

## 6.2.12. Emergency Message

This feature allows users to send Emergency Messages to a predefined list of company users, informing them about a critical situation. Once activated, the **Emergency Message** button will be displayed on WebChat and in the mobile application of the users in the organization.

Emergency Message status:

- *If set to Disabled:* The emergency alert message button will not be displayed on users' devices.
- *If set to Enabled:* The emergency alert message button is displayed on users' devices.



*Settings > Company settings > Emergency message*

Emergency Message profile: To set multiple Emergency Message profiles for the team, click the **Add Profile** button. Users that do not have any profile assigned can only receive alerts if are added as recipients.

Emergency Message Profile



**ADD PROFILE**

*Settings > Company settings > Emergency message > Add profile*

In this section, you can choose:

- Profile name: Define a name for the profile.

## CREATE EMERGENCY MESSAGE PROFILE



PROFILE NAME

*Settings > Company settings > Emergency message > Profile name*

- Status:
  - *If set to Disabled:* The emergency alert message button will not be displayed on users' devices.
  - *If set to Enabled:* The emergency alert message button is displayed on users' devices.



### STATUS

*Settings > Company settings > Emergency message > Status*

- Emergency Message type:
  - Standard message: CRITICAL! Life in danger; SEVERE! Property in danger; URGENT! I need help

- Inactivity time (seconds): Define after how many seconds of inactivity after the emergency message pop-up was displayed to be sent automatically the emergency message.
- Custom message: Select this feature to define a custom emergency message. The company users assigned to a Profile will be able to send the custom emergency message by performing a long press on the emergency button for three seconds.
  - Emergency custom delay (seconds): Define the delaying (in seconds) for sending an emergency message.

**EMERGENCY MESSAGE TYPE**

Standard Message ⓘ

Inactivity Time (seconds) ⓘ

120

Custom Message ⓘ

I'm in trouble! Send help ASAP!

*Settings > Company settings > Emergency message type*

- Department: Search for a department to manage the profile

**DEPARTMENT**

*Settings > Company settings > Emergency message > Define attached department*

Enter at least two characters to search for a department. After the departments are displayed, you have the possibility to scroll down to see more (infinite scroll).

**DEPARTMENT**

Define attached department

TOTR Services

En

Entity 1

Entity 2

Entity 3

Entity 4

Entity 5

CANCEL

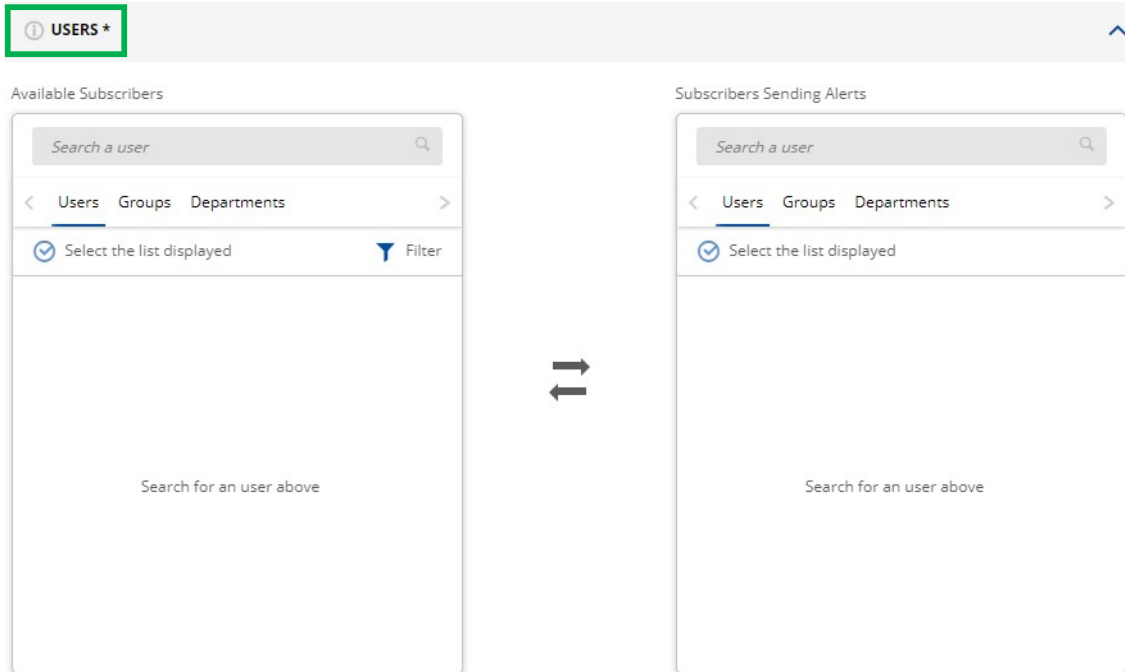
SAVE

*Settings > Company settings > Emergency message > Define attached department > List of departments after searching*

**Note:** Only the Company Admin and the department admin can edit the profile. Other department admins will have read-only access to the profile.

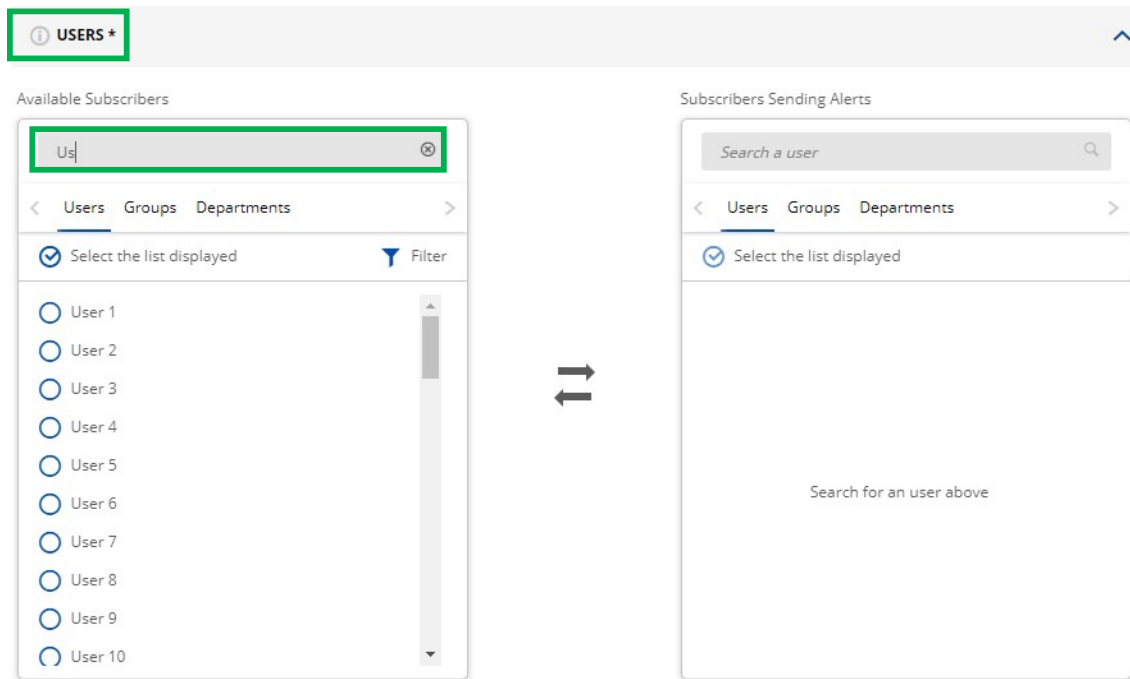
- Users: Make a list of users/groups/departments to whom this configuration applies.

