



Improving Interoperability and Situational Awareness using Ticket Synchronization

Techniques, Solutions, and Best Practices

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Introduction

The purpose of this document is to guide DisasterLAN (DLAN) users through the process of enabling, configuring, and using Ticket Synchronization features in DLAN. Ticket Sync allows a Ticket to be sent from one DLAN system to another, and then be automatically updated as changes are made by any system that is aware of that Ticket. This means that informational bulletins, resource requests, donations, damage assessments, field reports, missions, and other types of tasks can now be easily shared with another DLAN system and be kept up-to-date as other groups of people are engaged in that task's response.

This document will be broken up into five main sections: Configuring the Quick Share Button, Configuring Sync Settings, Sending a Ticket with the Quick Share Button, Sending a Ticket with the Forward Button, and Receiving a Ticket. The first two sections teach DLAN administrators how to enable and configure Ticket Sync settings, while the last section gives a step-by-step look at the user experience when sending and receiving Tickets to and from external DLAN systems.

For a complete training on Ticket Sync, please contact a BCG representative at 716-822-8668 or info@bcgeng.com.

Note: This guide uses standard terminology to describe the actions required to utilize the New Ticket Sync feature. Depending on the configuration of your DLAN system, item names and locations may be different than those used in this guide. For example, some installations use the term "Call" instead of "Ticket."

Section 1: Configuring the Quick Share Button

The Quick Share button allows users to quickly forward a Ticket to a preferred DLAN system, user, and/or distribution group. This section will cover all configuration options for this new button.

1. From the main menu click **Admin** → **Communication Center**. Click on **Communication Center Settings** in the left hand panel.

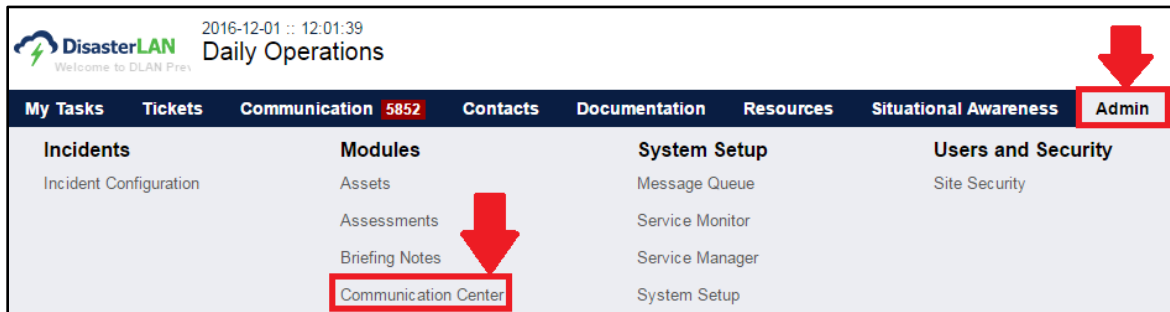


Figure 1: Navigate to Communication Center from the Admin Menu

2. Scroll down to the bottom of the Communication Center Settings page and locate the section titled **Easy Forward Settings**.

