2018 VESTA Communicator Upgrades

Webinar: June 25, 2018

LOUISIANA
DEPARTMENT OF HEALTH

VESTA Communicator Upgrades

New Name and New Look
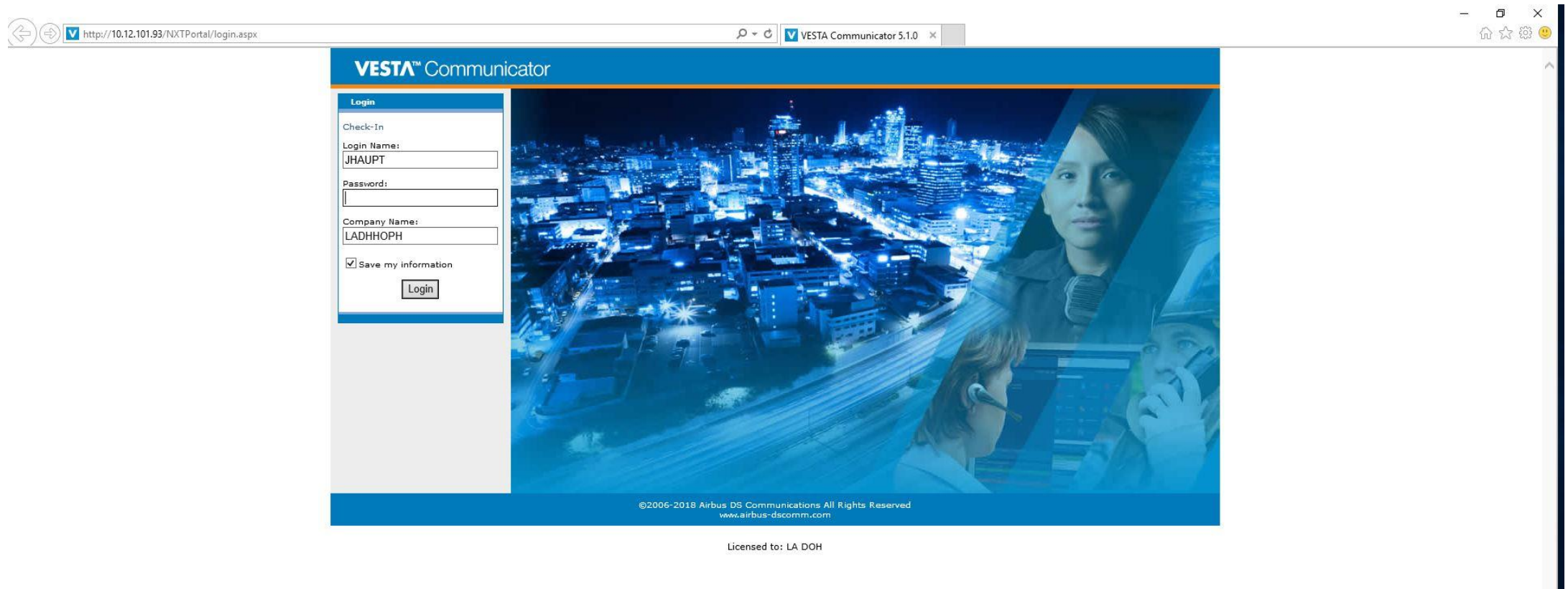
VESTA Communicator Upgrades

▶During Log-in the Log-in Name and Company Names are no longer case sensitive.

▶Your password remains case sensitive.

▶There will be a "Forgot Password" option now if your password is not working/has expired.

■There is still a 120 day expiration date for your password.

▶Help Guide

■Can find information on specific topics

■Also, the "How To…" box in lower left-hand corner is still available

VESTA Communicator Upgrades

▶ Security Users

- There is a new Security User designation—Power User

- PHERCs and HNCs will remain all Creators at this time

- BCP can create new security users with specific capabilities

- Only BCP staff will have Administrator designation

  - ◆ Only Administrators can import batch contacts

  - ◆ Can create Static Groups when doing batch uploads of contacts

  - ◆ Have to contact BCP for assistance with this process

VESTA Communicator Upgrades

▶ Contacts (continued)

■ Exclude from Activation

◆ Can set this if someone is on FMLA or if someone is on extended leave or Sustainment

◆ This will allow you to keep someone's information in Communicator without having to re-enter it if they will be returning to emergency activation status for MSNS, PODs, or EOC

◆ Have to uncheck the box for them to receive messages once again

■ Moving Contact Devices

◆ The order of contact devices will be the order they are contacted in

◆ Can move the same type of devices up and down if there is a preference

LOUISIANA
DEPARTMENT OF HEALTH

VESTA Communicator Upgrades

▶Contacts

■Mobile Email

◆If someone wants to receive email by text, you would have to have the person's service provider information

■Texts

◆Person can opt out of texts by replying "Stop" when they receive a text

VESTA Communicator Upgrades

▶ Groups

▪ Department

  ◆ Can limit who is in a group using Department designations

▪ Static and Dynamic still same

  ◆ Can create a static group when doing a batch upload, but Creators do not have the permission to do batch uploads