Instead of a list displaying all users/groups/departments, an empty list with the message "Search for a user/group/department above" will appear on the left in the Available Subscribers list.



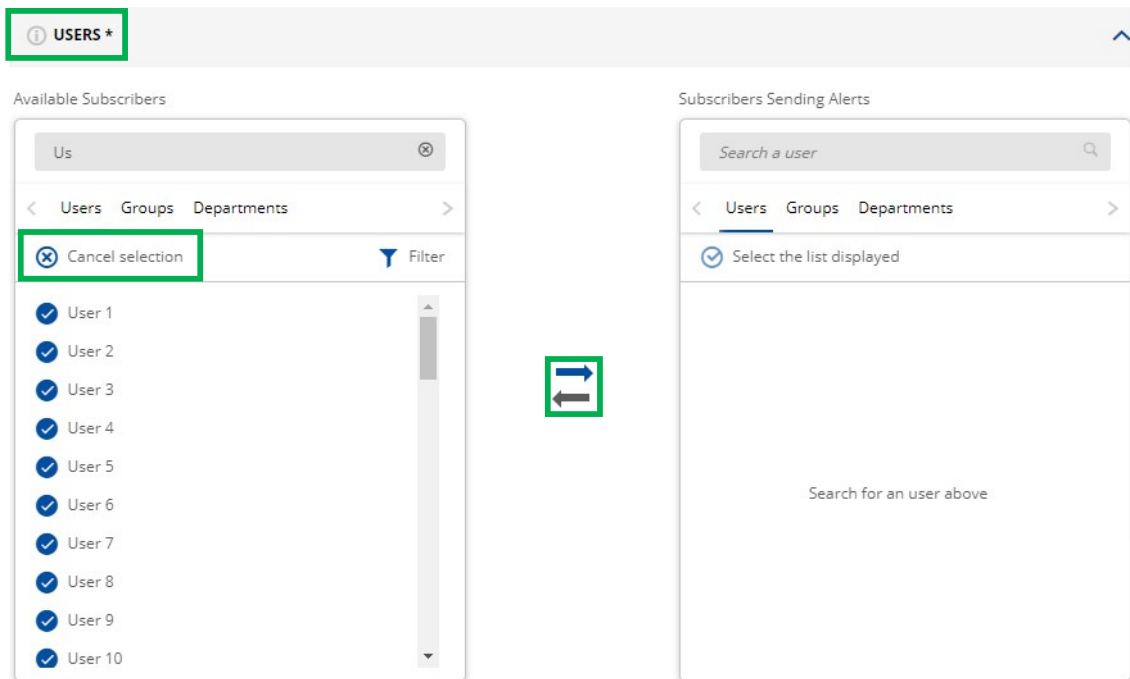
*Settings > Company settings > Emergency message > Empty list of users*

Enter at least two characters and press the **Enter** key on your keyboard to search for a user/group/department. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching".



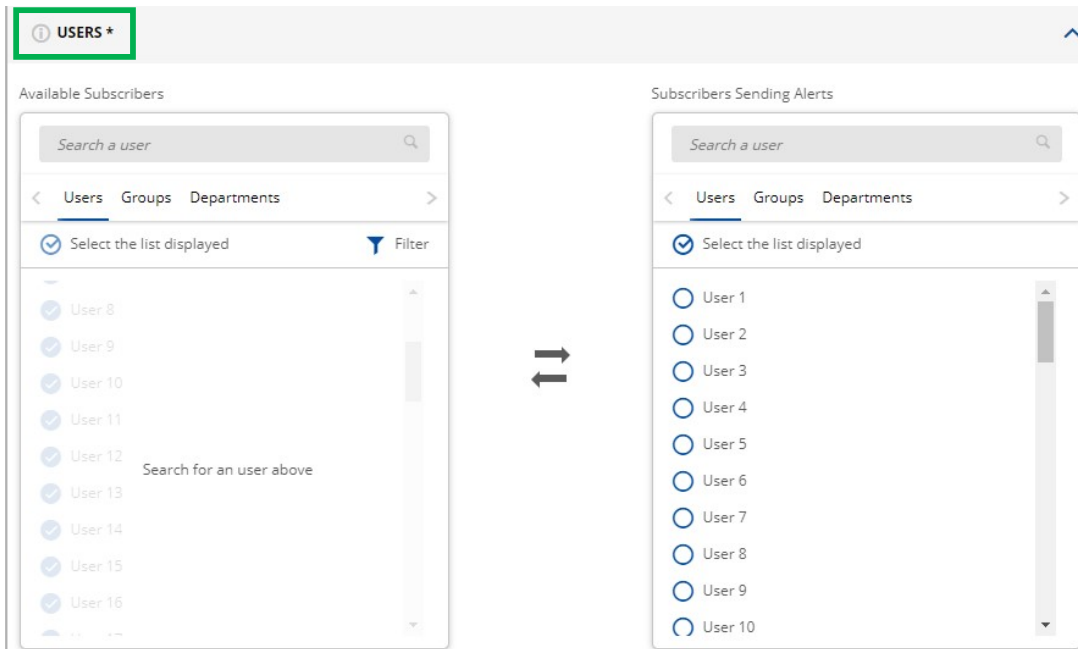
*Settings > Company settings > Emergency message > List of users after searching*

After the users/groups/departments are displayed, you have the possibility to scroll down to see more (infinite scroll). To select multiple users/groups/departments, click the **Select the List Displayed** button.



