CASE Cloud TTY Training Manual
REVISIONS CONTROL LOG

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02-07-22	1	Draft Outline	
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03-06-22	3	Initial Draft	
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1. Introduction

This section describes the process by which this training manual is to be used. This training manual is a living document, please check to be using the latest version.

Section 2 "System Overview" describes the CASE Cloud system architecture that includes CASE Callboxes, CASE Cloud Servers, and hardware to host the CASE Cloud TTY web-based application.

Section3, "CASE Cloud TTY Users and Regions" provides description of these functions.

Section 4 "Quick Start" provides directions o how to login to the CASE Cloud TTY system.

Section 5 "OPERATOR TRAINING / "CALLBOX TRAINER" describes the process of Operator training by the Region-Admin.

Section 6"Detail Reference" provides a description of all the features of CASE Cloud TTY web application.

Section 7 "SYSTEM SETUP/DEPLOYMENT PROCEDURE" describes the process required of CASE-Admin and the Region-Admin to setup a new Region.

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2. System Overview

The CASE Cloud TTY Architecture is composed of CallBoxes, AWS Cloud-based Servers, and the CASE Cloud TTY Browser. CASE Cloud is a SaaS. It employs AWS Cloud services and infrastructure; the same AWS System Services are used by a very large community of government, banking, and commercial organizations to provide a secure application environment for their users.

The figure below depicts the CASE Cloud System. CallBoxes send/receive TTY characters to/from a CASE Server. The CASE Cloud TTY Server sends/receives characters to CASE Cloud TTY Web Browser Viewer. The CASE Cloud TTY Web Browser Viewer is hosted on Answer Center (ANS) computers. Answer Center (ANS) computer can be any device that supports either a Google Chrome or MS Edge browser.
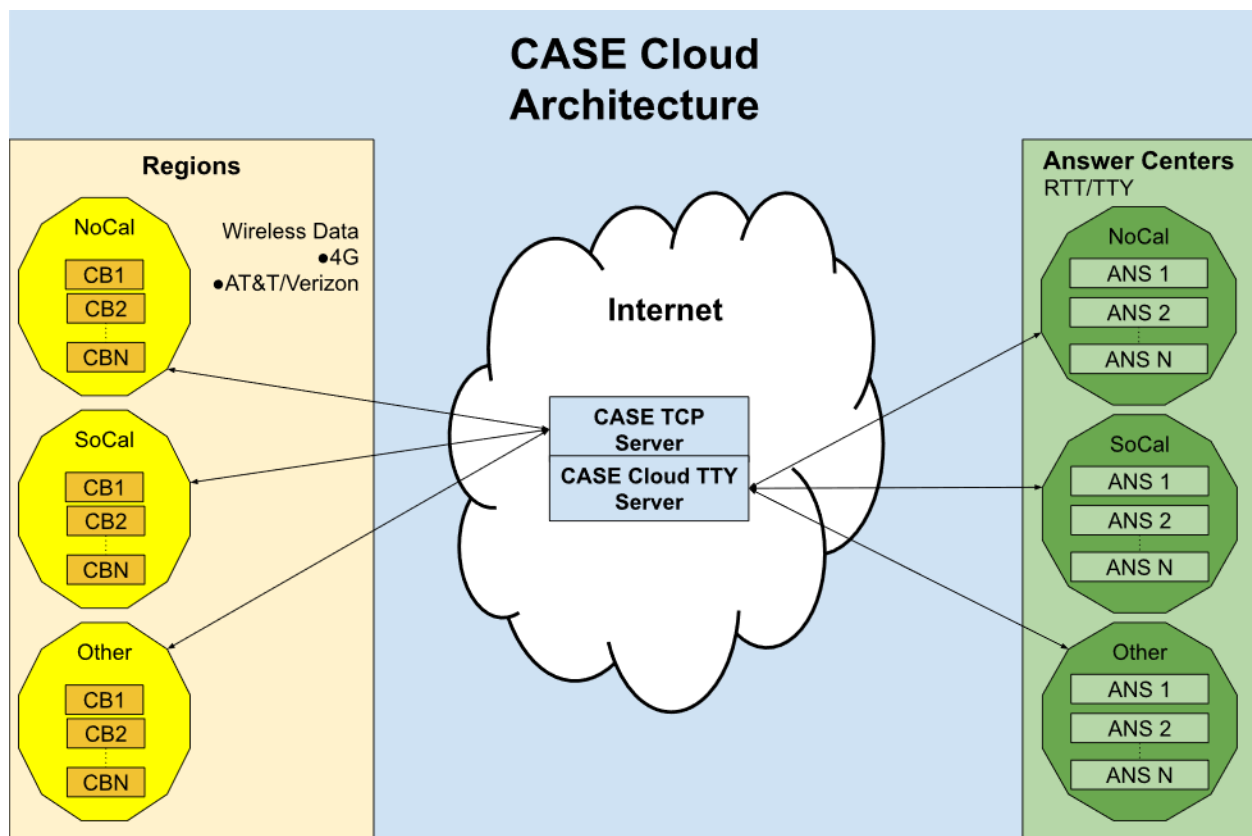
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2.1   CASE CALLBOX