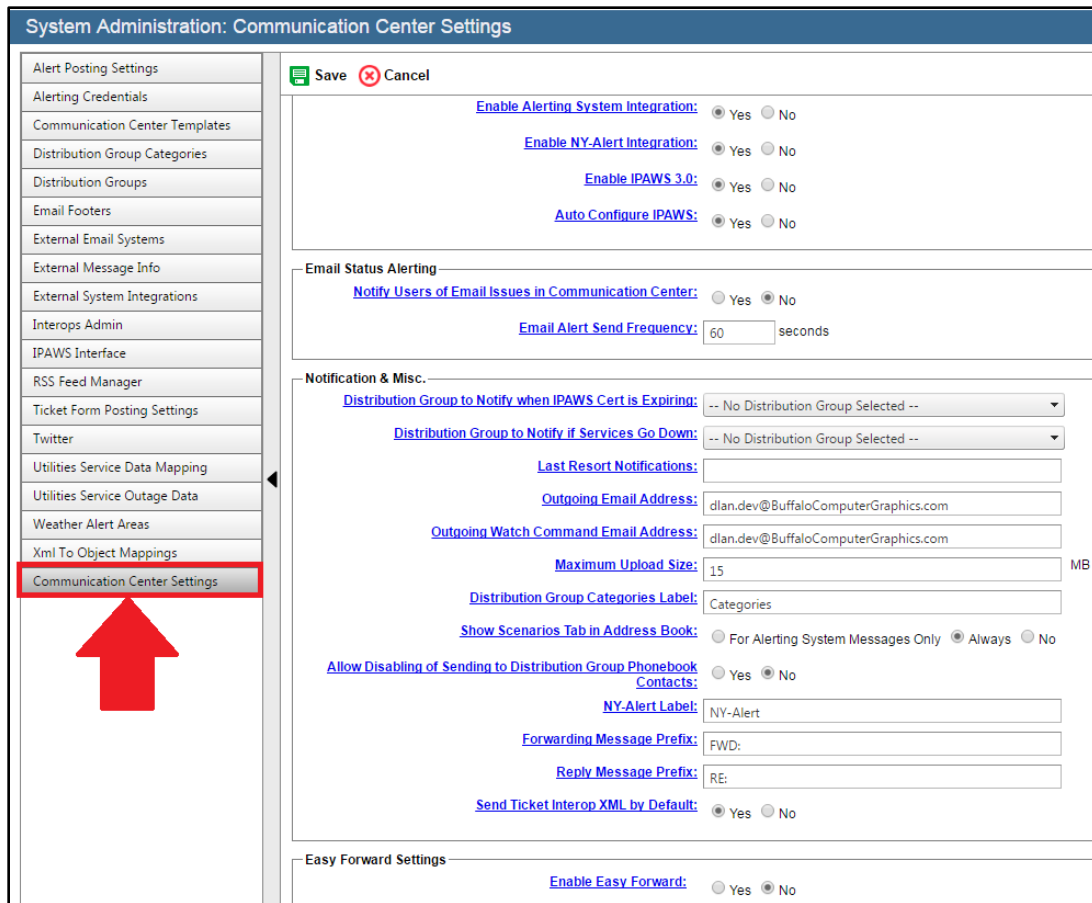


Figure 2: Navigate to Communication Center Settings

3. Control whether the Quick Share feature is turned on or off by using the **Enable Easy Forward** setting.
 - Select **Yes** to turn on the Quick Share feature, which will make the Quick Share button appear in Ticket Manager.
 - Select **No** to turn off the Quick Share feature, preventing the button from appearing in Ticket Manager.

