Communication Center

Articles in this section

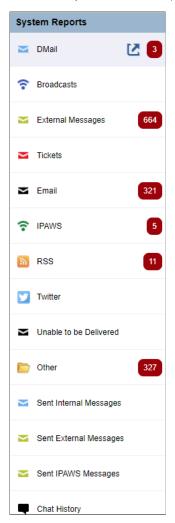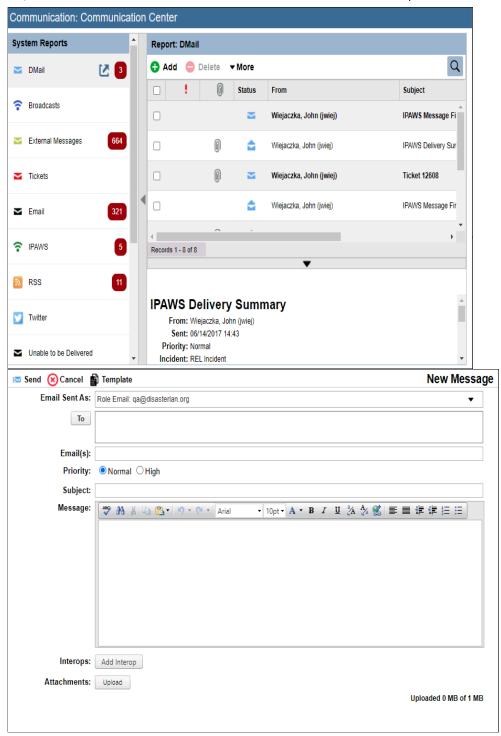| DMail	Broadcasts	External Messages	External Calls	Sent Items	Chat History

The Communication Center module is designed to manage a full suite of incoming and outgoing messages with one simple and user friendly package. Users can view internal DMail messages, Broadcasts, Emails, RSS Feeds, Twitter[tm] Messages, sent messages, recorded chat conversations, and more. All mailboxes in the Communication Center Module have a number count in parenthesis next to them, which indicates how many unread messages of that type are waiting for the user's attention.
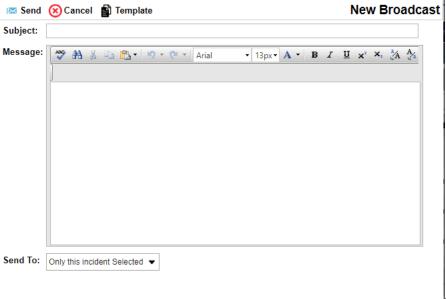
System Reports

DMail	3
Broadcasts	
External Messages	664
Tickets	
Email	321
IPAWS	5
RSS	11
Twitter	
Unable to be Delivered	
Other	327
Sent Internal Messages	
Sent External Messages	
Sent IPAWS Messages	
Chat History	

DMail

DMail is the primary method of user to user communication in the system. These internal mail messages are commonly used for informal conversations with other users. Formal requests, offers, and reports should be handled with Tickets, but all other communication passes through the communication center. DMail is designed to look and feel like many popular email programs and includes expected features such as Print, Reply, Reply All, and Forward. NOTE: DMail is always sent to a specific user account, not to a role or other personnel grouping.

Communication: Communication Center

System Reports			
✉ DMail		↗	3
📶 Broadcasts			
✉ External Messages			664
✉ Tickets			
✉ Email			321
📶 IPAWS			5
📡 RSS			11
🐦 Twitter			
✉ Unable to be Delivered			

Report: DMail

➕ Add   ➖ Delete   ▾ More   🔍

☐	❗	📎	Status	From	Subject
☐			✉	Wiejaczka, John (jwiej)	IPAWS Message Fi
☐		📎	⬆	Wiejaczka, John (jwiej)	IPAWS Delivery Sur
☐		📎	✉	Wiejaczka, John (jwiej)	Ticket 12608
☐			⬆	Wiejaczka, John (jwiej)	IPAWS Message Fir

Records 1 - 8 of 8
▼

IPAWS Delivery Summary

From: Wiejaczka, John (jwiej)
Sent: 06/14/2017 14:43
Priority: Normal
Incident: REL Incident

✉ Send   ❌ Cancel   📄 Template   **New Message**

Email Sent As: | Role Email: qa@disasterlan.org ▾ |

To | |

Email(s): | |

Priority: ◉ Normal ○ High

Subject: | |

Message:

[formatting toolbar: Arial, 10pt, A, B, I, U ...]

