

DisasterLAN

Call Center Ticket Manager

Quick Facts

- Easy Data Entry
- Full History Tracking
- Secure Access
- GIS Integration
- NIMS Type Resources
- Tasks
- Auto-Routing
- Database Driven
- Reports and Statistics

Features

- Alerts and Notifications
- Dynamic Forms
- Prioritize
- Follow Status Changes
- Add Multiple Contacts
- Route Ticket to EOC Users by their Role
- Limit User Input Fields by Security Group
- Match Resource Tickets to Stockpile Assets

Tools

- Accept or Remove from Screen
- Add Attachments
- Secure Ticket Access to Particular Users
- Create Related Tasks (With Their Own Statuses and Priorities)
- Spellcheck

The screenshot displays the DisasterLAN Call Center Ticket Manager interface. At the top, there are buttons for 'Save', 'Accept', 'Remove', and 'Cancel'. The ticket title is 'Request for Air Search Team (Fixed-Wing) - Type 2'. The subject is 'NYPD is requesting a Search Plane for a hiker missing in the Bronx'. The priority is 'Medium' and the status is 'Critical / Life Safety'. Below the subject, there are tabs for 'Log', 'Details (3)', 'Contacts (3)', 'Attachments (0)', 'Route To (2)', and 'Related Tickets (0)'. The main content area shows a list of ticket changes with the following entries:

- 7/21/2011 4:52:22 PM**
Saved by BCG Support Staff (Patrick Cerra)
A hiker went missing yesterday (7/20/11) in the NY Botanical Gardens located in the Bronx off of Rte 1. the gardens cover 215 square miles of partially forested gardens, roads, and trails. Some areas are heavily forested and contain gulleys, portions of the Bronx River, and other hiking hazards. Local PD are on the scene and organizing search parties including K-9 units. They have requested an aerial flyover search with spotlight.
- 7/22/2011 5:14:13 PM**
Saved by BCG Support Staff (Tim Fortin)
No Specifics Entry
- 7/28/2011 10:08:10 AM**
Saved by BCG Support Staff (Pat Cerra)
No Specifics Entry
- 7/28/2011 10:13:59 AM**
Saved by BCG Support Staff (Pat Cerra)
Added incident 126

- Call Center is a data entry system optimized for the non-traditional types of information that flow into an EOC during a disaster.
- It is ICS and EOC workflow oriented to help with missions, tasks, reports, donations, and resources.
- User-friendly data entry screens make entering information quick and easy. Virtually anyone can be trained to enter tickets into DisasterLAN with only a few minutes of training.
- A web-based design means folks can enter tickets from the EOC floor, the field, agency headquarters, mobile devices, command posts, and remote call centers, all at the same time.
- Based on a powerful Microsoft SQL Database backend, the Call Center supports history tracking, reports, and statistics.
- DisasterLAN can help solve the challenges of logging, organizing, and responding to information in the EOC.
- Custom Dynamic Forms can be created by administrators on the fly and attached to Ticket Manager Resource and Report Kinds.