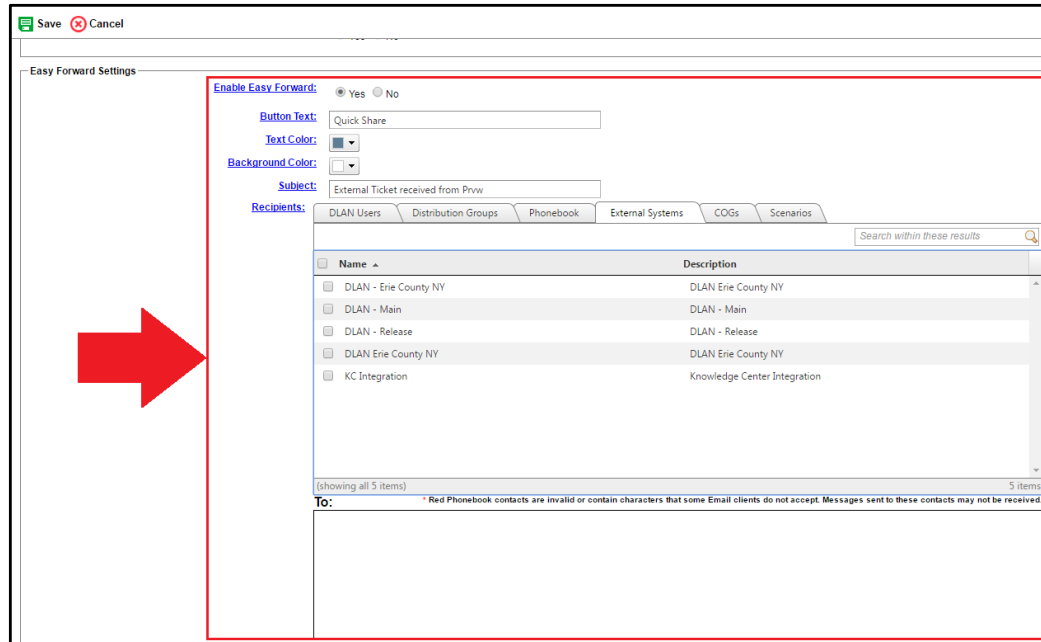


Figure 3: Navigate to Easy Forward Settings

4. Set the **Enable Easy Forward** button to **Yes**.
5. Use the **Button Text** field to configure the label of the button. This is the label that will appear in Ticket Manager.
6. Use the **Text Color** setting to configure the color of the button text.
7. Use the **Background Color** setting to configure the background color of the button.
8. Use the **Subject** field to set the subject that will appear on the receiving system.
9. Use the **Recipients** field to select who the Ticket will be sent to when using the Quick Share button. Selected recipients will appear in the **To** box below the recipients setting.

Section 2: Configuring Sync Settings

Administrators can configure the actions the system takes when receiving a new sync message.

1. From the main menu click **Admin** → **Communication Center**. Click on **External System Integrations** in the left hand panel.
2. Click the **Add** button to add a new external system integration.

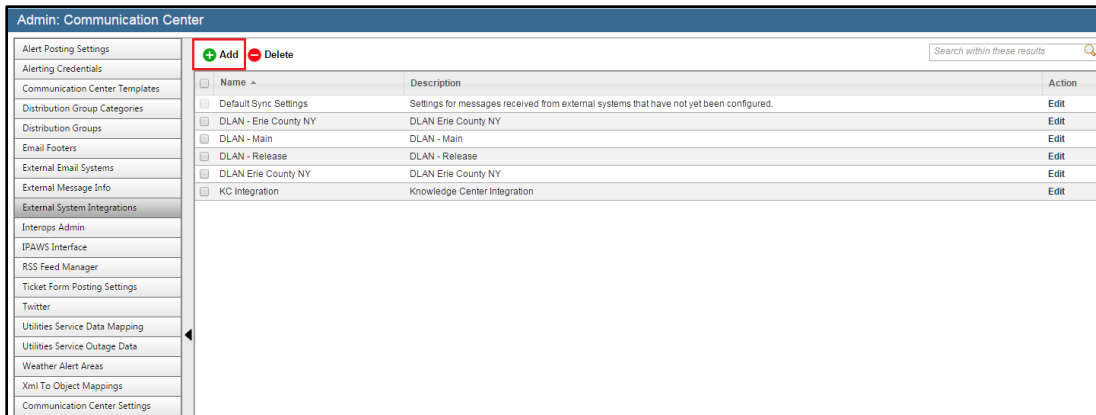


Figure 4: Click Add to add a new External System Integration

3. In the **Configure External System Integration** window, enter a **Name** and **Description** in their respective fields.
4. Using the **Type** dropdown menu, select **DLAN External Recipient and Sender**.
5. The **DLAN System** picker tool lists all available DLAN installations. Select the DLAN system you wish to integrate with from the list.

