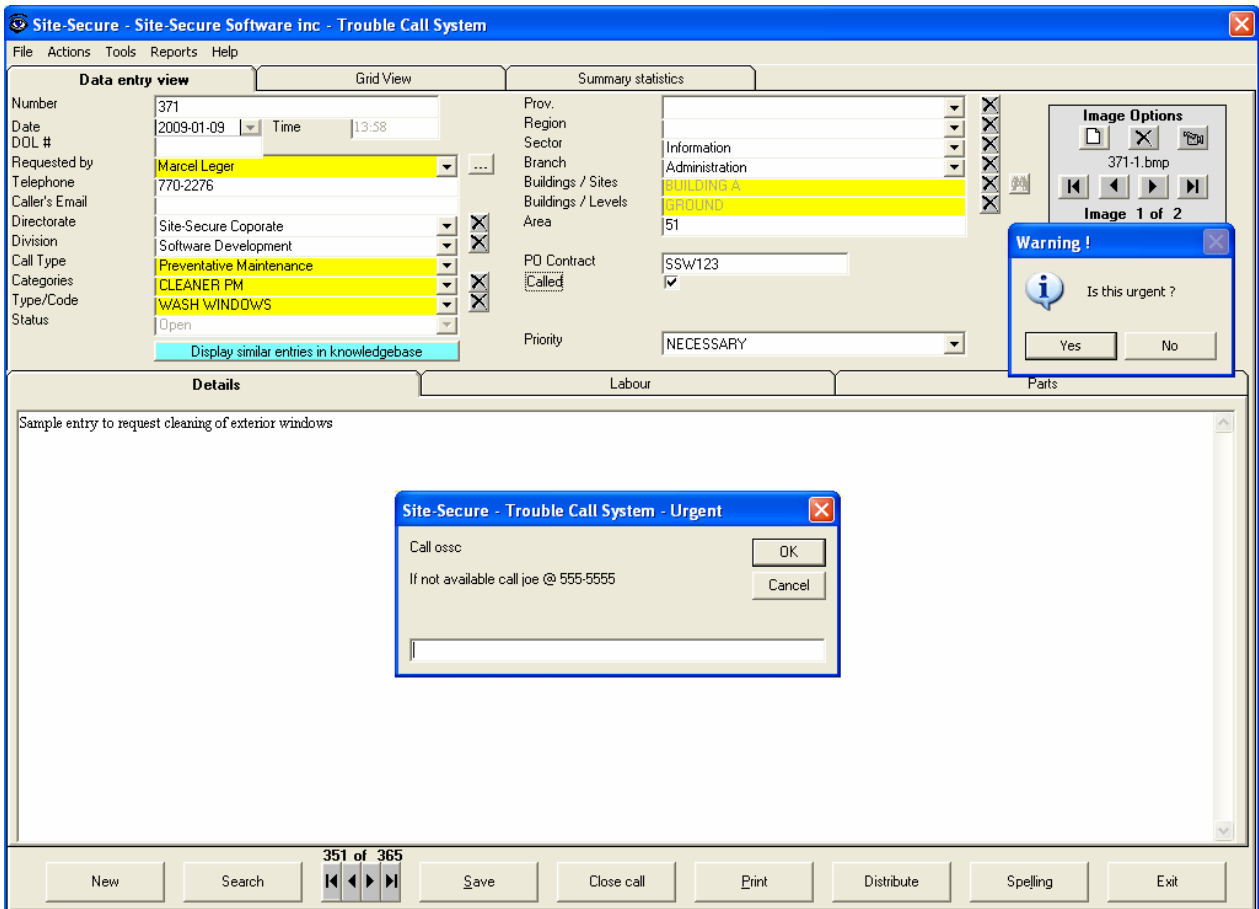


# SITE SECURE

Security Management *Made Easy*

## Trouble Call Software Module

This software module is particularly applicable when presenting a well managed company. Such calls can vary from emergency help to routine services. Experience shows that the expected number of calls from the average organization is 400 to 500 per month. This module is multi-user and multi-tasking, hence trouble calls can be received from anywhere within the organization (Multi-site), recorded and dispatched to the appropriate department for action. The receipt of the trouble call is time stamped with the name of the operator who received it and again the person who placed the call. When the appropriate technical resources arrives at the site it is possible to time stamped their arrival time and departure time and can be processed or rerouted to the appropriate resource if an error in routing had been made. Once the call is completed, a report can be closed and time stamped. For those calls that must be serviced by 'off site' contractors, an email can be automatically sent calling for service. This gives you, the client, and the contractor written proof of the call and a means by which management can gauge their response to contract terms. This will allow management to accurately and quickly gather reports on trouble call down times.



Site-Secure - Site-Secure Software inc - Trouble Call System

File Actions Tools Reports Help

Data entry view Grid View Summary statistics

Number 371  
Date 2009-01-09 Time 13:58  
Requested by Marcel Leger  
Telephone 770-2276  
Directorate Site-Secure Coporate  
Division Software Development  
Call Type Preventative Maintenance  
Categories CLEANER PM  
Type/Code WASH WINDOWS  
Status Open  
Display similar entries in knowledgebase

Prov. Region Sector Branch Buildings / Sites Buildings / Levels Area  
PO Contract SSW123  
Called   
Priority NECESSARY

Image Options  
371-1.bmp  
Image 1 of 2

Warning !  
Is this urgent ?  
Yes No

Details Labour Parts

Sample entry to request cleaning of exterior windows

Site-Secure - Trouble Call System - Urgent  
Call ossc  
If not available call joe @ 555-5555  
OK  
Cancel

351 of 365  
New Search Save Close call Print Distribute Spelling Exit

### Control Center Features:

- Automatic recording of individual entering the call based on password
- Automatic recording of date & time and sequential numbering
- Speed keys with pick lists menus for persons receiving calls
- Integration to employee list for rapid gathering of caller information
- On screen user definable messages provide emergency telephone numbers etc
- Automatic distribution of calls via email to pre-defined responsibility centers
- Automatic e-mail of service calls to offsite contractors