CASE Cloud TTY supports all CASE TTY IP enabled CallBoxes The TTY enabled CallBox is loaded with the CallBox IP TTY Firmware and programmed. This is performed by the CASE Admin System. After the firmware is loaded, the callbox performs system checks and diagnostics to ensure proper function and communications. Once system checks and diagnostics are complete a CallBox is verified ready for operations.

2.2   CASE Answer System / CASE Cloud TTY Browser

 The CASE Cloud TTY browser is supported by the browsers listed in the table below. Hence, CASE Cloud TTY can be used on any computing platform that is connected to the Internet and supports the listed browsers (PC, Laptops, etc.). For the optimal user experience, it is recommended to use a network with Internet speeds operating at a minimum of 100Mbps downlink data rate. Following are the Internet browser types currently supported.

Browsers
Google Chrome
MS Edge

3. CASE Cloud TTY Users Roles and Regions

CASE Cloud TTY has a hierarchical administrator/user structure consisting of from top to bottom: CASE System Administrators "CASE-Admin", Region Administrators "Region-Admin", and Users "Operators". The CASE-Admin is the overall systems administrator, overseeing all aspects of system-level function.

In the CASE System there are Regions. A Region is a geographic area consisting of CASE CallBoxes that call into an Answer Center. The Answer Center consists of a group of Operators that answer the calls from the CASE CallBoxes. The Region-Admin manages all operators for a Region. The Region-Admin is the on-site lead at the Answer Center. The Region-Admin is responsible for managing one or multiple regions. Responsibilities include managing operators belonging to the Regions, training operators, and optionally reviewing calls received by operators.

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4. Quick Start

CASE Cloud TTY site link is https://casees.cloud/.

Once an Operator user account is created by the Region-Admin, the new Operator will be emailed a One-Time-Password (OTP). The new user has 7 days to login and set a new password. Once complete the new Operator can login to the system. The new user is encouraged to browse the menu options and familiarize themselves with the available functions/features.

The Region-Admin must perform new user Operator training. The CallBox Trainer function available only to Region-Admin allows the Region-admin to place multiple simultaneous simulated CallBox calls to train the Operator on how to answer calls.

5. Operator Training / "CallBox Trainer"

Operator training is the responsibility of the Region-Admin(s). The Region-Admin uses the CallBox Trainer tool to place simulated TTY calls. (See CallBox Trainer, Section 6.4)

The Region-Admin can use the CallBox Trainer tool to teach the Operators activities required to perform their duties. Operators need to learn the following tasks:
1. Answer a TTY call.
2. How to enter/send TTY messages including the use Short-cut Keys to quickly enter text messages, and how to send Short-cut Key text in English or Spanish (optional setup required)
3. How to Categorize and Annotate a call
4. How to use the Google map feature
5. How to end a call
6. How to answer and handle multiple incoming calls
7. How to use Replay to review and change call categorization and add new annotations
8. How to uses Replay to search for calls for review

Note: All training call Replay records are purged automatically from the system after 24 hours; only real-live CallBox calls will remain on the system.