*Settings > Company settings > Emergency message > Select the list displayed*

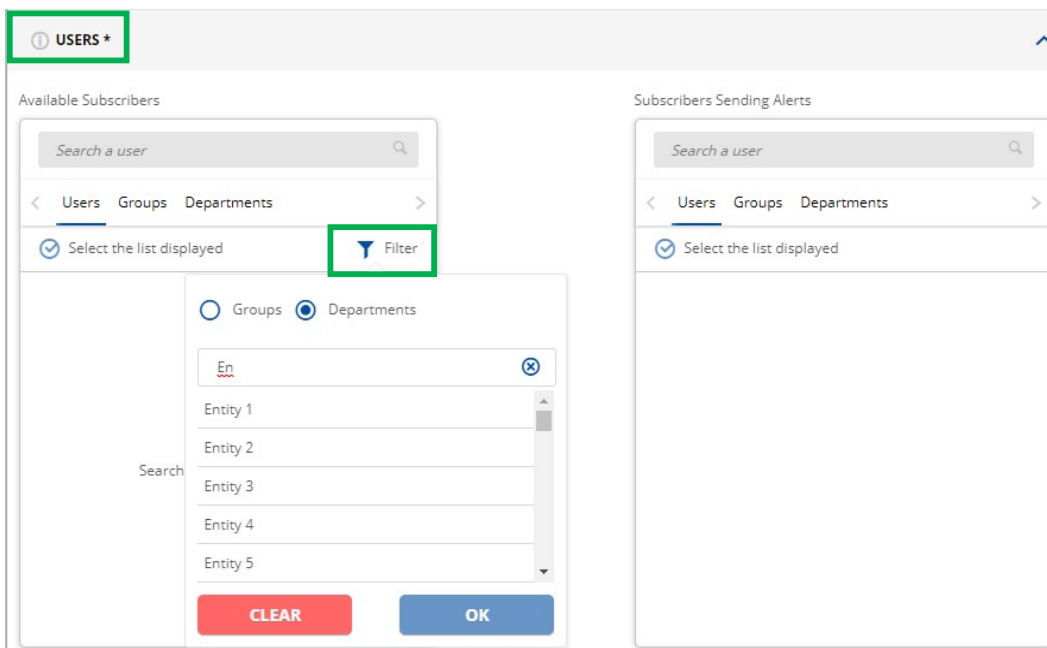
Using the arrows, add the users/groups/departments on the right. You have the possibility to scroll down to see more (infinite scroll).



*Settings > Company settings > Emergency message > Users added on the right*

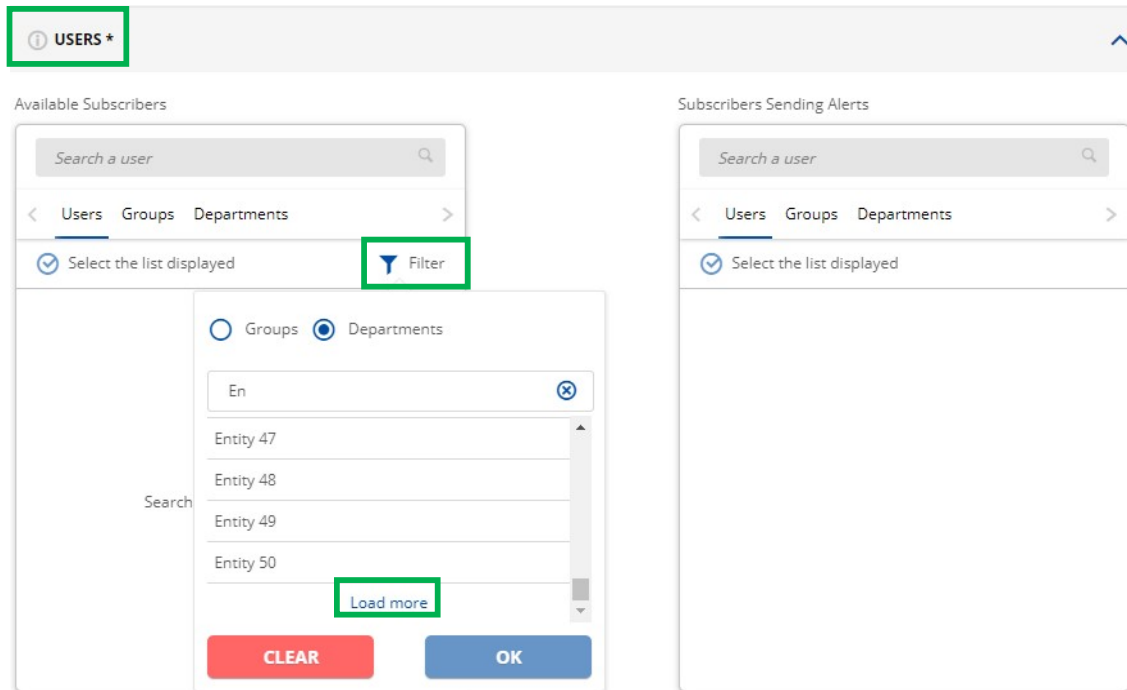
**Note 1:** The maximum limit of subscribers is 100.

If you want to add a filter by group or department, click the **Filter** button. A Search bar is displayed. Enter at least two characters and press the **Enter** key on your keyboard to search for a group/department. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching".



