



DICE Products & Technical Documentation

AM Notify

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AM Notify

The AM Notify tab allows users to define when the system should notify operators and/or contacts regarding signals received during an assigned timeframe (Figure 1). AM Notifies inform operators of what signals to call contacts on the next morning. For Example, if a low priority alarm (Low Battery) was received at 2am, operators will likely want to wait until the morning to notify the contact.

AM Notify Description	AM Notify Account	Dealer	Account Name/Description
<input type="text"/> x	<input type="text"/> x	<input type="text"/> x	<input type="text"/> x
KATE01 AM Notify	KATE01	ERIK	Testing Stuff Please
Documentation Notify	KATE01	ERIK	Testing Stuff Please

✎ Edit On Call ✎ Delete On Call
✚ Add ✎ Edit ✎ Delete ↻ Reload

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(Figure 1)

The following documentation instructs users on how to configure AM Notifies to send to either operators or contacts, or both. Users can interact with the AM Notify table via the available toolbar options. These options are defined below.

Option Function

Edit On Call	Allows users to assign a call list to the selected AM Notify. For more information on how to create call lists, see the documentation available here .
Delete On Call	Removes any On Call call list assigned to the selected AM Notify.
Add	Allows users to create new AM Notify parameters. More information on adding AM Notifies can be found below.
Edit	Allows users to update existing AM notifies.
Delete	Removes the selected AM Notify from the table.
Reload	Refreshes the table to display up-to-date information.

Add

Selecting Add from the toolbar will display the **Add AM Notify Information** dialog box (Figure 2). Users will create an AM Notify via the two tabs and their available options. The **Details** tab defines how the system will handle notifies given certain signaling parameters while the **Additional Setup** tab defines when the notify will be sent.

Add AM Notify Information

Details Additional setup

AM Notify (Y/N)? ☐ Description:

Filter process 1a

Include/Exclude List New Edit Examine

Filter process 1b

Specify alarm types to notify on? ☐ Notify on operator handled signals? ☐

Notify on system handled sigs? ☐ Notify even if opr marks alarm as false? ☐

Filter process 2

Notify on dispatches? ☐ Cancel AM notify if dlr has been contacted? ☐

Stop notification on inactive accounts? ☐

Cancel Save All

(Figure 2)

Details

The **Details** tab is where users configure the basic functionality of the AM Notify (Figure 3).

Details Additional setup

AM Notify (Y/N)? ☒ Description:

Filter process 1a

Include/Exclude List New Edit Examine

Filter process 1b

Specify alarm types to notify on? ☐ Notify on operator handled signals? ☐

Notify on system handled sigs? ☐ Notify even if opr marks alarm as false? ☐

Filter process 2

Notify on dispatches? ☐ Cancel AM notify if dlr has been contacted? ☐

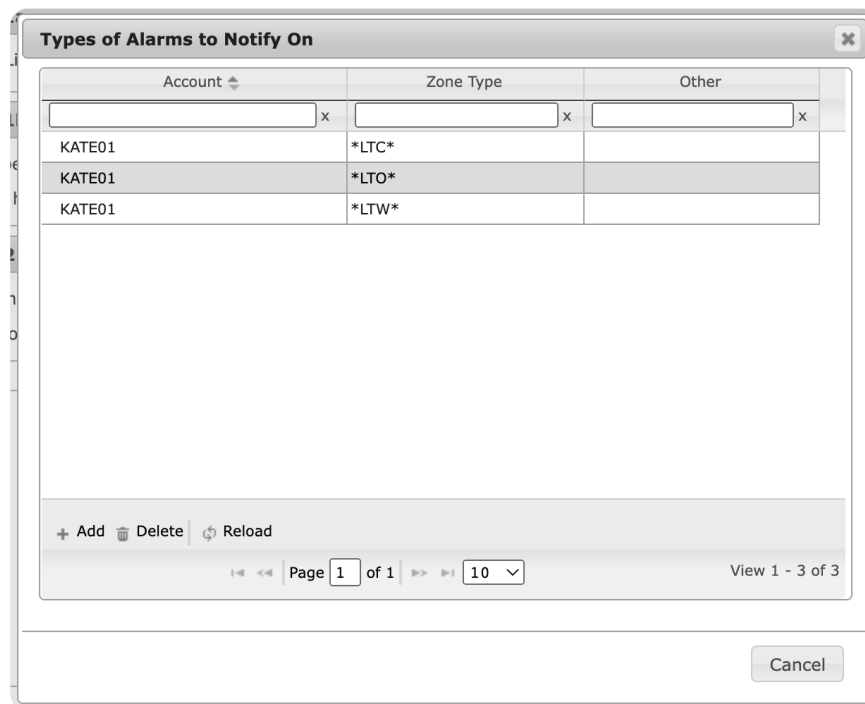
Stop notification on inactive accounts? ☐

Cancel Save All

(Figure 3)

Perform the following steps to create an AM Notify.