5.1   Region-Admin CallBox Trainer Setup

Important: A Region-Admin performing training from a single computer needs to launch the CALLBOX test function from a different browser type from that of the main CASE Cloud TTY web application. For example, if the Region-Admin's computer is running the main CASE Cloud TTY web application https://casees.cloud/ on Google Chrome, that same Region-Admin must run CALLBOX Trainer https://casees.cloud/trainer.html on a MS Edge Browser.

From the CallBox Trainer browser multiple https://casees.cloud/trainer.html sessions/tabs can be opened to place multiple simultaneous calls. In this manner, a group of operators can be trained on how to answer, switch between calls, and end calls.

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6. Detailed Reference

This section describes in detail each of the CASE Cloud TTY browser windows/functions

6.1 Main

The CASE Cloud Brower main functions are Viewer, Replay, CALLBOX TRAINER, ADMIN, SUPPORT, and User Account.

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6.2 VIEWER

The view has two mode (1) Main – Call Notification and (2) Call Answer

6.2.1 Viewer Main – Call Notification

In the picture below, there are 3 active TTY calls (see Call List on Left of Viewer window). Calls that are not yet answered "Wiggle". Incoming calls rotate through the available Operators (logged into the system and not on an active call). Audible ringing is only at the selected Operator
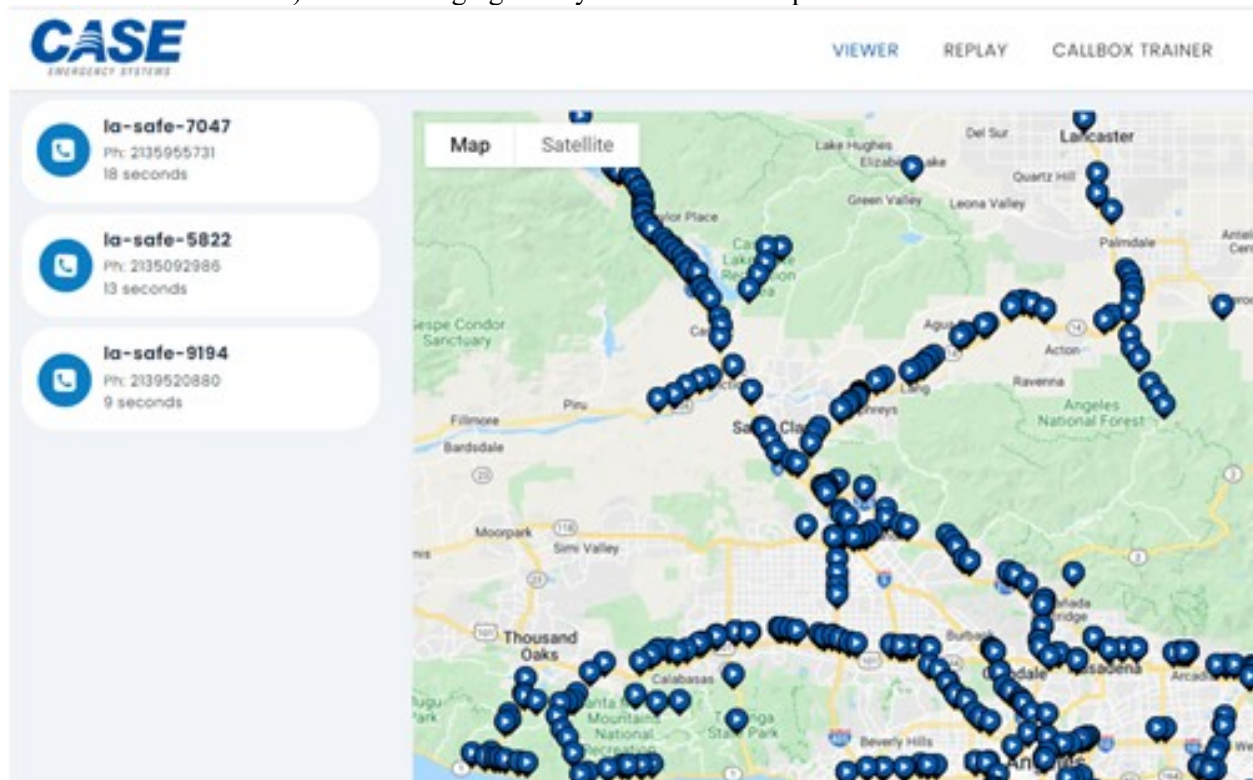
Features