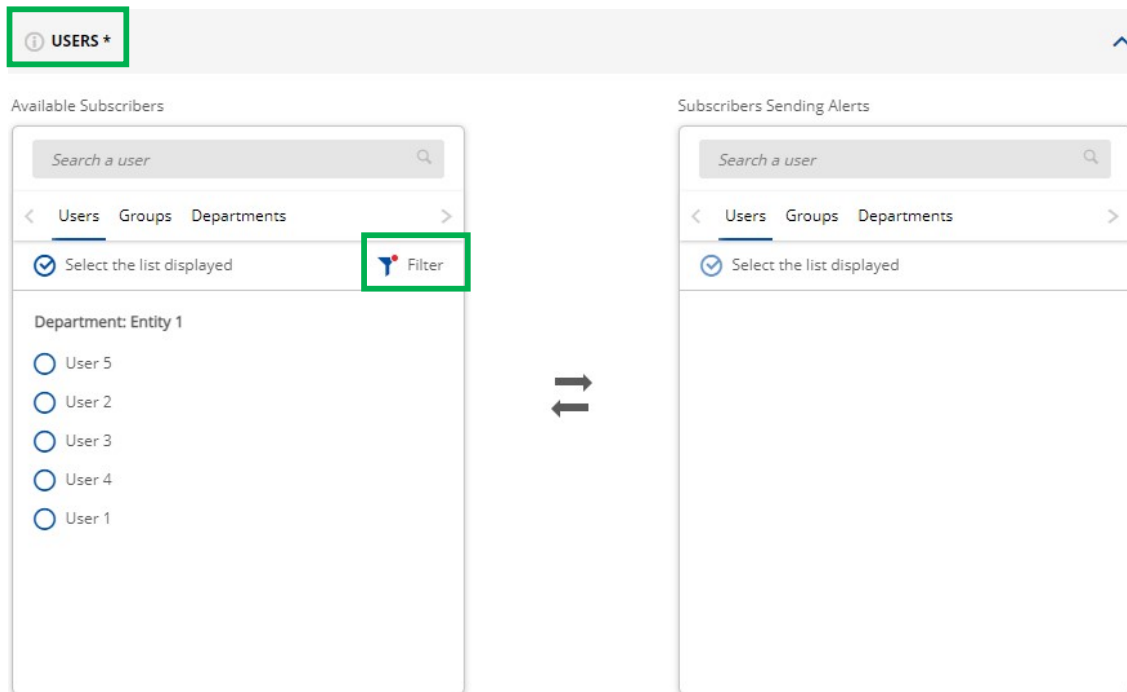
*Settings > Company settings > Emergency message > Filter > List of departments after searching*

After the first 50 groups/departments have been displayed, click the **Load More** button to see more.



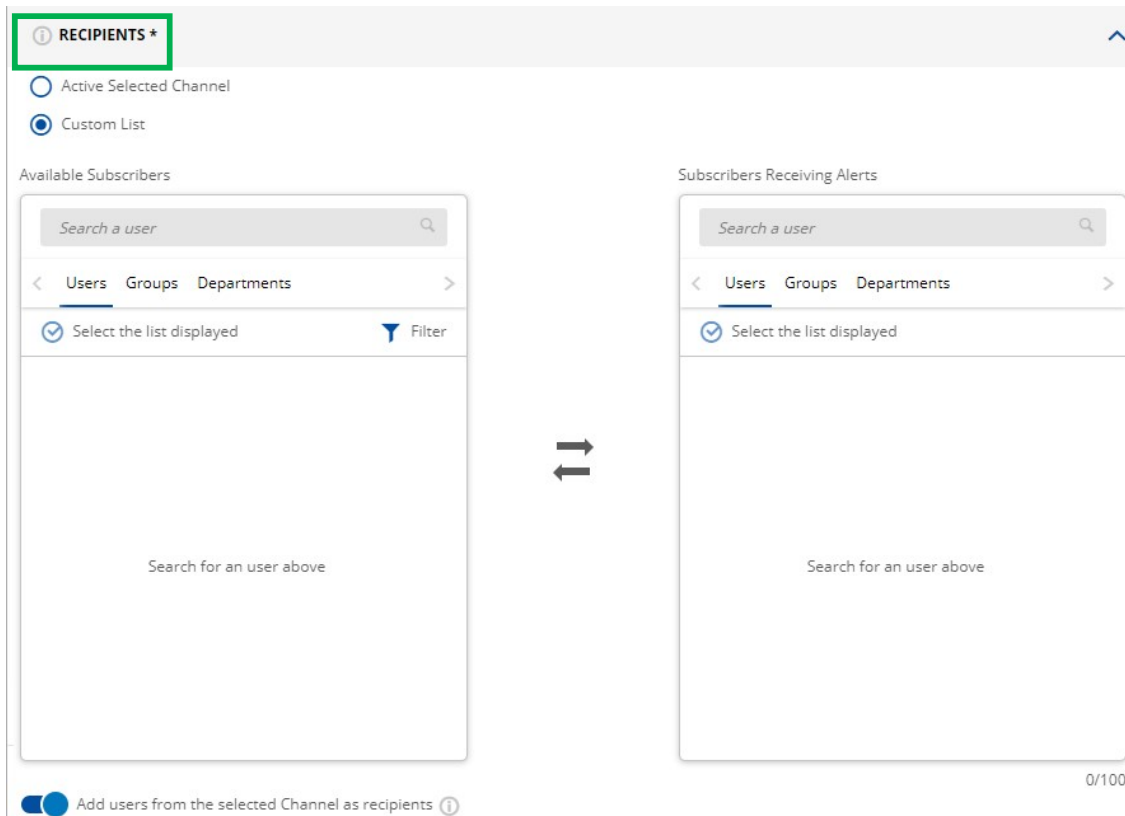
*Settings > Company settings > Emergency message > Filter > Load more*

After you select a group/department, the list of users who are part of that group/department will appear on the left.



*Settings > Company settings > Emergency message > Filter applied > List of users on the left*

- **Recipients:** The recipients added will receive alerts from the users assigned for this configuration. Multiple recipients list can be added to be informed in case of a critical situation. The behavior of searching for and adding users/groups/departments is the same as for **Users** section.
  - Add users from the selected Channels as recipients:
    - *If set to Disabled:* The initiator of the Emergency Message will be able to contact only the users set as recipients.
    - *If set to Enabled:* The initiator of the Emergency Message will be able to contact the users set as recipients and the users connected to the same Channel as the one they had Selected.



*Settings > Company settings > Emergency message > Add recipients*

**Note 2:** The maximum limit of subscribers is 100.

After you complete all these sections, click the **Save** button.

To edit a profile, click the **Pencil** button.

To delete a profile, click the **Trash** button.



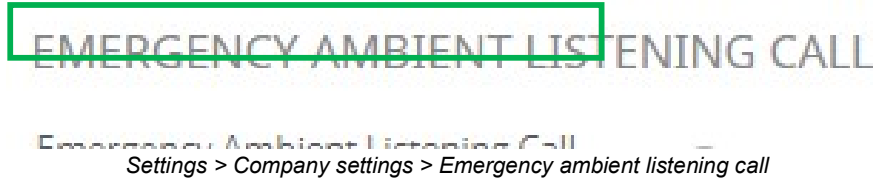
*Settings > Company settings > Emergency message profile added*

### 6.2.13. Emergency Ambient Listening Call

This feature allows users to make Emergency Ambient Listening Calls to a predefined user, informing them about a critical situation. Once activated, the **Emergency Ambient Listening Call** button will be displayed on WebChat and in the mobile application of the users in the organization.