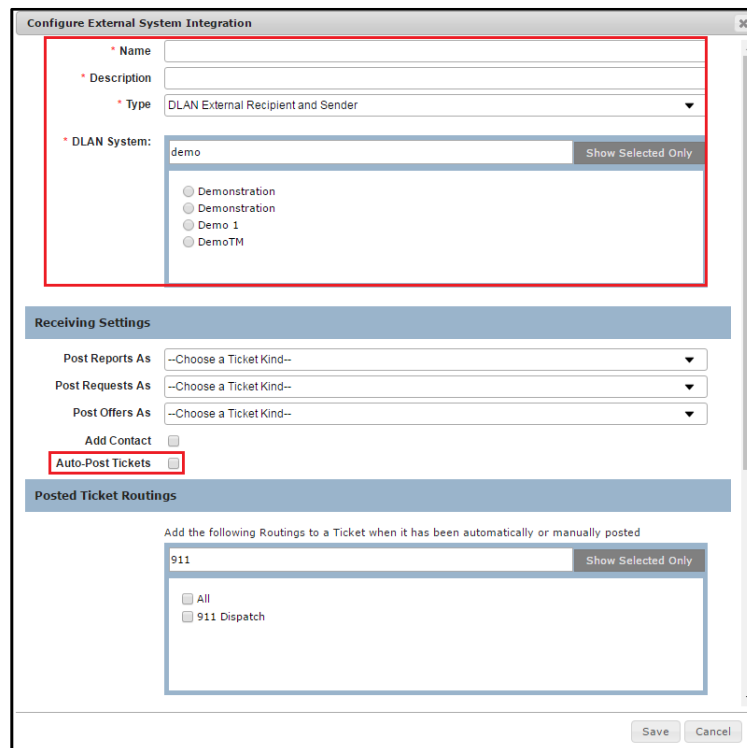


Figure 5: Use the Auto-Post Tickets checkbox to set auto-posting settings

6. Use the **Auto-Post Ticket** checkbox to control whether or not you review Tickets from the selected DLAN system before they become a Ticket in your system.
 - Leave the checkbox unchecked if you wish to review Tickets from the selected DLAN system before they become a Ticket in your system.
 - Checking this setting will cause Tickets from the selected DLAN system to automatically be posted to a new Ticket on the receiving system. For a more detailed overview of auto-posting, contact a BCG representative at dlansupport@bcgeng.com.
7. Scroll to the bottom of the **Configure External System Integration** window. Find the sync settings displayed under the **Ticket Synchronization Settings** section.
8. Use the table under the **Ticket Synchronization Settings** section to set the actions for each Ticket section. Administrators have three options for each Ticket section:
 - Select **Do nothing** if you do not wish for the receiving system to copy any changes to the Ticket when a new sync message is received. Instead, the changes will only be logged to the history of the Ticket for record keeping purposes. For example, some organizations may not want another system to set the Priority of the Ticket on their system.
 - Select **Note in Log** if you wish for the receiving system to create a new log entry for the selected Ticket section when a new sync message is received.
 - Select **Copy to Ticket and Note in Log** if you want the receiving system to copy the selected Ticket section and create a new note in the Ticket Log when a new sync message is received.

The screenshot shows the 'Configure External System Integration' window. At the top, there are options for 'Post Offers As' (a dropdown menu), 'Add Contact' (checkbox), and 'Auto-Post Tickets' (checkbox). Below this is the 'Posted Ticket Routings' section, which includes a search box with '911' entered and a 'Show Selected Only' button. Underneath, there are radio buttons for 'All' and '911 Dispatch'. The 'Ticket Synchronization Settings' section is highlighted with a red border and contains a table with the following data:

Ticket Section	Do nothing	Note in Log	Copy to Ticket and Note in Log
Subject	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Type & Kind	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Status	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Priority	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Attachments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Contacts	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Dates	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Forms	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Incidents	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Routings	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Specifics	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

At the bottom of the window are 'Save' and 'Cancel' buttons. A large red arrow points to the 'Ticket Synchronization Settings' table.

Figure 6: Ticket Synchronization Settings

Section 3: Sending a Ticket with the Quick Share button

Once the Quick Share button is configured (see Section 1), users with proper security access can use the Quick Share button in Ticket Manager to quickly forward Tickets to other DLAN systems.

1. To use the new Quick Share button, you must first open the Ticket Manager module. From the main menu click **Incidents & Tasks** → **Ticket Manager**.

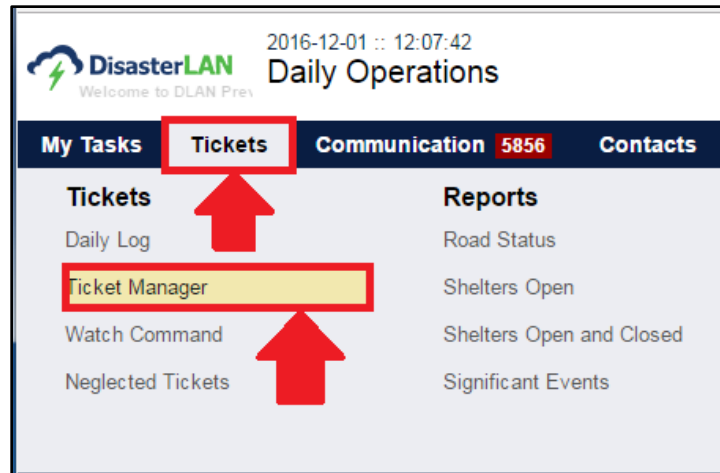


Figure 7: Navigate to Ticket Manager

2. The new **Quick Share** button appears in two places in Ticket Manager.
 - The **Quick Share** button in the main tool bar can be used to quickly send multiple Tickets at once.
 - The **Quick Share** button in the preview panel will only send the selected Ticket being previewed.