- Resend e-mail notification after x number of hours of calls left open.

### End User Management Features:

- End users have the capability of either completing the call information and closing the call
- End users can transfer the call to another responsibility centre for handling
- Extensive work order reporting and print capabilities for management
- Extensive parts and labor tracking costs and tabulation capabilities
- Accountability with regards to efficiency of call handling
- Schedule requests either on specific date or recurring
- Unlimited photos, video clips, audio clips and pdfs can be attached to entries.
- Automatic tabulation of downtime per call, types of calls, groups and sub-groups
- Integrated knowledge base
- Capability to export information to external systems in real time.
- Statistical view for quick analysis of Trouble calls and where they are occurring

Number	Date	Time	Type/Code	Site	Level	Area	Reported by
296	2008-03-25	11:30	WASH WINDOWS	BUILDING A	GROUND	51	Marcel Leger
295	2008-03-19	09:35	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
294	2008-03-06	07:48	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
293	2008-02-22	07:29	WASH WINDOWS	BUILDING A	GROUND	51	Marcel Leger
292	2008-02-21	07:57	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
291	2008-02-14	12:48	DEFECTIVE ALARM	304 O	LEVEL 1		BRIAN GREEN
290	2008-02-14	12:48	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
289	2008-02-07	09:42	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
288	2008-01-31	06:56	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
287	2008-01-22	17:10	WASH WINDOWS	BUILDING A	GROUND	51	Marcel Leger
286	2008-01-22	17:10	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
284	2008-01-02	05:33	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	OFFICE	OSSC
265	2007-12-13	08:28	WASH WINDOWS	BUILDING A	GROUND	51	Marcel Leger
263	2007-11-28	10:23	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
261	2007-11-12	11:52	WASH WINDOWS	BUILDING A	GROUND	51	Marcel Leger
258	2007-10-19	10:11	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
257	2007-10-09	10:30	WASH WINDOWS	BUILDING A	GROUND	51	Marcel Leger
256	2007-10-09	10:30	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
252	2007-09-26	11:33	BROKEN KEY	BUILDING A	LEVEL 1		KEITH
251	2007-09-24	10:23	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
250	2007-09-08	07:44	SITE SECURE	304 O	GROUND		LARRY
248	2007-09-08	07:43	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
245	2007-07-22	15:23	WASH WINDOWS	BUILDING A	GROUND	51	Marcel Leger
244	2007-07-22	15:23	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC
240	2007-06-26	16:27	CAMERA INSPECTION	BUILDING C	LEVEL 3	51	Larry Tourville
238	2007-06-19	10:29	SITE SECURE PM DAILY TEST	BUILDING A	LEVEL 2	Office	OSSC