Emergency Ambient Listening Call status:

- *If set to Disabled:* The emergency alert call button will not be displayed on users' devices.
- *If set to Enabled:* The emergency alert call button is displayed on users' devices.



Emergency ambient listening call profile: To set multiple Emergency Ambient Listening Call profiles for the team, click the **Add Profile** button. Users that do not have any profile assigned can only receive alerts if they are added as recipients.



In this section, you can choose:

- Profile name: Define a name for the profile.

#### CREATE EMERGENCY AMBIENT LISTENING PROFILE

**PROFILE NAME \***

*Settings > Company settings > Emergency ambient listening call > Profile name*

- Status:
  - *If set to Disabled:* The emergency alert call button will not be displayed on users' devices.
  - *If set to Enabled:* The emergency alert call button is displayed on users' devices.

#### **STATUS**

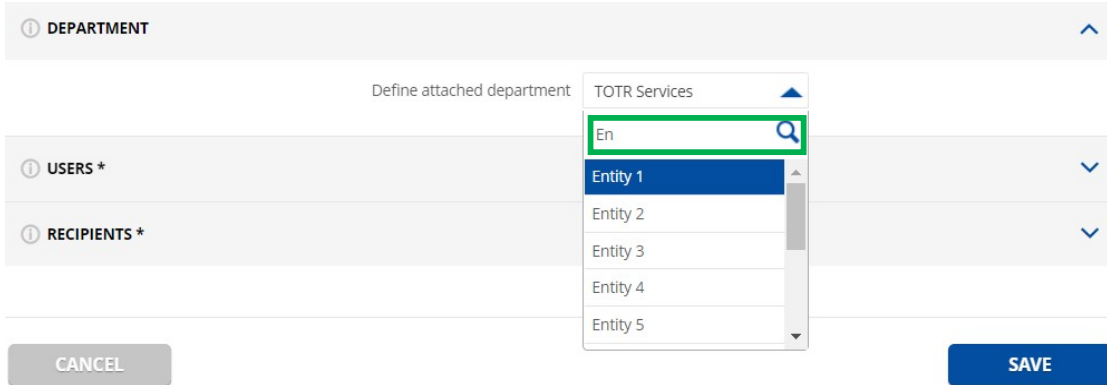
*Settings > Company settings > Emergency ambient listening call > Status*

- Department: Search for a department to manage the profile

**DEPARTMENT**

*Settings > Company settings > Emergency ambient listening call > Define attached department*

Enter at least two characters to search for a department. After the departments are displayed, you have the possibility to scroll down to see more (infinite scroll).

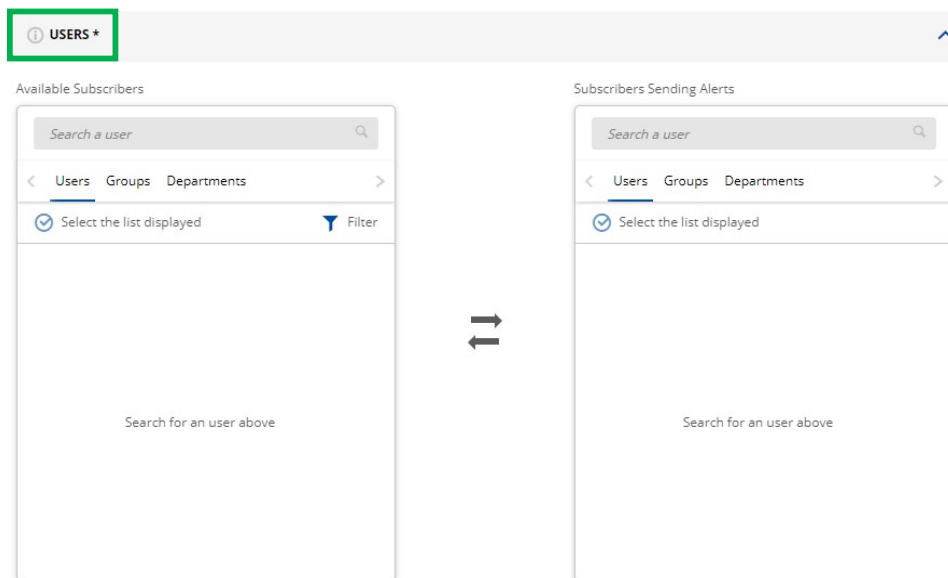


*Settings > Company settings > Emergency ambient listening call > Define attached department > List of departments after searching*

**Note:** Only the Company Admin and the department admin can edit the profile. Other department admins will have read-only access to the profile.

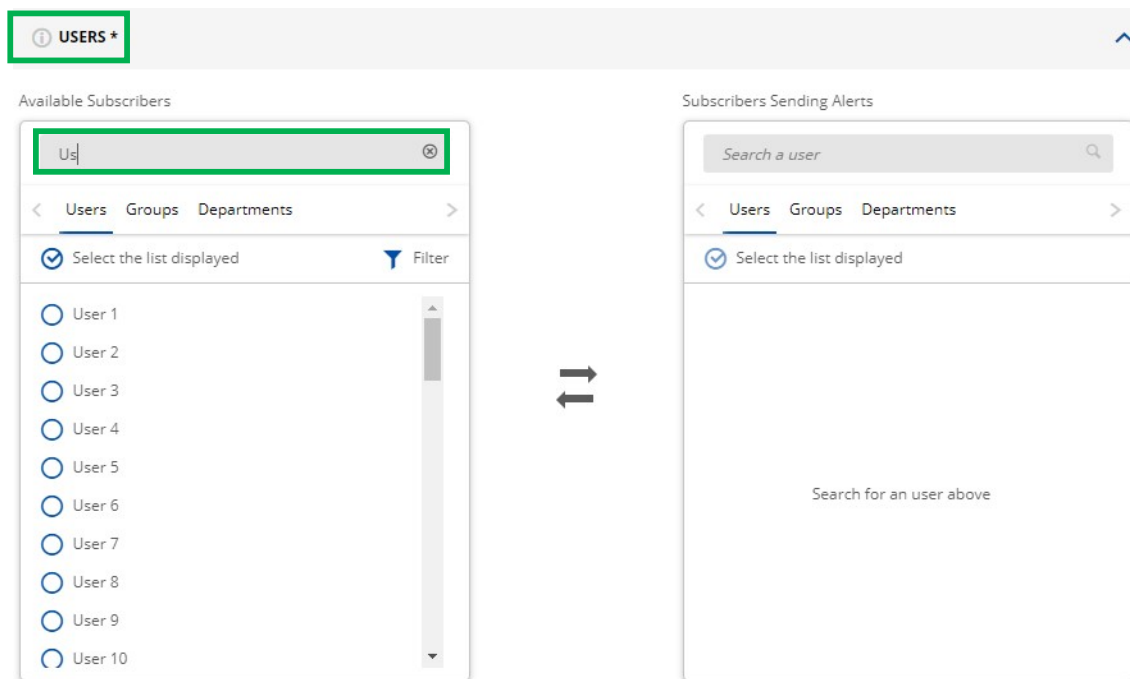
- Users: Make a list of users/groups/departments to whom this configuration applies.