Features	
MAP/Satellite	Google Maps features and function
CallBox Roll-over	Displays Callbox summary information
Ring / Call Notification	Ring/notification for operator, region admin, and Admin. Admin will not ring, notification only
	Handles single and multiple calls from the same and different operators/regions.
	Displays call duration and time to answer call
	Incoming calls rotate through the available Operators, audible ringing only at the selected Operator. After 20sec the call is sent to the next available operator.
Call Answer	Answer single and multiple calls. Different operators can answer and joining an ongoing call

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6.2.2 Viewer / Call Answer

Upon answering a TTY call the Operator is sent to the Viewer. It is by using the Viewer that the Operator has a TTY message conversation with the CallBox user.

Features

Features	
Ring / Call Notification	Ring/notification for operator, region admin, and Admin. Admin will not ring, notification only.
	Single and multiple calls from the same and different operators/regions. An Operator can switch between calls. Upon ending a call, the operator sent to Replay.
	Call duration display
	Call answer time-out
	Incoming calls rotate through the available Operators, audible ringing only at the selected Operator. After 20sec the call is sent to the next available operator. After a time out the call is categorized/annotated for that Operator as a "Missed Call: In-coming call not answered by available operator within 20 seconds. Call ring transferred to next available operator"
Call Answer	Answer single and multiple calls. Different operators can answer and join an ongoing call
TTY Display	TTY Viewer emulated TTY display on roadside CallBox
Short-cut Key	Function key and selection entry
Annotation	Classification and annotation description entry.
Call information	Call information includes Acct, Phone, etc.

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6.3   REPLAY

Replay has a main view for filtering/selecting call replays and Replay Viewer for viewing the selected calls. Upon call end the operator is automatically sent to the Replay Viewer to review the call that ended.

6.3.1 Replay Main

The Replay Main view allows the user to filter/select call replays

Features

Features	
Replay selection filter	Use filter to select replay calls to review. Exercise all options
Select a Replay Call	See below for Replay Viewer testing

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6.3.2 Replay Viewer

The Replay Viewer is for viewing the selected calls. Additionally, upon call end the operator is automatically sent to replay to review the call that ended. Note, that calls from a Live CallBox have dark-blue icons and those from CALLBOX TRAINER have light-blue icons. Note: All training call Replay records are purged automatically from the system after 24 hours; only real-live CallBox calls will remain on the system.

Features

Features	
Replay selection filter	Use filter to select replay calls to review. Exercise all options
Select a Replay Call	Switching between Replay calls
	Call duration display
	Call answer time-out
Annotation	Classification and annotation description entry.
Map	Map notification. Test Google maps functionality
Call information	Account Name/Number, CallBox No., Phone, etc.