Matching Records: 50

Buttons: New, Search, Open calls only, Clear query, Exit

## Extensive report capabilities

With the Site-Secure Report Builder, an almost infinite number of reports can be generated for data analysis and statistical reporting.

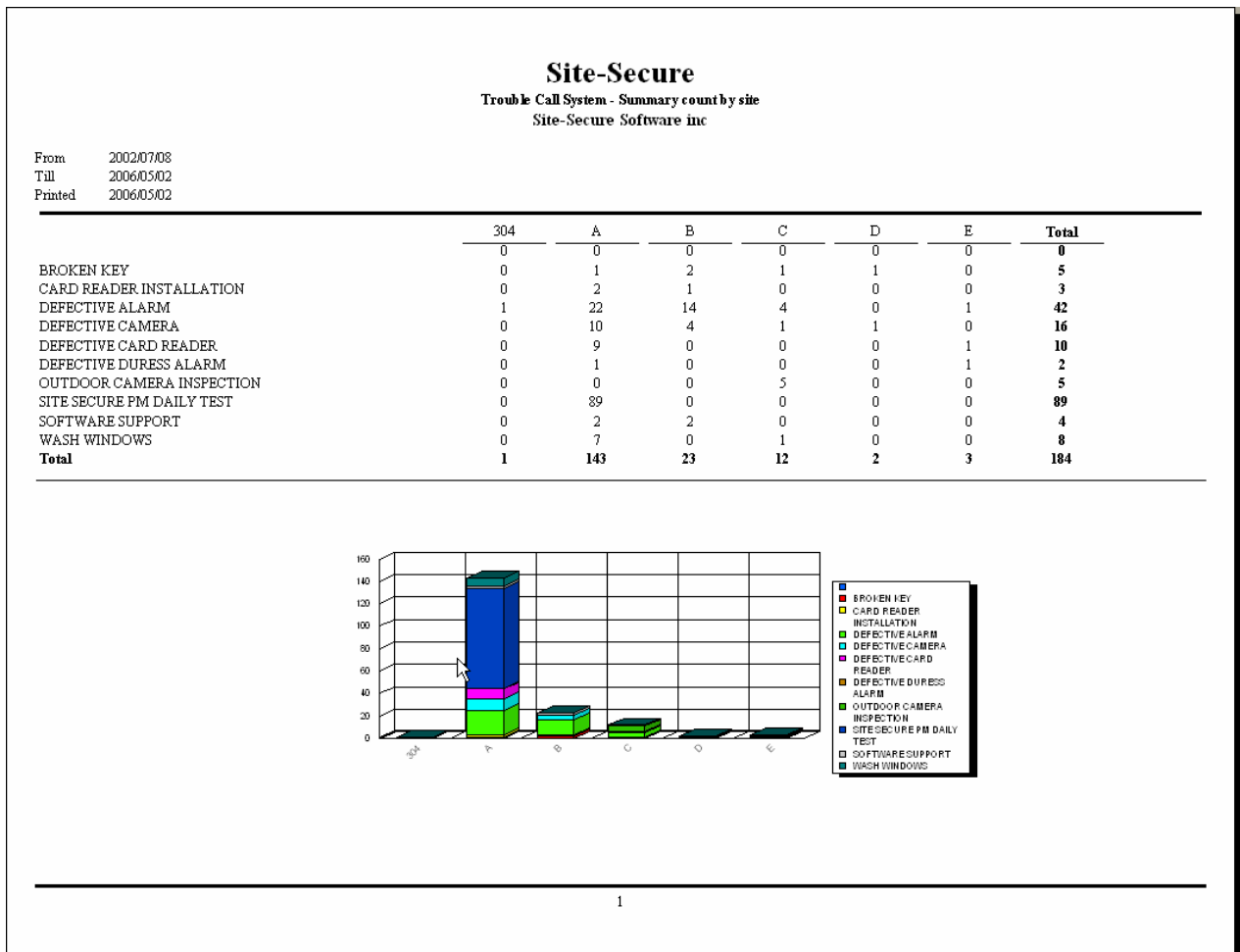
The screenshot shows the 'Report Builder' application window. At the top, there are date pickers for 'From' (2002/07/08) and 'Till' (2009/01/24). Below these are several filter tabs: Directorate, Division, Prov., DDL #, Priorities, Status, Sector, Branch, Region, Operator, Number, Types, Buildings / Sites, Buildings / Levels, Users, Requested by, and Area. A list of report types is displayed, each with a checkbox: BROKEN KEY (checked), CAMERA INSPECTION, CARD READER INSTALLATION, DEFECTIVE ALARM, DEFECTIVE CAMERA, DEFECTIVE CARD READER, DEFECTIVE DURESS ALARM, DEFECTIVE INTERCOM, DEFECTIVE TIME LAPSE RECORDER, SITE SECURE, SITE SECURE PM DAILY TEST, SOFTWARE SUPPORT, and WASH WINDOWS. To the right of the list is a cyan box with the text 'Select requested items or 'Clear All/Select All''. Below this box are three buttons: 'Find', 'Clear all', and 'Select all'. At the bottom of the window are three buttons: 'View Sql', 'Build Report', and 'Exit'.