Instead of a list displaying all users/groups/departments, an empty list with the message "Search for a user/group/department above" will appear on the left in the Available Subscribers list.



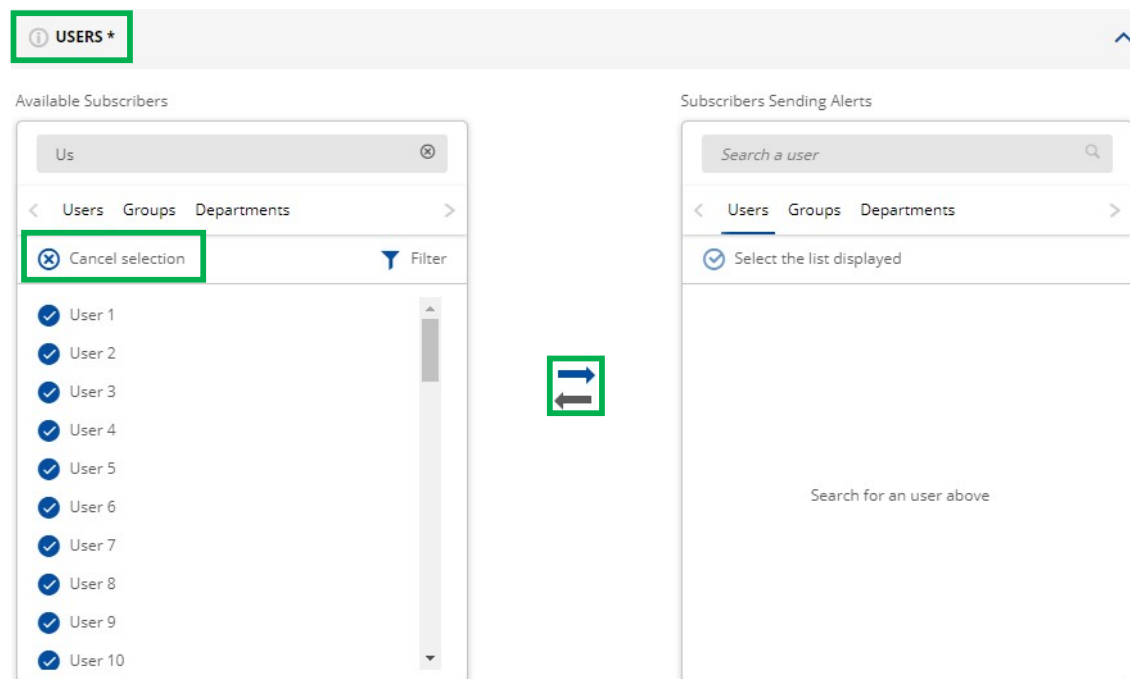
*Settings > Company settings > Emergency ambient listening call > Empty list of users*

Enter at least two characters and press the **Enter** key on your keyboard to search for a user/group/department. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching".



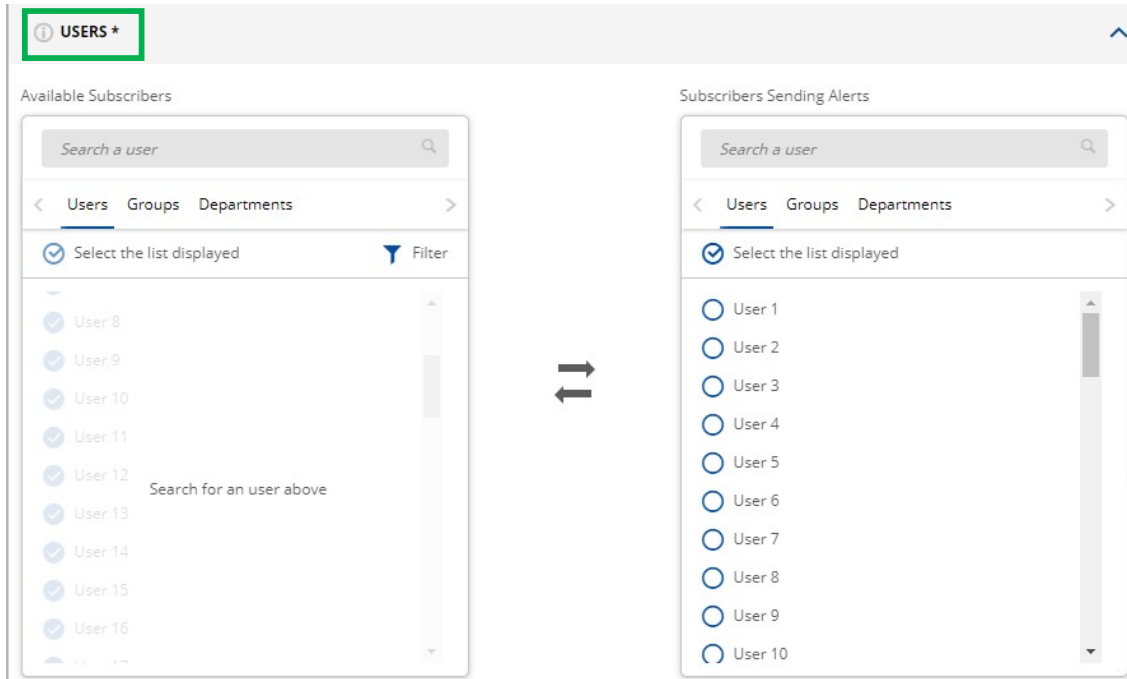
*Settings > Company settings > Emergency ambient listening call > List of users after searching*

After the users/groups/departments are displayed, you have the possibility to scroll down to see more (infinite scroll). To select multiple users/groups/departments, click the **Select the List Displayed** button.