Interops: [Add Interop]

Attachments: [Upload]

Uploaded 0 MB of 1 MB

Broadcasts

Broadcasts are a high priority blast message that can be initiated by a communications center administrator or other person with sufficient security permission. When a broadcast message is initiated it automatically pops up on the screens of all users logged into an incident. Broadcasts also play a warning tone and have safeguards built into the process to alert users whose browsers block the broadcast popup. Broadcasts are typically used to replace a public announcement or other non-targeted high
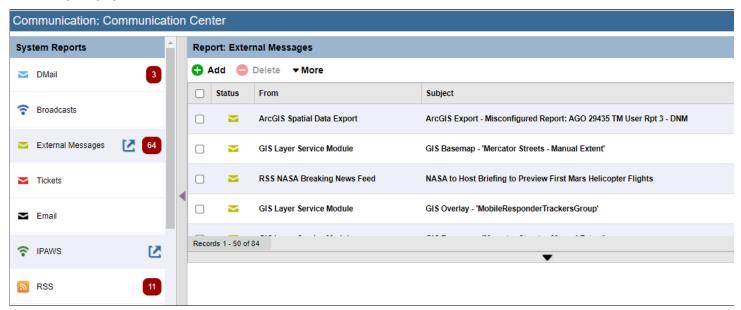
✉ Send ⊗ Cancel 📋 Template	**New Broadcast**

Subject:

Message:

Send To: [Only this incident Selected ▾]

priority messaging system. Users can view any broadcasts they may have missed in the Broadcasts Mailbox.
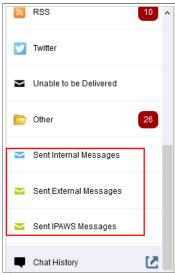
External Messages

The External Messages Mailbox contains any messages received from an external source (ex: emails, RSS Feeds, News Feeds, weather feeds, earthquake alerts, CAD system messages, Twitter[tm] Feeds, etc.). Users with the proper security permission can post external messages directly into Tickets with most of the information from the message automatically filling out the appropriate Ticket fields. The External Messages mailbox is divided into a serious of sub-folders based on message type for ease of use. Each sub-folder is described below.

- **Calls -** Displays any Tickets that have been received from other BCG DLAN systems.
- **Email** - Displays emails sent to the address associated with the user's current role.
- **IPAWS** - Displays messages from FEMA's IPAWS system.
- **MASAS** - Displays messages from the Canadian MASAS system.
- **RSS** - Displays RSS and Atom feed messages from followed sources.
- **Twitter**[tm] - Displays Tweets from followed accounts and keyword searches.
- **Other** - Displays messages from external sources that don't match the other sub-folder type. A message will also appear in this folder whenever there is a problem with either incoming or outgoing email.

Communication: Communication Center

System Reports		Report: External Messages	
✉ DMail	3	⊕ Add ⊖ Delete ▾ More	

☐	Status	From	Subject
☐	✉	ArcGIS Spatial Data Export	ArcGIS Export - Misconfigured Report: AGO 29435 TM User Rpt 3 - DNM
☐	✉	GIS Layer Service Module	GIS Basemap - 'Mercator Streets - Manual Extent'
☐	✉	RSS NASA Breaking News Feed	NASA to Host Briefing to Preview First Mars Helicopter Flights
☐	✉	GIS Layer Service Module	GIS Overlay - 'MobileResponderTrackersGroup'

System Reports sidebar:
- ✉ DMail — 3
- 📶 Broadcasts
- ✉ External Messages ↗ — 64
- ✉ Tickets
- ✉ Email
- 📶 IPAWS ↗
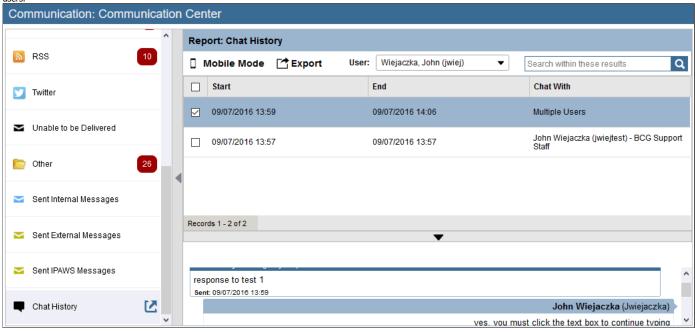- 📶 RSS — 11

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Sent Items

The Sent Mailboxes contain records of all messages ever sent by the user. Sent Internal Messages contains a list of DMail messages the user has sent. Sent External Messages contains a list of emails the user has sent. Any messages that contain mixed internal user accounts and external email addresses as recipients will appear under Sent External Messages, not under DMail. The Sent IPAWS Messages folder contains any messages sent to the IPAWS System (ex: messages sent to a COG). The Sent External Messages (All) Mailbox contains any messages sent to an external source such as an email address by any user account during the whole lifetime of the system.

Chat History

The Chat History mailbox contains a list of all chat conversations in which the user participated during the current incident. Administrative users can view chat conversations for all users.

Security Disclaimer: Not all users will have access to all features described in this section. To receive additional permissions and responsibilities users can speak with a supervisor or system administrator.

Additional Features (Security Access Required):

- **Delete** - Allows the user to delete a message. Deleted messages cannot be recovered through the user interface.
- **Print** - Allows the user to print or save a PDF version of the message.
- **Forward** - Allows the user to forward an existing DMail, External Message, or External Call to another user or outside email address.
- **Export** - Allows the user to export a DMail, Broadcast, External Message, or External Call to MS Word, MS Excel, or a .CSV file.

See Also
DMail
Broadcasts
External Messages
External Calls
Sent Items
Chat History