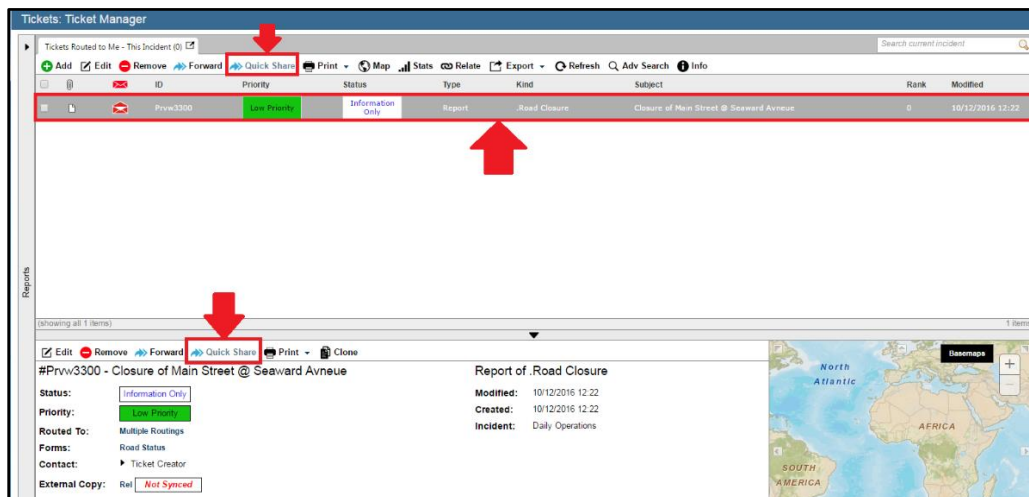


Figure 8: Quick Share button locations in Ticket Manager

3. Click on the **Quick Share** button.
4. Enter a short message in the **Message Body** field describing the Ticket(s) being sent.
5. Once the Message Body field is filled out, click the **Send** button to send the Ticket to all recipients selected in step 9 of Section 1.

Section 4: Sending a Ticket with the forward button

Users can utilize the Ticket Sync feature using the standard forward button. This section details how to accomplish this.

1. Use the main menu to navigate to **Incidents & Tasks** → **Ticket Manager**.
2. Similar to the Quick Share button, the **Forward** button also appears in two places in the Ticket Manager module.
 - The **Forward** button in the main toolbar can be used to quickly forward several Ticket(s) if clicked when multiple Tickets are checked.
 - The **Forward** button in the Ticket preview panel only forwards the Ticket that is currently being previewed.

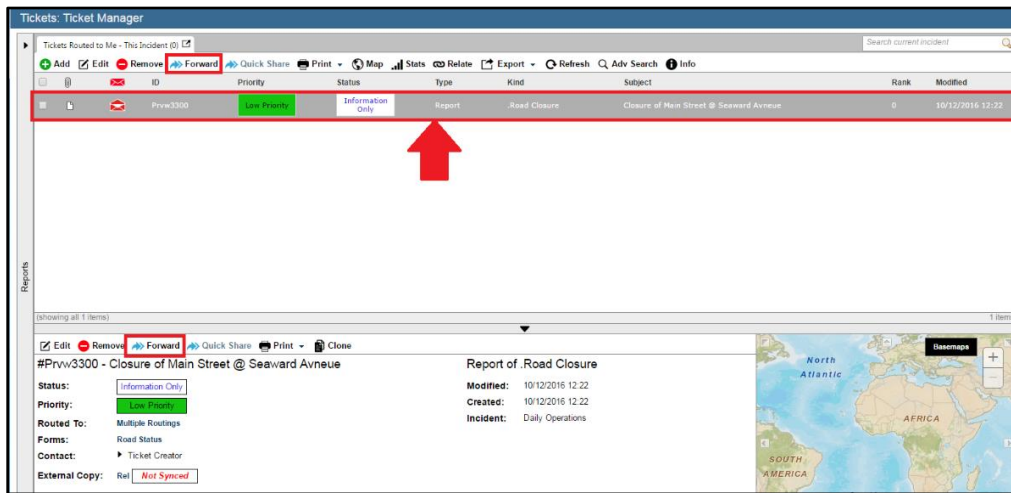


Figure 9: Forward Button in Ticket Manager

3. Click the Forward button to bring up the **New Message** window. Notice a copy of the Ticket is automatically attached, and the **Subject** and **Message** fields are pre-filled.