*Settings > Company settings > Emergency ambient listening call > Select the list displayed*

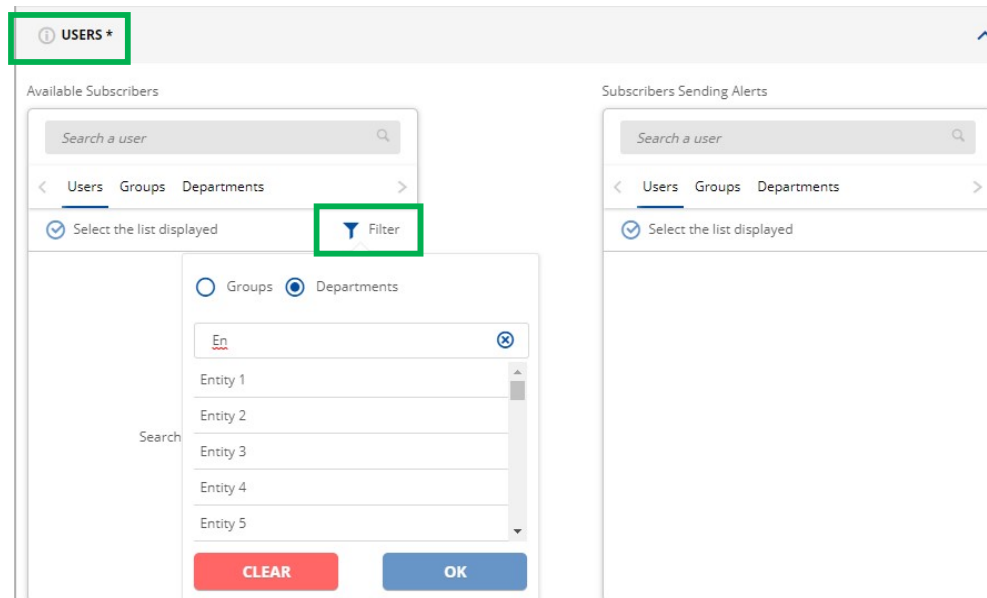
Using the arrows, add the users/groups/departments on the right. You have the possibility to scroll down to see more (infinite scroll).



*Settings > Company settings > Emergency ambient listening call > Users added on the right*

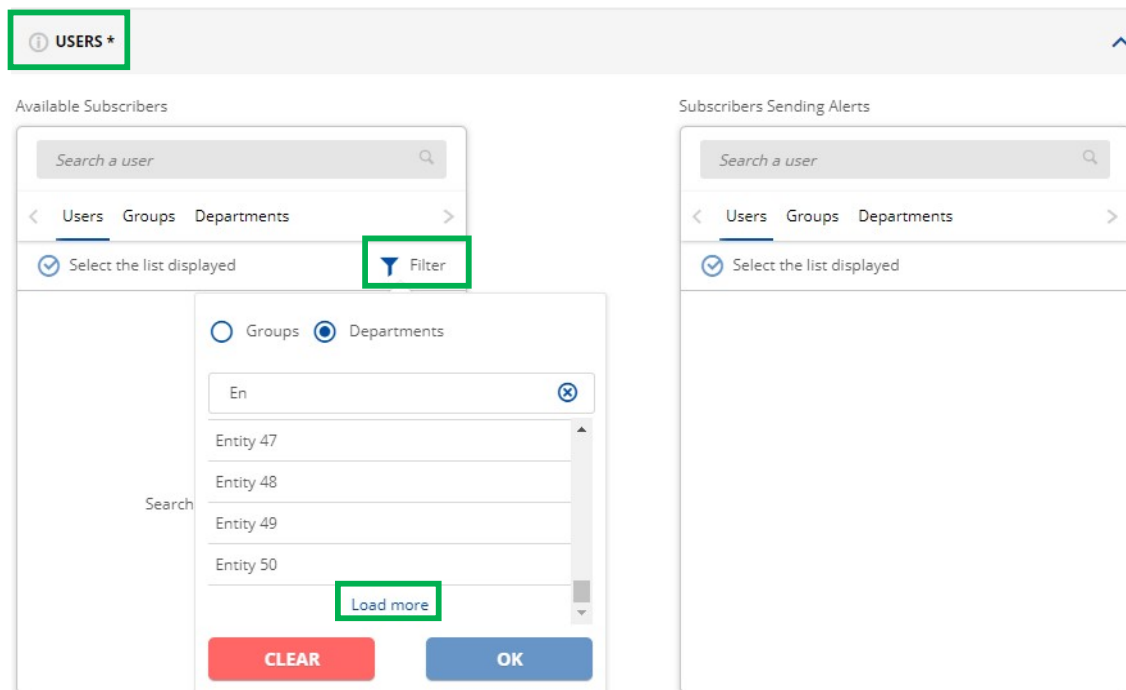
**Note 1:** The maximum limit of subscribers is 100.

If you want to add a filter by group or department, click the **Filter** button. A Search bar is displayed. Enter at least two characters and press the **Enter** key on your keyboard to search for a group/department. If you only enter one character, a red error message appears instructing you to "Enter at least two characters when searching".



