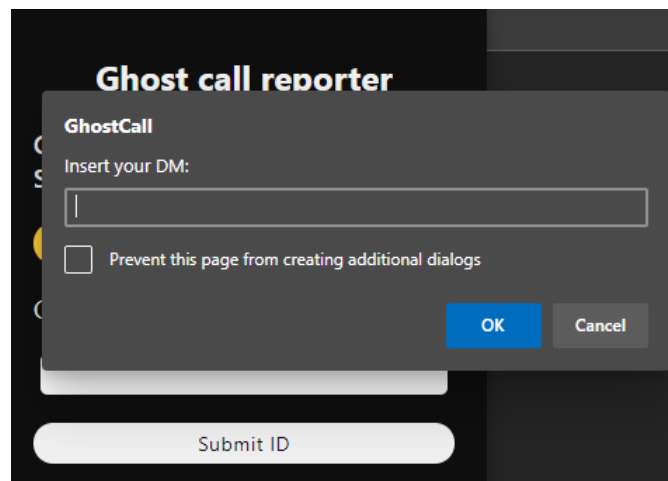


Enter the correct information in the correct format, your DM should look like **DMXXXX** (DM0071, DM0061, DM0045, ...) and your station name should look like **DCHI-CLI-XX** (DCHI-CLI-53, DCHI-CLI-12, DCHI-CLI-02, ...)

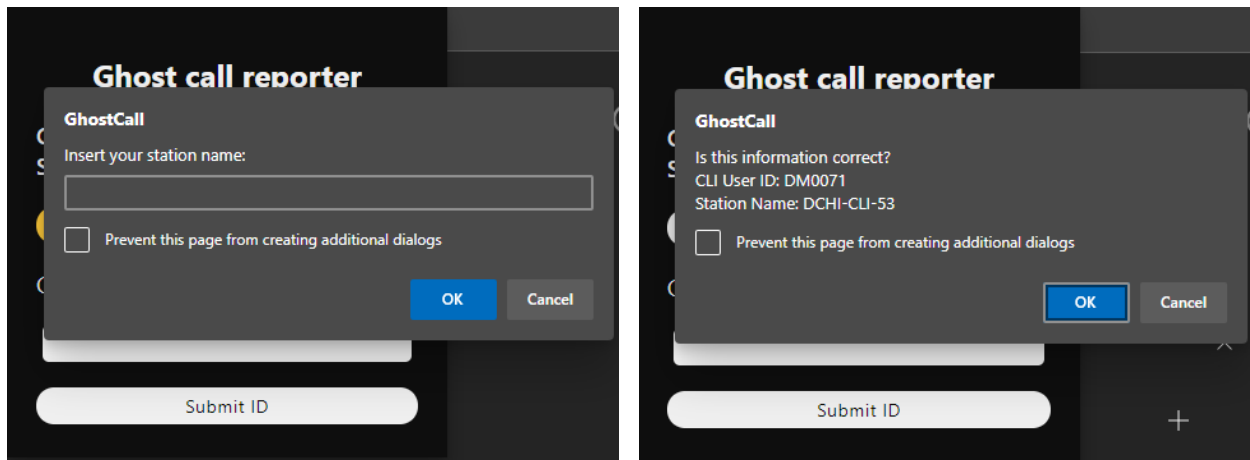
**NOTE:** DM's with 3 numbers on the side also exist, just make sure to put your complete DM please.

## Setup prompts

First you will be prompted to insert your DM code, please use the format specified in the last paragraph. Once your DM code is typed in, just click on **“OK”** and the next prompt will appear.



The next prompt will be asking for the station name, please use the format specified before as well, once the station name is typed in click on **“OK”** and a **confirmation prompt** will appear asking if the information is correct, if it is click **“OK”** again, if it is not correct click on **“Cancel”** and you will be able to re-enter the information.



**NOTE:** The prompts will continue to pop up until you click **“OK”** on the **confirmation prompt**, this is to ensure information is being saved correctly.

**NOTE:** Please **DO NOT** select the check box asking to **prevent the page from creating additional dialogs**, the app needs to be able to create those to function correctly.

