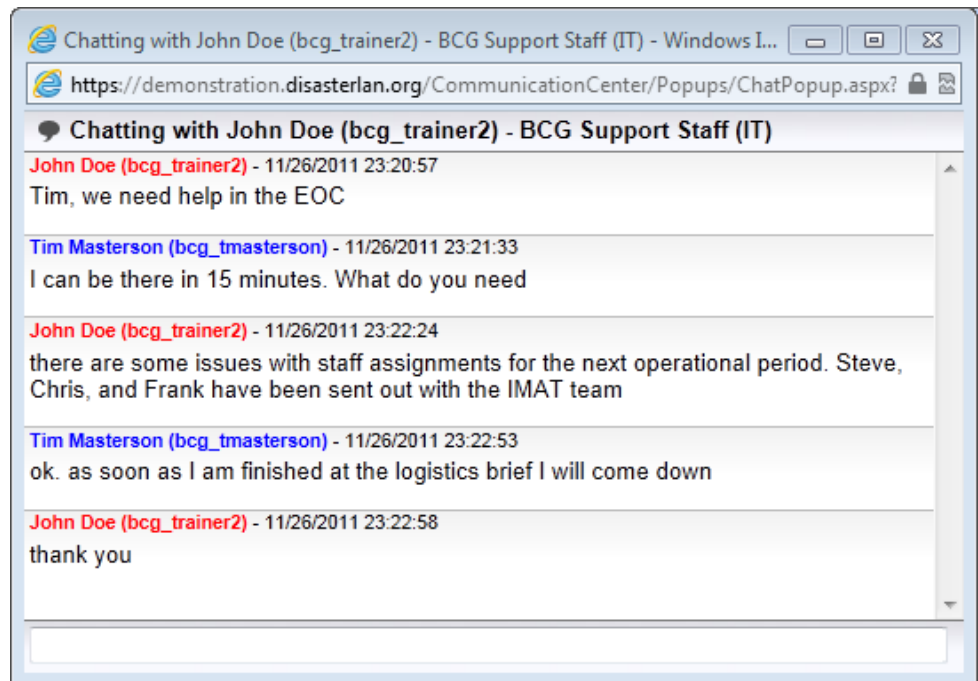


DisasterLAN

Chat / Instant Messaging

Quick Facts

- Secure, logged instant messaging
- Communicate with users and roles on the system
- Chat Rooms available for any Calls entered into the Call Center
- Easy to use report tools for full chat monitoring and archival



The DLAN Chat Client allows for “one-on-one” chatting in a fashion similar to instant messaging features offered by many Internet Service Providers. However, though DLAN Chat is similar to other platforms, the advantage to using the DLAN chat client over other instant messaging platforms is that all communications are logged as a part of the incident. Using these tools, it is easy for one DLAN user to instantly open a private, secure communication line with another DLAN user. Because the login credentials can be based upon functional units within the Incident Command System, it is easy to send messages to functional units, even if you don’t know the name of the individual heading up the unit at a given time.

For sites that make use of the Call Center module, the chat client brings with it additional features specifically designed for calls. Upon opening a Call Center ticket, users can instantly enter a chat room for that ticket and invite other users into the specific chat session for that call. This allows for very direct chat communication to take place regarding a mission, report, or request in the system. Like other chat messages, these chat room communications are fully logged in DLAN with the additional ability to have those messages logged alongside the call it concerned.