Alertpage – Web Based Dispatcher Queue System for handling incoming leads.

Must Have

Web Interface

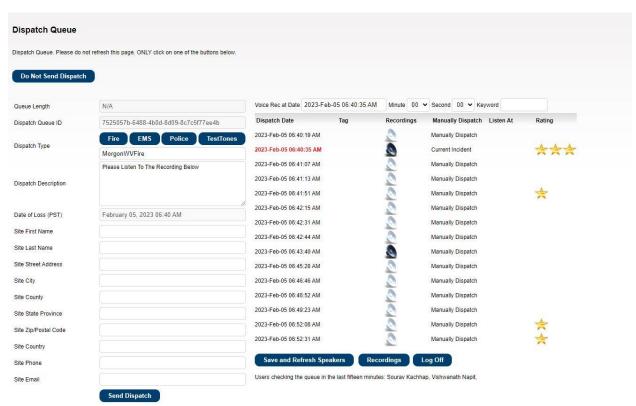
Dispatcher Login - Basic Level Queue Worker

Supervisor Login – 2nd level Queue Worker / Supervisor

Admin Login - Complete access - Review

Queue Screen

Queue length – Display number of records remaining in the Queue



The space on the right will display the Lead / Transcript / Data

There will be drop down boxes for Address Entry – linked to Google Mapping API

Dispatcher can override the address search if needed

Some of the above fields wont be necessary – some new ones will be added.

Admin Capability

There will be an Admin portal that can display all past leads and their disposition status.

Admin can sort by Date, Keyword, State, County, Disposition, Dispatcher # to review any past records.

Reports can be exported via CSV File based on Date range and other Factors (State, County, Call Type, etc)

Queue Screen Options – Decision Tree

Confirmed Incident – send for Supervisor review

Unable to Confirm due to some issue – send to Supervisor review

Confirmed Incident – Send to Customer

Incident Unfounded - Do not Send

Technical Issue – send to Admin Queue for Review and Action

Duplicate Incident – Already Handled

Add Checkmark for Major Incident notification (Allow notes to be added or a checkbox for Category)

Queue will be populated from the Database and can handle a variety of different data source types

Email

Web Scrape

Social Media Scrapes

Direct Tips

Audio Scrapes

Transcription Data

There needs to be some type of Custom Alert capability to notify xxx when the Queue exceeds xxx number of entries in the Queue.

Also will need an alert when Queue has stopped for any reason

Would prefer some redundancy – so we can have a mirror site running in case of machine or cloud failure. Possibly in a separate AWS zone.