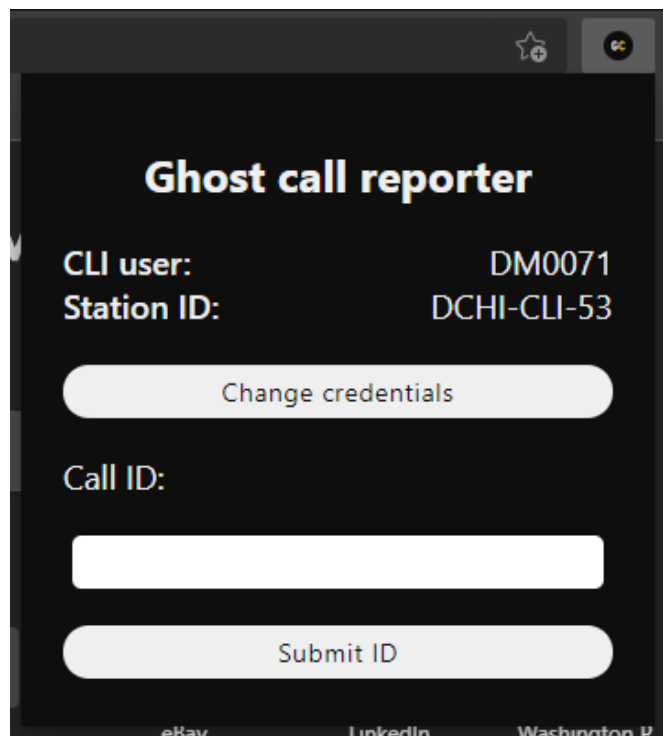
### Setup completed

Once the setup is completed the extension should look like the image.

On **“CLI user”** you should be able to see the DM code entered in the setup prompts, same thing for your **“Station ID”**.

### Update credentials

If needed, **it is possible to update the credentials**, just click on the button **“Change credentials”** and the setup prompts will be displayed for you to enter the updated information.

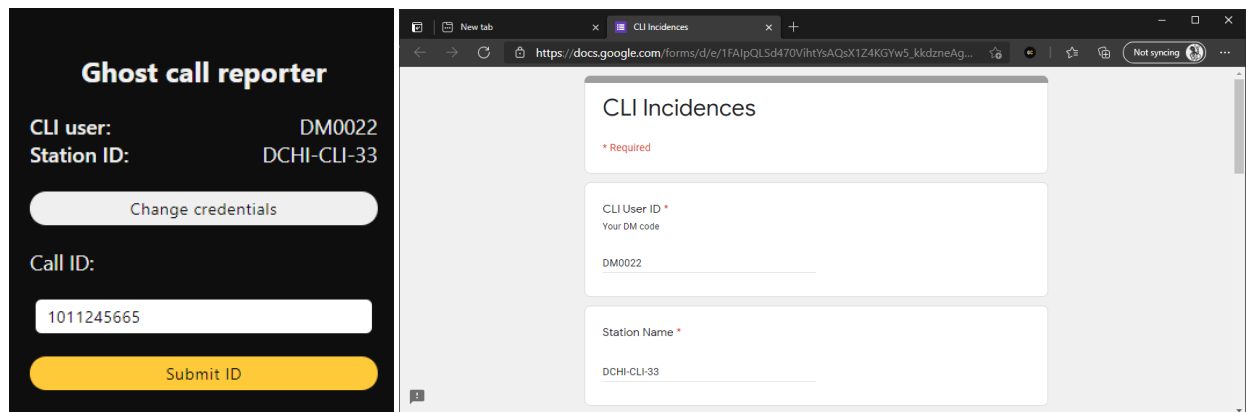


## How to report a call

**MAKE SURE ALL OF THIS IS DONE DURING THE CALL**

When a call comes in **select it/click on it**, then **copy (ctrl + c)**, this will copy all the information of the call, **then go to the extension and paste it on the Call ID text box (ctrl + v)**, this action will only paste the call ID that is going to be reported.

Once the call ID is on the text box **click on Submit ID**, this action will open a new tab on your browser with the **Google form already filled up**, every question will be already answered, the only thing you need to do is **click on submit to send the report (ON THE FORM)**.



The image shows two side-by-side screenshots. The left screenshot is a dark-themed web interface titled "Ghost call reporter". It displays "CLI user: DM0022" and "Station ID: DCHI-CLI-33" with a "Change credentials" button. Below, the "Call ID:" field contains "1011245665" and a yellow "Submit ID" button. The right screenshot shows a browser window with a Google Form titled "CLI Incidences". The form has a red asterisk and "Required" text. It contains two input fields: "CLI User ID \*" with the value "DM0022" and "Station Name \*" with the value "DCHI-CLI-33".

Important

**REMEMBER TO HAVE THE EXTENSION FOLDER ON YOUR DESKTOP, IF IT GETS DELETED THE EXTENSION WILL STOP WORKING**