Dashboard (showing web form)

Business name

95 x 58

Logo

[Incident ID]: Status updated "ACKNOWLEDGED"

[Incident ID]: Status updated "SOLVED"

[Incident ID]: Status updated "ACKNOWLEDGED"

Account

Incoming calls

Caller phone number

End call

Caller phone number

Accept   Decline

Inbox (2)

Caller first name
Message sent by caller   Email

Caller first name
Message sent by caller   Web form

Caller first name
Message sent by caller   Email

Caller first name
Message sent by caller   Email

Caller first name
Message sent by caller   Text message

Caller first name and web form title   _ □ X

web form feedback   web form feedback

web form feedback

web form feedback

web form feedback

Operator's reply

Script question 1
Script question 2
Script question 3

New incident

Incident has been logged

Description of incident

○ Minor   ○ Serious   ○ Critical

Type of incident   ▼

Name   Phone number

Submit   Clear form

Recent logged incidents

Incident ID   Status
Description
Link call to this incident   Edit

Incident ID   No assigned CMU
Description
Link call to this incident   Edit

Incident ID   No assigned CMU
Description
Link call to this incident   Edit

Map showing location of all CMUs

757 x 537

Available CMUs

Light

76 x 83   CMU name
CMU skills
CMU location   capabilities   Assign an incident

76 x 83   CMU name
CMU skills
CMU location   capabilities   Assign an incident

Regular

76 x 83   CMU name
CMU skills
CMU location   capabilities   Assign an incident

Special

76 x 83   CMU name
CMU skills
CMU location   capabilities   Assign an incident

Active incidents

Incident ID   Status   Call CMU   Redial caller
Description

Incident ID   Status   Call CMU   Redial caller
Description

Incident ID   Status   Call CMU   Redial caller
Description

Incident ID   Status   Call CMU   Redial caller
Description

Incident ID   Status   Call CMU   Redial caller
Description

Incident ID   Status   Call CMU   Redial caller
Description

Incident ID   Status   Call CMU   Redial caller
Description

Dashboard (showing emails)

Business name [Logo]

[Incident ID]: Status updated "ACKNOWLEDGED" | [Incident ID]: Status updated "SOLVED" | [Incident ID]: Status updated "ACKNOWLEDGED"

Incoming calls

Caller phone number   [End call]

Caller phone number
[Accept] [Decline]

Inbox (2)

Caller first name		
Message sent by caller	Email	
Caller first name		
Message sent by caller	Web form	
Caller first name		
Message sent by caller	Email	○
Caller first name		
Message sent by caller	Email	○
Caller first name		
Message sent by caller	Text message	

Caller first name and email title   [_][□][X]

Email message from caller

Operator's reply

Script question 1
Script question 2
Script question 3

New incident

[✓] Incident has been logged

Description of incident

(•) Minor   (○) Serious   (○) Critical

Type of incident [▼]

Name   Phone number

[Submit]   [Clear form]

Recent logged incidents

Incident ID [Status]
Description
Link call to this incident
Edit

Incident ID [⚠ No assigned CMU]
Description
Link call to this incident
Edit

Incident ID [⚠ No assigned CMU]
Description
Link call to this incident
Edit

Map showing location of all CMUs

757 x 537

Available CMUs

Light

[76 x 83]	CMU name	capabilities	*Assign an incident*
	CMU skills		
	CMU location		
[76 x 83]	CMU name	capabilities	*Assign an incident*
	CMU skills		
	CMU location		

Regular

[76 x 83]	CMU name	capabilities	*Assign an incident*
	CMU skills		
	CMU location		

Special

[76 x 83]	CMU name	capabilities	*Assign an incident*
	CMU skills		
	CMU location		

Active incidents

Incident ID	[Status]	[Call CMU]	[Redial caller]
Description			
Incident ID	[Status]	[Call CMU]	[Redial caller]
Description			
Incident ID	[Status]	[Call CMU]	[Redial caller]
Description			
Incident ID	[Status]	[Call CMU]	[Redial caller]
Description			
Incident ID	[Status]	[Call CMU]	[Redial caller]
Description			
Incident ID	[Status]	[Call CMU]	[Redial caller]
Description			
Incident ID	[Status]	[Call CMU]	[Redial caller]
Description			

Dashboard (showing incoming texts)

Business name
Logo

[Incident ID]: Status updated "ACKNOWLEDGED"
[Incident ID]: Status updated "SOLVED"
[Incident ID]: Status updated "ACKNOWLEDGED"

