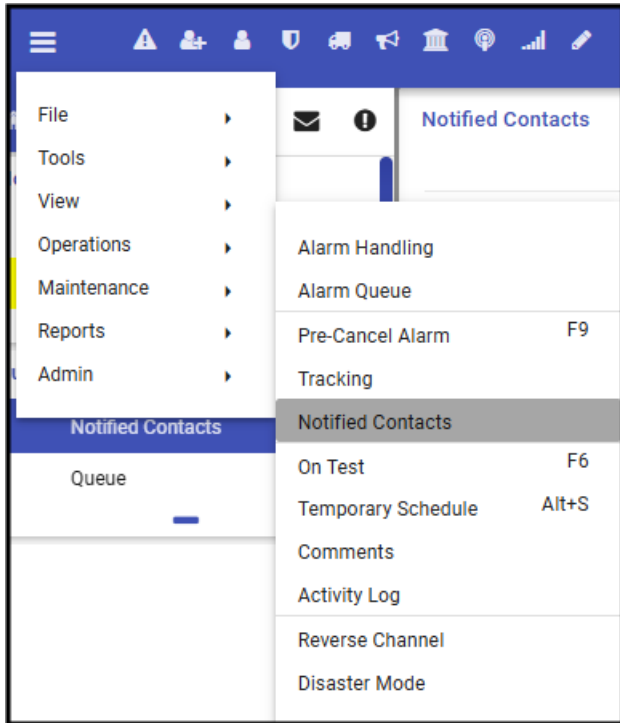


Notified Contacts

Previously known as "Paged Contacts," Notified Contacts house information regarding the persons contacted through email, SMS Message, Pager, or if a contact flagged the contact as "Left Message."

Notified Contacts are found under the Hamburger (≡) icon then Operations and Notified Contacts.



The page loads with any current Notified contacts made within the global period set within the Supervisor Workstation. When a customer calls in stating they received a message regarding their account, users may load the Notified Contacts form to review any messages set or left for customers.

A screenshot of the 'Notified Contacts' form. At the top, there is a search bar with a magnifying glass icon and a refresh icon. Below the search bar, there is a 'Contact Name' field with a 'CLEAR' button. Underneath, there are four buttons: 'REFRESH', 'HANDLE', 'SEND NOTIFICATION', and 'REMOVE'. Below these buttons is a table with the following columns: Customer ID, Customer, Address, Contact, Call Time, Status, Alarm, User ID, and Message / Alarm Description. The table contains one row of data: SUMMITSECURE, Summit Secure Learning, 6858 Duke Dr, Summit Secure Learning, 02/03/2025 17:39:38, Sent, Alarm Closed, CARYN. At the bottom right of the table, it says 'Rows: 10 1-1 of 1'.

Users may search for the specific customer or if they see the account in the list, they may click that item to validate with whom they are speaking.

Once validated their options offered are based on the alarm status.

If the *alarm is still active* in the queue, users may **Handle** the alarm with the validated person or, if another operator has the alarm, they may **Notify** the alarm handler of the call in received.

Notified Contacts

99001235 Michael Michaelson 134 421 Windchime Pl ✕

Contact Name site password CLEAR

REFRESH HANDLE SEND NOTIFICATION REMOVE

Q

Contact	Call Time	Status	Alarm	User ID	Message / Alarm Description
▶ Michael Michaelson	02/03/2025 17:13:58	Sent	Available	CARYN	Late-To-Open / /

Rows: 10 ▾ 1-1 of 1

If the alarm is *no longer active* in the queue, the alarm displays in the Notified Contacts as Completed. At that point the operator may click **Remove** to clear out the call in with a Note about the information provided to the validated person.

Notified Contact Action

Bold Group

Comment

Joe called back. Notified of Alarm

CANCEL DONE