



## Trouble Call Software Module

This software module is particularly applicable when presenting a well managed company. Such calls can vary from emergency help to routine services. Experience shows that the expected number of calls from the average organization is 400 to 500 per month. This module is multi-user and multi-tasking, hence trouble calls can be received from anywhere within the organization (Multi-site), recorded and dispatched to the appropriate department for action. The receipt of the trouble call is time stamped with the name of the operator who received it and again the person who placed the call. When the appropriate technical resources arrives at the site it is possible to time stamped their arrival time and departure time and can be processed or rerouted to the appropriate resource if an error in routing had been made. Once the call is completed, a report can be closed and time stamped. For those calls that must be serviced by 'off site' contractors, an email can be automatically sent calling for service. This gives you, the client, and the contractor written proof of the call and a means by which management can gauge their response to contract terms. This will allow management to accurately and quickly gather reports on trouble call down times.

The screenshot shows the 'Site-Secure - Site-Secure Software inc - Trouble Call System' application window. The interface is divided into several sections:

- Data entry view:** Fields for Date (06/26/2007), Time (16:27), Number (240), Dol Ref.# (SGF), Requested by (Larry Tourville), Telephone (770-2276), Caller's Email, Call Type (Preventative Maintenance), Categories (SECURITY MAINTENANCE, CAMERA INSPECTION), Type/Code, and Priority (NECESSARY).
- Grid View:** Fields for Buildings / Sites (BUILDING C), Floor (LEVEL 3), Area (51), PD Contract, and Called.
- Costs:** Fields for Parts cost (0), Repair time (5), and Labour cost (0).
- Warning Dialog:** A 'Warning!' dialog box asking 'Is this urgent?' with 'Yes' and 'No' buttons.
- Urgent Dialog:** A 'Site-Secure - Trouble Call System - Urgent' dialog box with 'Call ossc' and 'If not available call joe @ 555-5555' fields, and 'OK' and 'Cancel' buttons.
- Details:** A text area containing 'Exterior Cameras require cleaning (Semi-Annual)'. Below it, a status bar shows '234 of 243'.
- Navigation:** Buttons for 'New', 'Search', 'Save', 'Close call', 'Print', 'Spelling', and 'Exit'.

### Control Center Features:

- Automatic recording of individual entering the call based on password
- Automatic recording of date & time and sequential numbering
- Speed keys with pick lists menus for persons receiving calls
- On screen user definable messages provide emergency telephone numbers etc
- Automatic distribution of calls via email to pre-defined responsibility centers
- Automatic e-mail of service calls to offsite contractors

### End User Management Features:

- End users have the capability of either completing the call information and closing the call
- End users can transfer the call to another responsibility centre for handling
- Extensive work order reporting and print capabilities for management
- Extensive parts and labor tracking costs and tabulation capabilities
- Accountability with regards to efficiency of call handling
- Automatic tabulation of downtime per call, types of calls, groups and sub-groups
- Integrated knowledge base

Site-Secure - Site-Secure Software inc - Trouble Call System

File Actions Reports Help

Data entry view **Grid View**

Number	Date	Time	Type/Code	Site	Level	Area	Reported by
296	2008-03-25	11:30	WASH WINDOWS	BUILDING A	GROUND	51	Marcel Leger
295	2008-03-19	09:35	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
294	2008-03-06	07:48	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
293	2008-02-22	07:29	WASH WINDOWS	BUILDING A	GROUND	51	Marcel Leger
292	2008-02-21	07:57	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
291	2008-02-14	12:48	DEFECTIVE ALARM	304 0	LEVEL 1		BRIAN GREEN
290	2008-02-14	12:48	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
289	2008-02-07	09:42	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
288	2008-01-31	06:56	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
287	2008-01-22	17:10	WASH WINDOWS	BUILDING A	GROUND	51	Marcel Leger
286	2008-01-22	17:10	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
284	2008-01-02	05:33	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	OFFICE	OSSC
265	2007-12-13	08:28	WASH WINDOWS	BUILDING A	GROUND	51	Marcel Leger
263	2007-11-28	10:23	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
261	2007-11-12	11:52	WASH WINDOWS	BUILDING A	GROUND	51	Marcel Leger
258	2007-10-19	10:11	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
257	2007-10-09	10:30	WASH WINDOWS	BUILDING A	GROUND	51	Marcel Leger
256	2007-10-09	10:30	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
252	2007-09-26	11:33	BROKEN KEY	BUILDING A	LEVEL 1		KEITH
251	2007-09-24	10:23	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
250	2007-09-08	07:44	SITE SECURE	304 0	GROUND		LARRY
248	2007-09-08	07:43	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
245	2007-07-22	15:23	WASH WINDOWS	BUILDING A	GROUND	51	Marcel Leger
244	2007-07-22	15:23	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
240	2007-06-26	16:27	CAMERA INSPECTION	BUILDING C	LEVEL 3	51	Larry Tourville
238	2007-06-19	10:29	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC

New Search Matching Records 50 Open calls only Clear query Exit

## Extensive report capabilities

With the Site-Secure Report Builder, an almost infinite number of reports can be generated for data analysis and statistical reporting.

The screenshot shows the 'Report Builder' window with the following elements:

- From:** 2002/07/08
- Till:** 2006/05/02
- Area | Dol Ref.# | Priorities |**
- Number | Types | Sites | Level(s) | Users | Requested by |**
- Item List:**
  - BROKEN KEY
  - CARD READER INSTALLATION
  - DEFECTIVE ALARM
  - DEFECTIVE CAMERA
  - DEFECTIVE CARD READER
  - DEFECTIVE DURESS ALARM
  - DEFECTIVE INTERCOM
  - DEFECTIVE TIME LAPSE RECORDER
  - OUTDOOR CAMERA INSPECTION
  - SITE SECURE PM DAILY TEST
  - SOFTWARE SUPPORT
  - WASH WINDOWS
- Select requested items or 'Clear All/Select All'**
- Buttons:** Find, Clear all, Select all
- Type of search:**
  - Open calls
  - Closed calls
- Bottom Buttons:** View Sql, Build Report, Exit

Also included are built-in "quick reports" such as:

- Individual work order sheets
- Completed work order forms
- Abbreviated details report
- Summary count by site
- Full data entries
- Summary statistics
- Filters on Open/Closed calls

**Sample Report:**  
 Show below is a summary count by site report

**Site-Secure**  
 Trouble Call System - Summary count by site  
 Site-Secure Software inc

From 2002/07/08  
 Till 2006/05/02  
 Printed 2006/05/02

	304	A	B	C	D	E	Total
	0	0	0	0	0	0	0
BROKEN KEY	0	1	2	1	1	0	5
CARD READER INSTALLATION	0	2	1	0	0	0	3
DEFECTIVE ALARM	1	22	14	4	0	1	42
DEFECTIVE CAMERA	0	10	4	1	1	0	16
DEFECTIVE CARD READER	0	9	0	0	0	1	10
DEFECTIVE DURESS ALARM	0	1	0	0	0	1	2
OUTDOOR CAMERA INSPECTION	0	0	0	5	0	0	5
SITE SECURE PM DAILY TEST	0	89	0	0	0	0	89
SOFTWARE SUPPORT	0	2	2	0	0	0	4
WASH WINDOWS	0	7	0	1	0	0	8
<b>Total</b>	<b>1</b>	<b>143</b>	<b>23</b>	<b>12</b>	<b>2</b>	<b>3</b>	<b>184</b>