1. Select **AM Notify (Y/N)**.
2. Input a brief explanation of the list into the **Description** field.
3. If applicable, select an **Include/Exclude** list to apply to the AM Notify.
 - For more information on Include/Exclude lists, see the documentation available [here](#).
4. If applicable, select the **Specify alarm types to notify on** option. If users will *not* be assigning specific alarm types to the notify, skip to step 9.
 - If selected, the **Types of Alarms to Notify On** dialog box will display. (Figure 4).

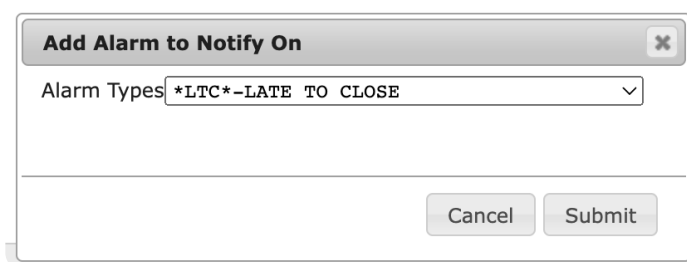


The dialog box titled "Types of Alarms to Notify On" contains a table with three columns: Account, Zone Type, and Other. The table has three rows, all with "KATE01" in the Account column. The Zone Type column contains "*LTC*", "*LTO*", and "*LTW*" respectively. The Other column is empty. Below the table is a toolbar with "+ Add", "Delete", and "Reload" buttons. At the bottom right is a "Cancel" button. A footer bar shows "Page 1 of 1", a "10" dropdown, and "View 1 - 3 of 3".

Account	Zone Type	Other
KATE01	*LTC*	
KATE01	*LTO*	
KATE01	*LTW*	

(Figure 4)

5. Select the **Add** option from the toolbar to display the **Add Alarm to Notify On** dropdown (Figure 5).



The dialog box titled "Add Alarm to Notify On" features a dropdown menu labeled "Alarm Types" with the selected value "*LTC*-LATE TO CLOSE". At the bottom right are "Cancel" and "Submit" buttons.

(Figure 5)

6. Select the alarm type the AM Notify should alert contacts and users on from the dropdown.
7. Repeat steps 5 & 6 until all desired alarm types are added.
8. Exit out of the **Types of Alarms to Notify On** dialog box.
9. If applicable, select the **Notify on operator handled signals** option.
 - If selected, the AM Notify will trigger for signals (of the selected types when applicable) that were logged by operators.
10. If applicable, select the **Notify on system handled sigs** option.
 - If selected, the AM Notify will trigger for signals (of the selected types when applicable) that were automatically logged by the system.
11. If applicable, select the **Notify even if opr marks alarm as false** option.
 - If selected, the AM Notify will trigger for signals (of the selected types when applicable) that were labeled as *false* when handled by operators.
12. If applicable, select the **Notify on dispatches** option.
 - If selected, the AM Notify will trigger for signals (of the selected types when applicable) where operators dispatched authorities to the premises while handling the signal.
13. If applicable, select the **Cancel AM notify if dlr has been contacted** option.
 - If selected, the AM Notify will *not* trigger on signals (of the selected types when applicable) where the operator called the dealer contact on the account while handing the signal.
14. If applicable, select the **Stop notification on inactive accounts** option.
 - If selected, the AM Notify will cease to notify on the account if it becomes inactive.
15. Select **Save All** to complete saving the basic settings.

Proceed to the **Additional Setup** instructions to complete configuring the AM Notify.

Additional Setup

The **Additional Setup** tab is where users complete the final setup parameters on the AM Notify for when it will trigger on the account. (Figure 6).

The 'Edit AM Notify Information' dialog box has two tabs: 'Details' and 'Additional setup'. The 'Additional setup' tab is active. It contains the following fields and options:

- Script to display when calling: [Text Field] [Magnifying Glass Icon] [X Icon]
- Monitoring Branch: [Text Field] [Magnifying Glass Icon] [X Icon]
- Build history for the whole day? ☐ AM notify on primary alarm? ☐
- Time Zone: [Dropdown: Alaska, U.S.A.] Country: [Dropdown] E-mail list: [Text Field] [Magnifying Glass Icon] [X Icon]
- AM notify to operator's even if AM notify has been faxed/emailed? ☐
- Page breaks between accounts on AM notify? ☐ Billable? ☐
- AM notify history details? ☐
- Print on/off hold: ☐ Print hold reason: ☐
- View opr in history: ☐ Comma delimited report: ☐
- Use CVR Report Layout: ☐
- Times to notify**
Sun: [Text Field] Mon: [Text Field] Tue: [Text Field] Wed: [Text Field] Thu: [Text Field] Fri: [Text Field] Sat: [Text Field]
- Fax info**
Fax AM Notify (Y/N)? ☐
Hold faxes: ☐
Banner on fax: ☐
Fax number: [Text Field]
Phone Number Format: [Dropdown: (XXX) XXX-XXXX]

Buttons: Cancel, Save All

(Figure 6)

Perform the following steps to complete setup.