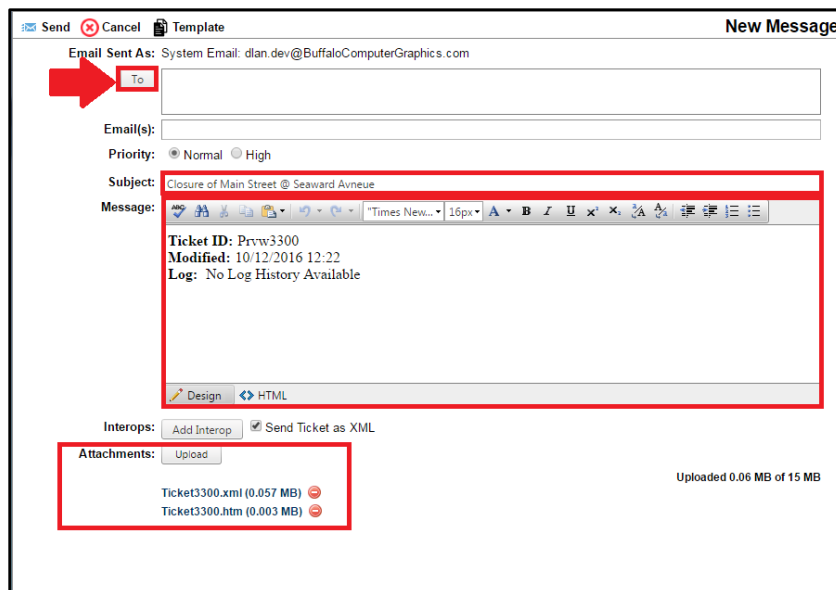


Figure 10: Composing a New Message

4. Click the **To** button to open the address book.
5. In the address book, click the **External Systems** tab to view the available external DLAN systems. Select which system(s) you would like to forward the Ticket(s) to using the checkbox column.
6. Click **Save**.