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6.4   CallBox Trainer

The CALLBOX TRAINER feature provided the ability for a Region-Admin to train new operators by placing test calls. CALLBOX TRAINER is only available to Region-Admin and Admin users (Menu selection not visible for Operators). Region-Admin can only access Regions that they belong.
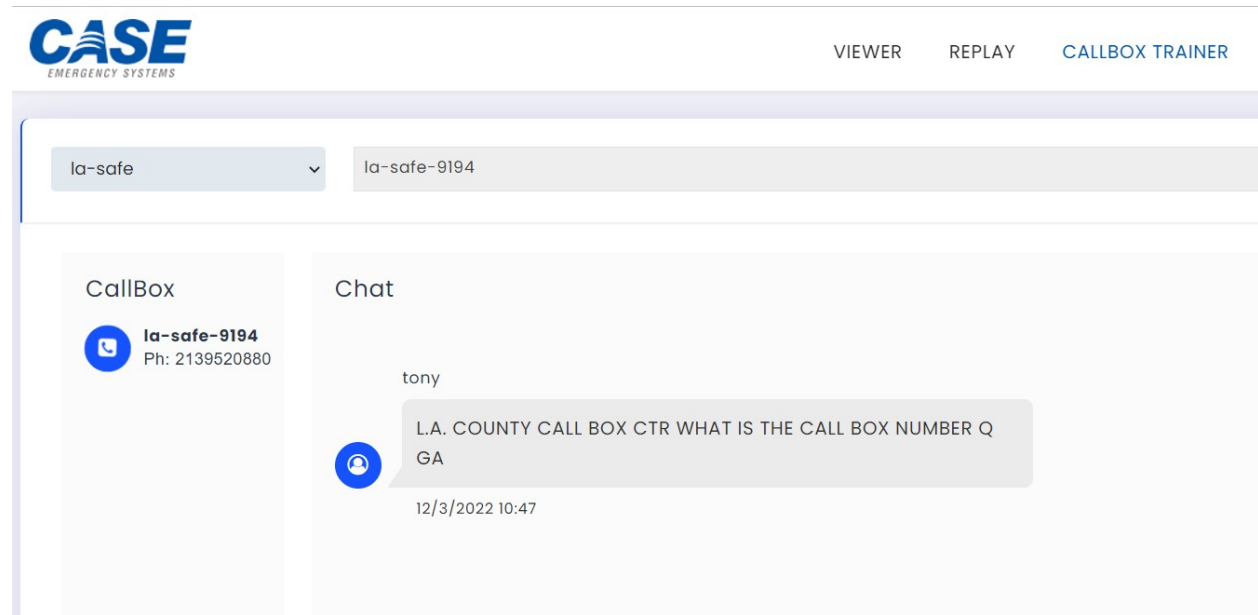
Features

Features	
Feature Access	Region-Admin can only access Regions that they belong.
Automatic Training Call Cleanup	Training Call Replays are automatically purged from the system after 24hrs
Place calls using CallBox Trainer	Open multiple CallBox Trainer session and place calls (See above Call Answer)
	Multiple sessions can be from single browser (multiple Tabs)
	Multiple sessions can be from different browsers
	Multiple sessions from different computers
	Multiple sessions from multiple different users/logins
	Single and multiple calls from the same and different operators/regions

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6.5   ADMIN

The Admin System is only fully accessible by a CASE-Admin User. Region-Admin users have Read-only access to all information and Add/Edit/Delete access to selected functions.

6.5.1   User / Add User

The Admin/User feature allows Operators to view other Operator belong to the same Regions. They can view who is currently logged-in and available to receive calls.

Region-Admins uses the Admin/User function to manage all the Operators for the Regions they control. The Region-Admin can add and in-activate Operators.

To add an Operator or a fellow Region-Admin, the Region-Admin uses the Admin/User/+Add function (See below).

- Once a user account is created by the Region-Admin, the new user will be emailed a One-Time-Password (OTP).
- The new user has 7 days to login and set a new password.
- Once complete the new user can login to the system.
- A Region-Admin can also deactivate an Operator. An in-active operator can no longer access the CASE Cloud TTY system.

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Features

Features	
User View	Screen search, sorting and filter functions. Test page up/down/next.
	Users "on-line" feature.
	Active/Inactive User Feature
Region-Admin Add/Edit User	Add/ /Edit users. Assign Regions, Promote Operator to Region-Admin
	Edit email address, name, phone number, password, user type, and region assignment.
	Region-admin can only add/edit operators and Region-Admins for regions they belong.
	Edit email address, name, phone number, password, user type, and region assignment.
New User Password reset	Users are emailed OTP reset password instructions and that password

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6.5.2 Region

The Region function is only fully accessible by a CASE-Admin. Region-Admin user have Read-only access.