Also included are built-in “quick reports” such as:

- Individual work order sheets
- Completed work order forms
- Abbreviated details report
- Summary count by site
- Full data entries
- Summary statistics
- Filters on Open/Closed calls
- Custom Reports, custom queries.
- Multiple sort orders for report printing

## Sample Report:

Show below is a summary count by site report



## WEB Based request form

Web based request reporting using a simple data entry form. This permits all employees to directly report the requests/calls freeing up the call center's time. Site-Secure will improve your corporate image by reducing response times with quick and efficient tools.

<b>Report #:</b>	<input type="text"/>
<b>Date:</b>	2009 <input type="button" value="v"/> January <input type="button" value="v"/> 18 <input type="button" value="v"/>
<b>Time:</b>	09 <input type="button" value="v"/> : 45 <input type="button" value="v"/>
<b>Contact Name</b>	<input type="text"/> <input type="button" value="Find Contact"/>
<b>Contact Phone</b>	<input type="text"/>
<b>Email</b>	<input type="text"/>
<b>Prov.</b>	<input type="button" value="v"/>
<b>Region</b>	<input type="text"/> <input type="button" value="v"/>
<b>Branch</b>	<input type="text"/> <input type="button" value="v"/>
<b>Directorate</b>	<input type="text"/> <input type="button" value="v"/>
<b>Division</b>	<input type="text"/> <input type="button" value="v"/>
<b>Sector</b>	<input type="text"/> <input type="button" value="v"/>
<b>Building</b>	<input type="text"/> <input type="button" value="v"/>
<b>Floor</b>	<input type="text"/> <input type="button" value="v"/>
<b>Area</b>	<input type="text"/>
<b>Call/Type</b>	<input type="text"/> <input type="button" value="v"/>
<b>Categories</b>	<input type="text"/> <input type="button" value="v"/>
<b>Type/Code</b>	<input type="text"/> <input type="button" value="v"/>
<b>Details</b>	<input type="text"/>
<input type="button" value="Save Entry"/> <input type="button" value="Clear"/> <input type="button" value="Exit"/>	