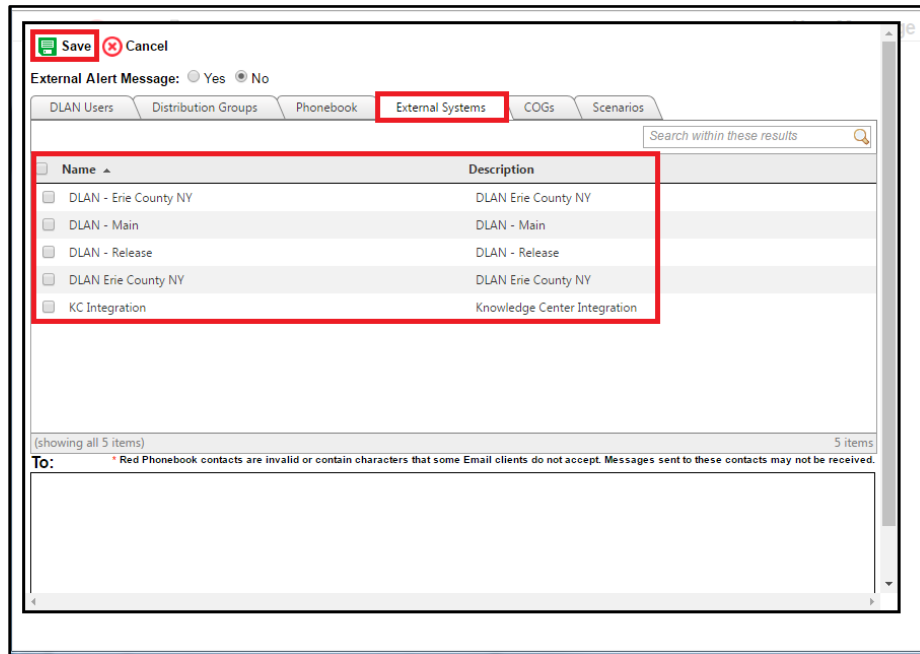


Figure 11: Available External DLAN Systems

7. The Ticket is now ready to be sent out. Make any final edits and click the **Send** button.

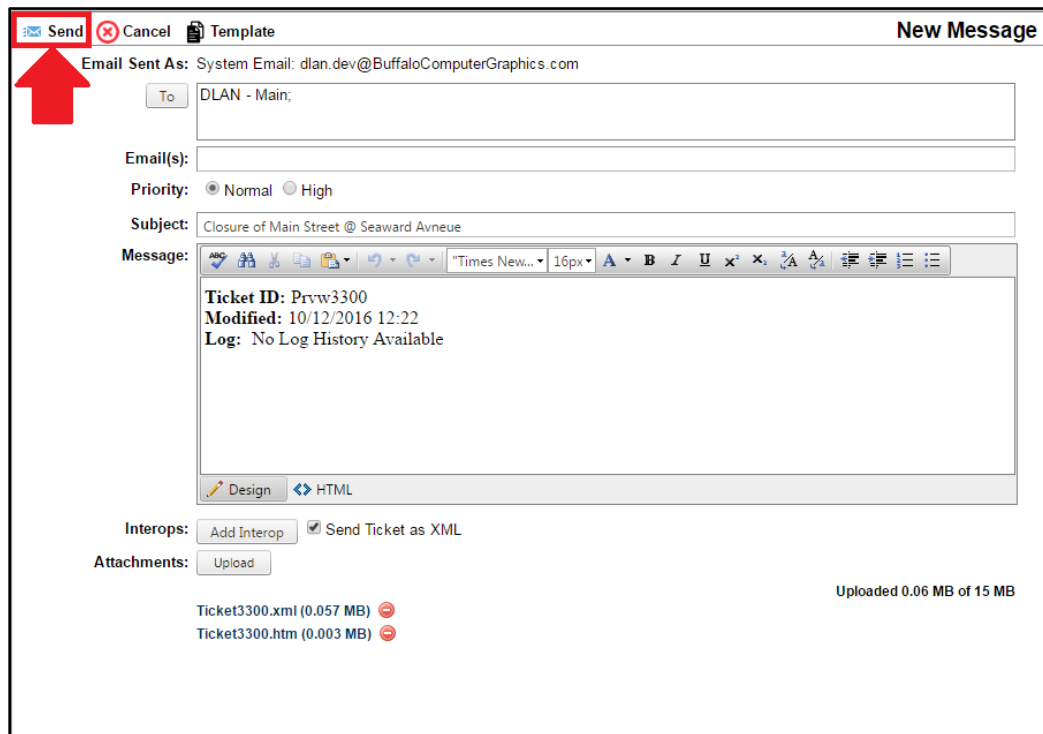


Figure 12: Send the Message

Section 5: Receiving a Ticket

This section describes the actions and procedures users can take when a Ticket is received from another DLAN system.

1. Tickets received from other DLAN systems will appear in the Communication Center. Use the main menu and navigate to **Communication** → **Communication Center**.

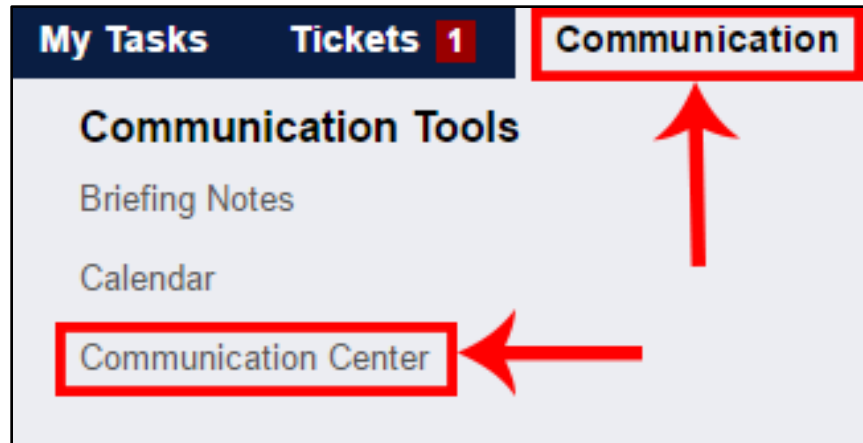


Figure 13: Navigate to Communication Center

2. Find the **Mailbox** section in the left hand panel of the Communication Center. Select the **Calls** mailbox under the **External Messages** heading.
3. All Tickets sent from other DLAN systems will appear in this mailbox. Tickets will also appear in the **External Messages** mailbox, which is a combination of all the mailboxes below it.