1. Select the magnifying glass icon next to the **Script to display when calling** option to search for and select a call script.
 - This will display the **Scripts** dialog box (Figure 7). Select the desired script operators should read when contacting individuals regarding the AM Notify.

The 'Scripts' dialog box displays a table with the following data:

Script	Script Description	Type
DEFAULTA	AM Notify	08

Buttons: [Magnifying Glass Icon], [X Icon], [Cancel]

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(Figure 7)

2. Select the magnifying glass next to the **Monitoring Branch** option to search for and select the

branch the AM Notify should honor when delivering the notification.

- This will display the **Lookup Monitoring Branch** dialog box (Figure 8). Select the desired branch from those available.

Lookup Monitoring Branch:

Branch Id

Z

VSI

VR1

TT

TJC

TJ7

STB

STA

SSD

SOS

Select

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(Figure 8)

3. If applicable, select the **Build history for the whole day** option.
 - If selected, the AM Notify will trigger on *all* signals received during the current day.
 - If *not* selected, when the AM Notify is triggered, only signals labeled as AM Notify signals within the Details tab will be included.
4. If applicable, select the **AM notify on primary alarm** option.
 - If selected, when an alarm is received along with multiples and duplicates, if one of the multiples/duplicates is configured to AM Notify, the notify will include the initial alarm as well.
5. Select the **Time Zone** of the AM Notify recipient.
6. Select the **Country** location of the AM Notify recipient.
7. Select the magnifying glass next to the **E-mail list** option to search for and select an email list.
 - This will display the **Email List** dialog box (Figure 9). Select the email list the system will use when emailing the AM Notify. For more information on creating email lists, see the documentation available [here](#).

Email Lists

Email List	Description
ADL	All Account + Dealer E-mails
ALL	All E-Mails on Account
AUT	All Authorities
DLR	All Dealer E-Mails
GRP	All Group E-Mails
LIST1	Primary Notify List
LIST2	Event Information List
SDL	All Dealer + SubDealer Emails
SUB	All Subscriber E-Mails

Select

Reload

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8. If applicable, select the **AM notify to operators even if notify has been faxed/emailed** option.
 - If selected, the AM notify signal will still drop to pending for an operator to handle even after it was emailed or faxed to its assigned lists.
9. If applicable, select the **Page breaks between accounts on AM notify** option.
 - If selected, account information will be separated by a page break between different accounts.
10. If applicable, select the **Billable** option.
 - If selected, the AM Notify report will be added to the subscriber's account as a service that they must pay for.
 - **Please Note:** This is only applicable if your system is configured to use the DICE Accounting package.
11. If applicable, select the **AM notify history details** option.
 - If selected, additional information assigned to the alarm during handling will be included on the AM Notify report.
12. If applicable, select the **Print on/off hold** option.
 - If selected, the report will include those alarms placed into and taken out of the hold queue.
13. If applicable, select the **Print hold reason** option.
 - If selected, the *reason* operators assigned to the alarms when placing them into the hold queue will also be included on the report.
 - **Please Note:** this option is only available if the **Print on/off hold** option is selected.
14. If applicable, select the **View opr in history** option.
 - If selected, the operator codes of the operators who interacted with the alarm will be included within the report.
15. If applicable, select the **Comma delimited report** option.
 - If selected, the resulting report output will be a CSV file.
16. If applicable, select the **Use CVR report layout** option.
 - If selected, the resulting report output will use the format settings applied to the CVR report.
17. Input the time (in 24-hour format) into each day of the week the report should send out on. This is the time the AM Notify will send on that particular day.
18. If applicable, select the **Fax AM Notify Y/N** option.
 - If selected, users will have access to the Fax Info options and the report will send via fax when scheduled to.
 - If not selected, the report will *not* be faxed and users can proceed to saving the AM Notify Information (Step 23).
19. If applicable, select the **Hold faxes** option.
 - If selected, the fax will be sent to the hold queue for operators to send the fax manually.
20. If applicable, select the **Banner on fax** option.
 - If selected, the faxed report will include a cover page.
21. Input the 10-digit number the report should be faxed to into the **Fax number** field.
22. Select the masking that should be applied to the fax number from the **Phone Number Format** dropdown.
23. Select **Save All** to complete creating the AM Notify.

Once saved, the system will notify contacts/operators of alarms received on the account. Repeat the above steps as necessary to create additional AM Notify parameters.