

# Dial Tech



## Level One – System Description

### Overview

Call Log “Level One” is an internet technology based system comprising dedicated computers and secure services. It is best categorized as a Data – Driven Website, designed to transparently integrate with existing company services.

Simply, as the name suggests, the system logs the phone numbers of incoming calls (CLI) in a SQL database. Each number is checked against registration entries in the database, and the system executes the actions specified accordingly. *Typically the call would be treated as a panic alarm.*

Behind the simplicity is a complex system that facilitates registration, validation, administration, reporting, communication and customized look-and-feel.

Call Log “Level One” is a cost-effective system companies or organizations can supply their clients, adding significant value to their service. Although targeted at the Panic Alarm / Armed Response Security market, the system has many applications in other areas.

### Purpose

Aside from its natural function as a phone based panic alarm system, another use of Call Log “Level One” is that of a marketing tool. It is useful for both start-up and established companies wishing to increase their market share in targeted areas.

It allows a company to offer a service to clients in a target area *instantly* without the client bearing the cost of buying or converting an existing alarm. The client’s (Telkom) phone (#1), as well as all of the family’s/staff’s cell phones, become the panic buttons of the system. And, remember, cell phones are normally kept close at hand!

The system also complements clients who already have an Armed Response contract based on a traditional alarm, but who may be unhappy or nervous of response times.

Clients can be encouraged to get others in the area to sign up using the Internet. There is no need to send an agent to sign up a client as contracts can be dealt with by e-mail.

The system is new, using state-of-the-art technologies. An organization using the system will be seen as being equally advanced.

(#1) If the client has an alarm with a telephone dialer, this too can be linked to the system with a note to this effect in the database.



## Cost

Being fully computerized, the system is low cost. In fact, to the client it can be zero direct cost.

To the organization, the minimum requirements of a computer with dial-up internet access, and a fax machine should already be met, as these days they constitute standard office equipment. The only additional cost is the low rental of the system.

## Client Interface

A client accesses the system using the internet as his/her favourite browser. Typically, the URL (#2) he/she would access would be provided by the organization administering the system, as would the look-and-feel (#3) of the login and linked pages.

On the login page the client is presented with a welcome message from the organization and a simple form requiring the area in which he/she is registered (or wishes to register) together with his/her phone number. If he/she is unsure of the area code, a list is available (#4). Before pressing the ENTER button on the page, the client has to validate his/her phone number by dialing the login number shown (#5).

On the registration page a client can view, enter or update his/her information. Once registered, he/she can add other family members/staff members who live or work at the same address of the database. He/she can also add emergency information or instructions to be complied with. A report is given of the alarms raised by him/her or his/her family during the last 30 days.

(#2) A frames-based website could keep the address of the Call Log web server hidden. If the address of the Call Log web server is not hidden, it is not directly linked to Call Log as the IP address is used in place of the domain name.

(#3) The look-and-feel of the system is one of the many aspects held in the database. Based on Cascading Style Sheet technology, aspects such as font, font color, background color and background image are automatically adjusted.

(#4) Only the areas operated by the company are given in the list.

(#5) The higher levels of Call Log require passwords for additional security. A "First Level" user should leave the password field blank.



## Organisation Interfaces

There are two organisation interfaces, duty and administration, viewed by a browser over the Internet. Access to both interfaces is controlled by password.

Duty Interface is for normal Control Room activities. The duty status page reports inform the emergency number with all database information available for viewing. Calls require log entries to record how the alarm was addressed. All database entries are time stamped.

If an organization feels that those monitoring the duty status page might abuse internet access, a Call Log program is available which can control the instances of Microsoft's Internet Explorer and record which sites are accessed.

The administration interface is for management, financial or marketing use. Client information may be viewed, searched or edited. Information on client contracts, as well as ongoing contact management records, may be added to the database. Extracted information can be stored locally. Both interfaces are uncomplicated. They contain no fancy graphics and are designed for fast loading on low bandwidth links.

Should permanent Internet access be unavailable for the duty interface, or if there is a temporary break in the data link, a specially formatted SMS message from the organization can instruct the database to send a fax and/or an SMS of the alarm details to a predefined number, as well as make the information available on the Internet.