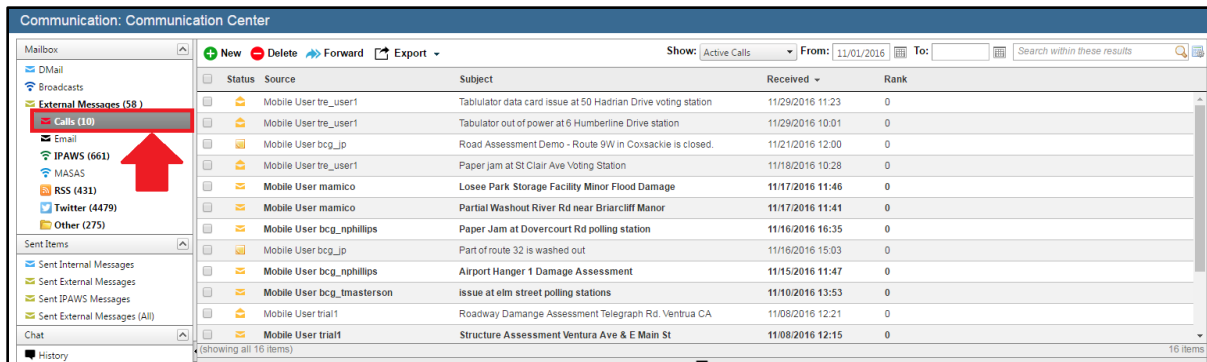


Figure 14: Navigate to the Calls mailbox

4. Click on any message to select it. Notice the action buttons that appear in the preview panel.
 - View the Ticket using the **View** button or delete the Ticket using the **Delete** button.
 - Use the **Forward** button and the **Quick Share** buttons to send the Ticket to additional DLAN systems (see Sections 3 and 4).
 - Use the **Print** button to print out a hard copy of the received Ticket.
 - The **History** button provides a detailed history of all user actions performed on the Ticket record within Communication Center.

- Use the **Post** button to post the received Ticket to a new Ticket. Posting a Ticket and saving completes the sync process. Then, both copies of the Ticket on the sending and receiving system will follow the sync rules set in Section 2.
 - Note: If Tickets are configured to auto-post, manual use of the post button is unnecessary. To view an auto-posted Ticket, use the **Show** filter and select either **All Calls** or the **Auto-posted only** option.

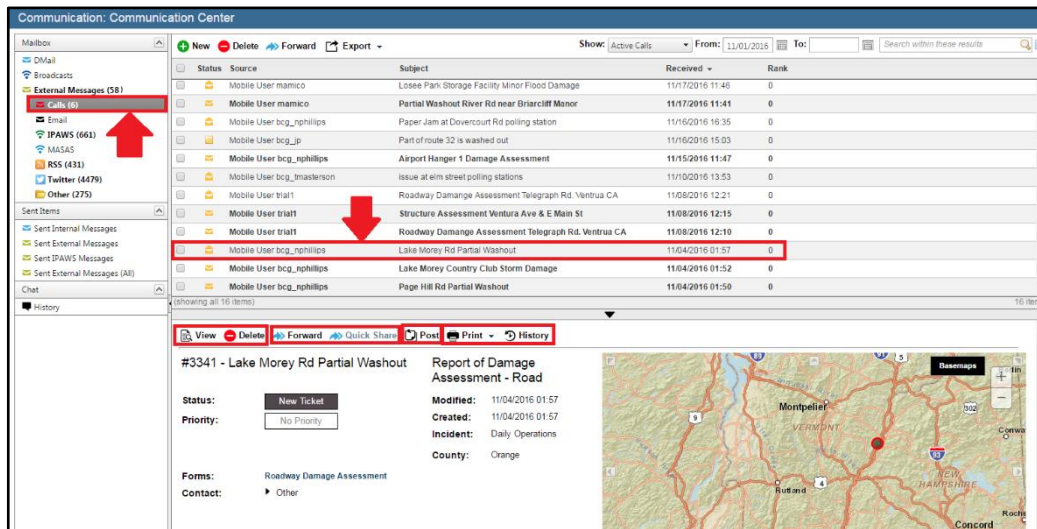


Figure 15: Action Buttons for Calls

Conclusion

The Ticket Sync feature, available in DLAN version 10.3 and higher, streamlines the communication process between incident management systems across a region, allowing emergency managers to better coordinate response and recovery efforts. This document illustrates how administrators can enable Ticket Sync features, and how users will experience the process. When combined with other types of interoperable communication in DLAN, such as IPAWS and MASAS, Ticket Synchronization allows DLAN to bring users a new, powerful approach to regional communications, especially in regions where multiple DLAN solutions are in use.