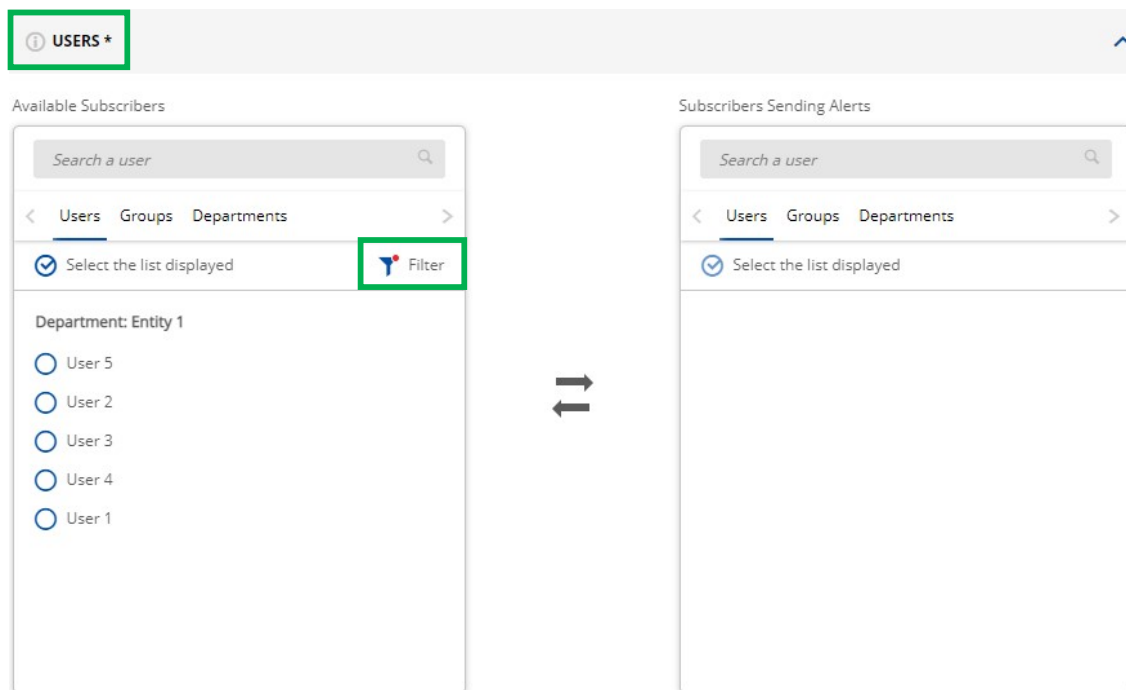
*Settings > Company settings > Emergency ambient listening call > Filter > List of departments after searching*

After the first 50 groups/departments have been displayed, click the **Load More** button to see more.



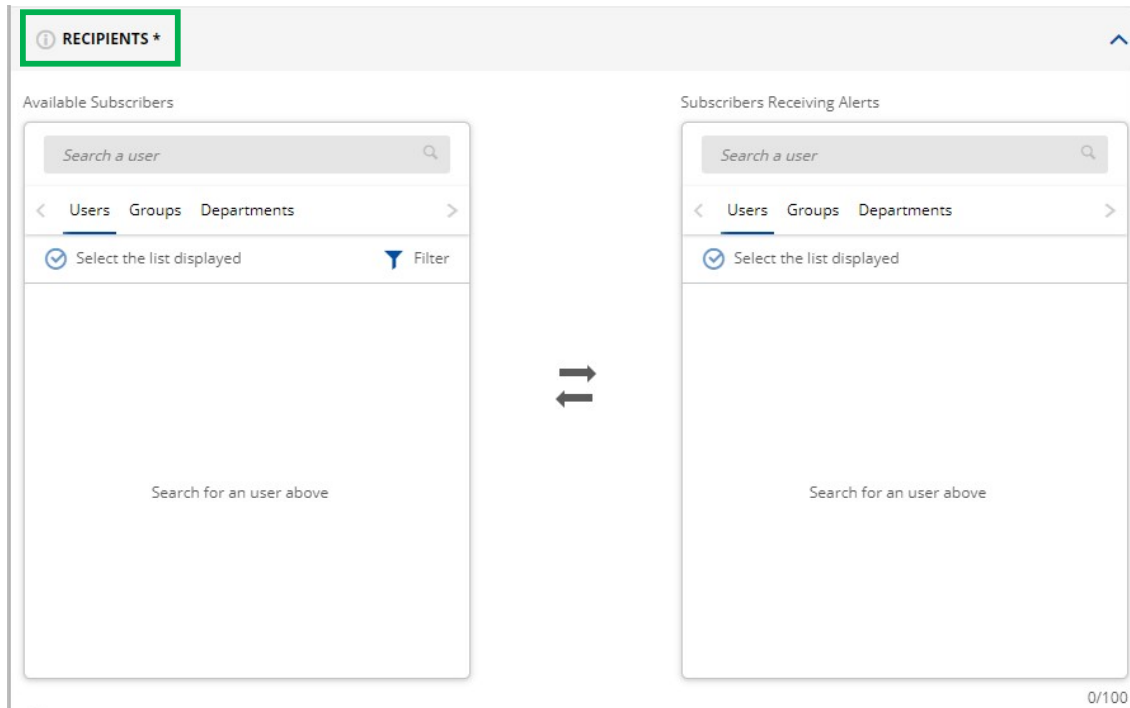
*Settings > Company settings > Emergency ambient listening call > Filter > Load more*

After you select a group/department, the list of users who are part of that group/department will appear on the left.



*Settings > Company settings > Emergency ambient listening call > Filter applied > List of users on the left*

- **Recipients:** Only one recipient can be set for the Emergency Ambient Listening Call profile. The recipient added will receive alerts from the users assigned for this configuration. The behavior of searching for and adding user/group/department is the same as for **Users** section.



*Settings > Company settings > Emergency ambient listening call > Add recipient*

**Note 2:** The maximum limit of subscribers is 100.

After you complete all these sections, click the **Save** button.

To edit a profile, click the **Pencil** button.

To delete a profile, click the **Trash** button.



*Settings > Company settings > Emergency ambient listening call profile added*

## 6.2.14. Emergency Push-To-Talk Group Call

This feature allows users to make Emergency Push-To-Talk Groups Calls to a predefined list of company users, informing them about a critical situation. Once activated, the **Emergency Call** button will be displayed on WebChat and in the mobile application of the users in the organization.

Emergency Push-To-Talk group call status:

- *If set to Disabled:* The emergency alert call button will not be displayed on users' devices.
- *If set to Enabled:* The emergency alert call button is displayed on users' devices.



*Settings > Company settings > Emergency Push-To-Talk group call*

Emergency Push-To-Talk group call profile: To set multiple emergency Push-To-Talk Group Call profiles for the team, click the **Add Profile** button.

Emergency PTT Group Call Profiles



**ADD PROFILE**

*Settings > Company settings > Emergency Push-To-Talk group call > Add profile*

In this section, you can configure:

- Profile name: Define a name for the profile.

### CREATE EMERGENCY PTT GROUP CALL PROFILE

PROFILE NAME

*Settings > Company settings > Emergency Push-To-Talk group call > Profile name*