Features

Features	Test
Region View	Screen search, sorting and filter functions. Test page up/down/next.
	Region Active/Inactive Feature
Region-admin	Ability for a Region-Admin to view only region information.
	Ability to set/edit (Region name and Classification/Annotation required switch).
	Region code add. Test region code cannot be edited once added.
	Ability to set Account Name and Code

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6.5.3   Call Box

The CallBox function is only fully accessible by a CASE-Admin. Region-Admin user have Read-only access to some information and Add/Edit/Delete access to selected features.

Features

Features	Test
Callbox View	Screen search, sorting and filter functions. Test page up/down/next. Test Status and Missing Lat/Lon filters.
Region-admin Role Add/Edit CallBox	Region-admin cannot use the Callbox Active/Inactive feature.
	Google Maps functions
	Next/Prev buttons to walk through selected/filtered CallBox list.
	Ability to set/edit Account Name and Account number. All other fields the Region-Admin can read only.
Operators Role	Operator cannot access the Admin function.
New User Password reset	Ability to set/edit email address, name, phone number, password, user type, and region assignment.
	Operators have no access to Admin.
	New users are emailed reset password instructions and that password reset works correctly.

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6.5.4 Short-cut Keys

Short-cut Key functions are fully accessible by the Admin and Region-Admin.

Features

C/N	Features	Test
1	Short-cut Key View	Screen search, sorting and filter functions. Test page up/down/next. Test Status and Missing Lat/Lon filters.
2	Admin and Region-Admin Roles Add/Edit Short-cut Key	Ability for Admin and Region-Admin to Active/Inactive a Short-cut Key.
3		Ability Admin and Region-Admin to Add/Edit Short-cut Key attributes (Key assignment, Group assignment, and Message).
4	Admin and Region-Admin Roles Copy Group	Ability Admin and Region-Admin to Copy Group.
5	Admin and Region-Admin Roles Short-cut Key Group	Ability Admin and Region-Admin to Edit and assign Group.
6	Admin and Region-Admin Roles +Add Shortcut	Ability Admin and Region-Admin to add a short-cut key.
7	Operators Role	Operator cannot access the Short-cut Key function.

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6.6   SUPPORT

The Support function allows user to directly communicate with CASE-Admin

Features

C/N	Features	Test
1	Support	Support email on Chrome and Edge.

6.7   User Account

All users access the User Account Icon features.
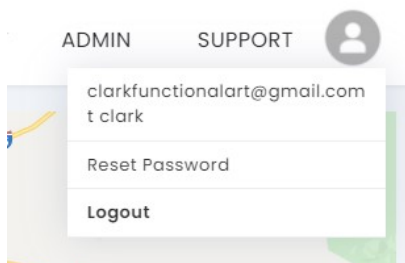
Features

Features	Test
Account Support Email	Email inquiries directly to CASE Cloud-Admin
Account Password reset	Users are emailed reset password instructions.
Logout	Logout and re-login

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7. System Setup/Deployment Procedure

System deployment refers to the case where numerous callboxes are transitioning to CASE Cloud TTY; for example, an entire region such as LA SAFE. Note: CASE Cloud TTY System Test is prior to deployment. This includes testing of CASE TTY CallBox firmware in CASE Cloud Development and Production Environments

During System Deployment each TTY enabled CallBox is loaded with the Callbox IP TTY Firmware and programmed. This is performed by the X15 Admin System. After the firmware is loaded, the callbox performs system checks and diagnostics to ensure proper function and communications. Once complete a callbox is verified ready for operations.

The System Setup/Deployment requires the following tasks to be performed prior to going operational. The first set of tasks are performed by the CASE Cloud TTY Administrator and the second set of tasks by the Region-Admin.

