

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

## Must Have

Web Interface

Dispatcher Login – Basic Level Queue Worker

Supervisor Login – 2<sup>nd</sup> level Queue Worker / Supervisor

Admin Login – Complete access – Review

## Queue Screen

Queue length – Display number of records remaining in the Queue

**Dispatch Queue**

Dispatch Queue. Please do not refresh this page. ONLY click on one of the buttons below.

Do Not Send Dispatch

Queue Length

N/A

Dispatch Queue ID

7525057b-6488-4b0d-8d09-8c7c5f77ee4b

Dispatch Type

Fire

EMS

Police

TestTones

MorgonWVFire

Please Listen To The Recording Below

Dispatch Description

Date of Loss (PST)

February 05, 2023 06:40 AM

Site First Name

Site Last Name

Site Street Address

Site City

Site County

Site State Province

Site Zip/Postal Code

Site Country

Site Phone

Site Email

Send Dispatch

Voice Rec at Date

2023-Feb-05 06:40:35 AM

Minute

00

Second

00

Keyword

Dispatch Date	Tag	Recordings	Manually Dispatch	Listen At	Rating
2023-Feb-05 06:40:19 AM			Manually Dispatch		
2023-Feb-05 06:40:35 AM			Current Incident		★★★★
2023-Feb-05 06:41:07 AM			Manually Dispatch		
2023-Feb-05 06:41:13 AM			Manually Dispatch		
2023-Feb-05 06:41:51 AM			Manually Dispatch		★
2023-Feb-05 06:42:15 AM			Manually Dispatch		
2023-Feb-05 06:42:31 AM			Manually Dispatch		
2023-Feb-05 06:42:44 AM			Manually Dispatch		
2023-Feb-05 06:43:40 AM			Manually Dispatch		
2023-Feb-05 06:45:28 AM			Manually Dispatch		
2023-Feb-05 06:46:46 AM			Manually Dispatch		
2023-Feb-05 06:46:52 AM			Manually Dispatch		
2023-Feb-05 06:49:23 AM			Manually Dispatch		
2023-Feb-05 06:52:08 AM			Manually Dispatch		★
2023-Feb-05 06:52:31 AM			Manually Dispatch		★

Save and Refresh Speakers

Recordings

Log Off

Users checking the queue in the last fifteen minutes: Sourav Kachhap, Vishwanath Napit,

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.