  ◆ Contact BCP if this is needed

▪ Removing a Group

  ◆ When deleting a group, it will now list all scenarios this group is in

  ◆ You have to go in a remove this group to delete it

VESTA Communicator Upgrades

▶ Messages

- Department

  - Can assign messages by Department

- Message Templates

  - Can copy old messages to use as templates for new messages

- Pictures

  - Can put in pictures that are saved on your computer

  - Can put in hyperlinks to pictures on the web

    - Go to website and right click over picture

    - Copy the URL then paste it in your message

LOUISIANA
DEPARTMENT OF HEALTH

VESTA Communicator Upgrades

▶ Messages (continued)

■ Text

♦ Can go over 140 characters in SMS texts, but it will be broken into several texts that might be out of order

♦ Can send as MMS messages, but it will be very slow

♦ Cannot send pictures over text at this time

■ Message Boxes

♦ Can make the boxes bigger to see the whole message

VESTA Communicator Upgrades

▶Scenarios

■Fill Count Requirements

◆The default is "0" which means everyone in the designated groups will be called

◆When you put a specific number, it will stop contacting people once that number of people respond correctly to the message

■Blast Notifications

◆Can send these, but we will not be using these as it costs extra and will blast the message to everyone in your designated groups on all their devices at once

LOUISIANA
DEPARTMENT OF HEALTH

VESTA Communicator Upgrades

▶ Scenarios (continued)

■ Priority

◆ The priority affects the speed of your activation

◆ If you set it for an Emergency priority, it will stop all other scenarios that are running in that Company until your scenario is finished.

• Do not use Emergency for this reason, use High which will allow other scenarios to run at the same time

■ Length of Activation

◆ If you set this at one hour and all the people in every group have not been contacted yet, the activation will stop without notifying the ones it has not gotten to yet

VESTA Communicator Upgrades

▶ Scenarios (continued)

▪ Business Hours

♦ Same—Monday through Friday from 8 a.m. until 5 p.m.

▪ Number of Attempts

♦ If you do not listen to the whole message until the "Thank you. Goodbye," Communicator will try you again thinking that you did not get the full message

♦ To avoid sending two texts and emails but to assure two phone calls are attempted, there is a work around

• Put TECWD5CW in Devices—it will send Text, Email, and call on Cell and Work phone then if you do not listen to the full message on the phone, it will wait 5 minutes and call Cell and Work phones again

LOUISIANA
DEPARTMENT OF HEALTH

VESTA Communicator Upgrades

▶ Scenarios (continued)

■ Cascade Calling

◆ We don't use this as it slows the contacts for people due to how it works

◆ It will call/contact the number of people for which there are lines available on all the devices listed then go on to the next set of people in your groups

◆ If not checked, it contacts everyone in your list on the first device you have listed then goes back to the second device if they do not fill the position on the first device

◆ If you want everyone to get an email, list it first in the Devices field

VESTA Communicator Upgrades

▶Scenarios (continued)

■Call Flow

◆Same—shows under the choice what will happen with that Call Flow

■Messages

◆Can now search for messages by typing words in the name

◆Can click to use the Voice message as the Answering Machine message now instead of having to select the message for both

■Reports

◆You have to check in their Contact that a person can receive reports if you want to send them reports automatically

LOUISIANA
DEPARTMENT OF HEALTH

VESTA Communicator Upgrades

▶ Scenarios (continued)

- Activation

  - ◆ Same basic activation process

  - ◆ Can check box at the bottom that says "Retry contacts that could not be reached" to allow you to re-run the scenario to just those contacts

- Social Media

  - ◆ Can post to Facebook and Twitter after activation now

  - ◆ We have to work out the permission and procedure for approval for this process, but it will be something we can add in the future to increase our messaging capabilities hopefully

- Activation Monitor

  - ◆ You can see in real time what is happening with the activation—you do not have to keep refreshing and clicking different reports to see this anymore

  - ◆ It shows when people qualify

LOUISIANA
DEPARTMENT OF HEALTH

VESTA Communicator Upgrades

▶ Scenarios (continued)

■ Instant Activation

◆ Reminder to change the name of the activation in order to find it easier later

◆ Messages can be saved from Instant Activations

◆ Same as far as having groups and individuals

• Now will save all individuals in a new group

LOUISIANA
DEPARTMENT OF HEALTH

VESTA Communicator Upgrades

▶Reports

■Social Media

◆Can post to Facebook and Twitter from Reports if you did not do it right after activation

■Report Options

◆There are 9 reports available

◆We do have the ability to customize reports

LOUISIANA
DEPARTMENT OF HEALTH

VESTA Communicator Upgrades

▶Surveys

■Create quick surveys to find out if people have been affected by a disaster, the level to which they were affected, and if they can report in to assist.

■DEMONSTRATON

LOUISIANA
DEPARTMENT OF HEALTH

Questions?

VESTA Communicator Upgrades Webinar

Louisiana Department of Health
628 North 4th Street, Baton Rouge, Louisiana 70802
(225) 342-9500

LOUISIANA
DEPARTMENT OF HEALTH