7.1 CASE-Admin

The following task shall be performed by the CASE-Admin. These tasks shall need to be performed in the order provided.

7.1.1 Region Setup

The CASE-Admin shall use ADMIN/Region/+Add to add the new Region. The CASE-Admin shall add the assigned Region-Code for CallBox messaging.

Add

Region Name	Region Name
Region Code	REGION CODE
Classification/Annotation Required ?	⬜

7.1.2 Region-Admin/User Setup

The CASE-Admin shall use ADMIN/User/+Add to add the first Region-Admin for a new Region.

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7.1.3 Call Box Database Setup

The CASE-Admin shall setup the CallBox database. For all the CallBoxes in a Region, the CASE-Admin shall enter all the information in the table below.

Description

SB SR110 JSO STADIUM WY ** FSP01 ** ACC STADIUM WAY

ANI

7047

Account Number

6775

Account Name

6775

Box Number

110-245

Phone ℹ️

2135955731

Status(Active/In-active)

🔵

Latitude

7.1.4 Call Classifications Setup

The CASE-Admin shall setup the Region Call Classification list. This list is provided by the new Region-Admin. CASE can supply a template list for the Region-Admin to create a Classification Selection list such as in the example Classification list provide below.

CASE-Admin needs request that the CASE Development Team add the Region Classification list.

7.1.5 Short-cut Keys Setup

The CASE-Admin shall setup the Region Short-cut Keys list. This list is provided by the new Region-Admin. CASE can supply a template list for the Region-Admin to create Short-cut Keys Selection list such as in the example Short-cut Keys Selection list provide below.

7.2   Region Admin

The following tasks shall be performed by the Region-Admin. These tasks shall need to be performed in the order provided.

7.2.1 Add Operators

The Region-Admin needs to add/maintain all the Operators they manage. The Region-Admin uses the ADMIN/User/+Add function to add Operators and fellow Region-Admin. (See User / Add User)
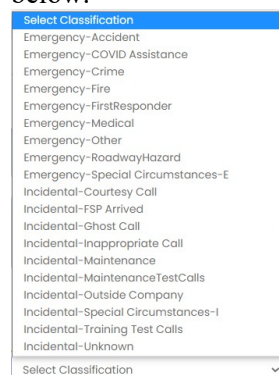
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7.2.2 Review Call Box Database and Provide Account Names/Numbers

To build the database, the Region-Admin must provide the Account Name and Account Number assignments to the CASE-Admin. The Account Name and Account Number assigned to a CallBox is provided to assist the Operator lookup the corresponding Call Answer script used to responded to a call. It is recommended, the Region-Admin review the Call Box information.

7.2.3 Select Call Classifications List

The Region-Admin shall provide a Call Classification list. CASE can supply a template list for the Region-Admin to create a Classification Selection list such as in the example Classification list provide below.

7.2.4 Select Short-cut Keys

The Region-Admin shall provide a Short-cut Keys list. CASE can supply a template list for the Region-Admin to create a Short-cut Keys Selection list such as in the example below.

alt+a	octa-tty	O.C.CALL BOX CTR WHAT IS THE CALL BOX Q
alt+b	octa-tty	IS THE VEHICLE SAFELY ON THE RIGHT SHOULDER AND COMPLETELY OUT OF TR...
alt+d	octa-tty	IF WE GET DISCONNECTED, PLEASE CALL BACK. WHAT IS THE VEHICLE LOCATO...
alt+e	octa-tty	WHAT IS THE VEHICLE MAKE, MODEL AND COLOR Q
alt+f	octa-tty	WHAT IS THE PROBLEM WITH THE VEHICLE Q
alt+g	octa-tty	ARE YOU TOWING ANYTHING? BOAT/TRAILER Q
alt+h	octa-tty	WHAT IS YOUR FULL NAME AND PHONE NUMBER Q
alt+i	octa-tty	HOW MANY PEOPLE ARE PRESENT Q