Incoming calls

Caller phone number   [End call]

Caller phone number
[Accept]   [Decline]

Inbox (2)

Caller first name
Message sent by caller   Email

Caller first name
Message sent by caller   Web form

Caller first name
Message sent by caller   Email   ○

Caller first name
Message sent by caller   Email   ○

Caller first name
Message sent by caller   Text message

Caller first name and chat title   □▢✕

Caller text message

Caller text message

Operator text message

Operator's reply

Script question 1
Script question 2
Script question 3

New incident

[●] Incident has been logged

Description of incident

◉ Minor   ○ Serious   ○ Critical

Type of incident   [▼]

Name   Phone number

[Submit]   [Clear form]

Recent logged incidents

Incident ID   [Status]
Description
Link call to this incident   Edit

Incident ID   [⚠ No assigned CMU]
Description
Link call to this incident   Edit

Incident ID   [⚠ No assigned CMU]
Description
Link call to this incident   Edit

Map showing location of all CMUs

757 x 537

Available CMUs

Light

76 x 83   CMU name
           CMU skills   capabilities   Assign an incident
           CMU location

76 x 83   CMU name
           CMU skills   capabilities   Assign an incident
           CMU location

Regular

76 x 83   CMU name
           CMU skills   capabilities   Assign an incident
           CMU location

Special

76 x 83   CMU name
           CMU skills   capabilities   Assign an incident
           CMU location

Active incidents

Incident ID   [Status]   [Call CMU]   [Redial caller]
Description

Incident ID   [Status]   [Call CMU]   [Redial caller]
Description

Incident ID   [Status]   [Call CMU]   [Redial caller]
Description

Incident ID   [Status]   [Call CMU]   [Redial caller]
Description

Incident ID   [Status]   [Call CMU]   [Redial caller]
Description

Incident ID   [Status]   [Call CMU]   [Redial caller]
Description

Incident ID   [Status]   [Call CMU]   [Redial caller]
Description

Showing pop-ups

Business name
Logo

Incoming calls

Caller phone number   [End call]

Caller phone number
[Accept]   [Decline]

Inbox (2)

Caller first name
Message sent by caller   Email

Caller first name
Message sent by caller   Web form

Caller first name
Message sent by caller   Email   ◯

Caller first name
Message sent by caller   Email   ◯

Caller first name
Message sent by caller   Text message

Caller first name and chat title   [_][□][X]

Caller text message

Caller text message

Operator text message

Operator's reply

[Incident ID]: Status updated *"ACKNOWLEDGED"*

[Incident ID]: Status updated *"SOLVED"*

[Incident ID]: Status updated *"ACKNOWLEDGED"*

Script question 1
Script question 2
Script question 3

Notifications that appear when a status is updated. They disappear after a few seconds. They will line up after another

New incident
◉ Incident has been logged

Description of incident

◉ Minor   ◯ Serious   ◯ Critical

[Type of incident ▼]

[Name]   [Phone number]

[Submit]   [Clear form]

Recent logged incidents

Incident ID   [Status]
Description
Link call to this incident   _Edit_

Incident ID   ⚠ No assigned CMU
Description
Link call to this incident   _Edit_

Incident ID   ⚠ No assigned CMU
Description
Link call to this incident   _Edit_

Map will show icons of all CMUs. When hovering over one icon, it will display that CMU information and allow operator to call this CMU

CMU name
Incident ID   [Call CMU]
CMU location

Map showing location of all CMUs

752 x 537

When assign an incident is clicked, it will allow the operator to assign an incident to that CMU. They can also add special notes to guide the CMU.

List of unassigned incidents

Available CMUs

Light

CMU name
CMU skills   capabilities
CMU location   _Assign an incident_

CMU name
CMU skills   capabilities
CMU location   _Assign an incident_

Regular

CMU name
CMU skills   capabilities
CMU location   _Assign an incident_

Special

CMU name
CMU skills   capabilities
CMU location   _Assign an incident_

Account

Operator username

Sign out

Active incidents

Incident ID   [Status]
Description   [Call CMU]   [Redial caller]

Incident ID   [Status]
Description   [Call CMU]   [Redial caller]

Incident ID   [Status]
Description   [Call CMU]   [Redial caller]

Assignment priority
[Top of list ▼]

Special notes

[Assign]   [Redial caller]

[Redial caller]

[Redial caller]

Incident ID   [Status]
Description   [Call CMU]   [Redial caller]