



VESTA Communicator

Communicator 101

June 27, 2018

OBJECTIVES

At the end of this session, the learner will be able to:

- Correctly word messages which are crafted with the target audience in mind
- Build scenarios to distribute emergency messages with the desired response from recipients
- Correctly name messages
- Build correctly named groups for quarterly testing

VESTA Communicator OVERVIEW

- **Login screen**
 - LADHHOPHREG—is not case sensitive any longer
- **Contacts**
 - Adding Users
 - Modifying Contacts
- **Groups**
 - Naming and Creating Groups
 - Static vs. Dynamic Groups

VESTA Communicator OVERVIEW

- **Messages**

- Naming/Modifying/Creating Messages
- Communications Request Form (message approval/tracking form)

- **Scenarios**

- Naming/Modifying/Creating Scenarios
- Call Flow (desired responses to messages)

- **Reports**

- Activation Monitor—can monitor scenario in real time
- Can assign specific reports to those who have permission to receive following the activation

VESTA Communicator Contacts

Contacts—Setting-up Group Identifiers

Custom Fields—

- This is the area that is used to define dynamic groups.
- If you want to use a Custom Field to define a group, the group would be a dynamic group. The group does not have to be manually updated each time there is a change in personnel or assignments as this will automatically occur when the contacts are updated.

Updating Contacts—

- You can update your contacts as needed to assure current information is entered.

[Log Out](#) [Help](#)[ask live!](#)
[chat online](#)

Quick Actions

[Back to Summary](#)
[Add New Contact](#)
[Add New Phone Number](#)
[Add New Email Address](#)
[Add New Fax Number](#)
[Add New Alpha Pager](#)
[Add New Numeric Pager](#)
[Add New Mobile Email](#)
[Add New Text Number](#)
[Add Custom Field Info](#)
[Remove Device\(s\)](#)

Import

[Import Contacts](#)

How To ...

To Add New Contact...

1) Complete the General Information and Address fields.
2) Click Save.
3) Next, add Devices and/or Custom Field Info.

Contacts Summary > Contact Details

General Information:

First Name: *

Last Name: *

User ID: *

Login Name: *

Assigned Department:

[Change Password and/or PIN](#)☒ This contact can receive Activation Reports.☐ Exclude From All Activations

* This field is required.

Address Information:

Country/Region: ▼

Street:

City:

State/Province: ▼

Zip/Postal Code:

Time Zone:

[Save](#)[Cancel](#)

Devices

[All](#) [Phone](#) [Email](#) [Fax](#) [Alpha Pager](#) [Numeric Pager](#) [Mobile Email](#) [Text](#)

	Device	Information	Service	PIN
<input type="checkbox"/>	Work	+1 (225) 354-3526		Change
<input type="checkbox"/>	Cell	+1 (225) 270-6962		Change
<input type="checkbox"/>	Email	jeanne.haupt@la.gov		Change
<input type="checkbox"/>	Fax	+1 (225) 354-3506		Change
<input type="checkbox"/>	Text	+1 (225) 270-6962	Cassidian SMS Gateway	Change

Custom Fields

[In Use](#) [Available](#)

Custom Field Name

Information

VESTA Communicator Contacts

Creators—

Regional Tactical Communications staff are all assigned the security access of Creator.

Creators can do everything that an Administrator/Power User can do in their assigned department, except modify/assign Security Users in the Settings tab.

Creators can:

- Add/edit contacts
- Add/edit groups
- Create messages
- Create/activate scenarios
- View reports on the scenarios if given permission

VESTA Communicator Groups

Groups—

- **Naming Groups**

- Use the Region name (or “R” plus the region number) first then the group type

Static VS. Dynamic

Static—

- Specific contacts assigned
- Have to be modified manually if any changes are made

Dynamic—

- Set conditions to form the group
- Use the Custom Fields to set these up
- Can make it an exact match of what’s in the field or just the first part of what’s in the field to be sure all contacts you want are included; can make it all conditions or any of them

[Log Out](#) [Help](#)

Groups Summary > Group Details

[ask live!](#)
[chat online](#)

Group Name: CAHSD *

Group Type: Dynamic *

* This field is required.

[Save](#) [Cancel](#)

Group Members

Security Users

Build a Requirement:

Attribute:

Condition:

Value:

[Select Attribute] ▼

Rectangular Snip

Like ▼

[] ?

Add

Members of this group must meet ☒ All or ☐ Any of these requirements:

Requirements List:

Attribute	Condition	Value	
<input type="checkbox"/> Assigned Department	Like	CAHSD%	Change

Group Members List (use Sort By/Sort Order to designate call sequence order):

Sort By:

Sort Order:

[Select Sort By] ▼

Ascending ▼

Last Name	First Name	Login Name
ACOSTA	LARIE	2222009
ACOSTA	TIFFANY	2222010
ADAMS	LYNETTE JACKSON	2222011
AGUILLARD	STEPHEN	2222012
ALBERT	GAYTHER	2222013
ALBRIGHT	RIXIE	2222014
ANDERSON	KIMBERLY	2222016
ANDERSON	TAMEKA	2222017
ANTHONY	ALICE	2222018
ANTOINE	DWAN	2222019
ARMSTEAD	QIANA	2222020
BAHLINGER	CARY	2222021
BAILEY	JAHANNA	2222022
BAKER	VADA	2222023
BARNES	PATRICIA	2222024
BATES	MARIA	2222026
BAZILE	MELVIN	2222027
BELANGER	DEBRA Debbie	2222028
BETHELY	QUENNIE	2222029
BETTAGERE	MAYA	2222030

1 2 3 4 5 6 7 8 9 10 ...

Total Number of Members in This Group: 235

Quick Actions

[Back to Summary](#)
[Add New Group](#)
[Add Group Member\(s\)](#)
[Add Security User\(s\)](#)
[Remove Requirement\(s\)](#)

Reports

[Group Contacts \(.csv\)](#)
[Group Contacts \(.pdf\)](#)

How To ...

To Add Members to a Dynamic Group...

- 1) Complete the Attribute, Condition and Value fields to define the group requirements.
- 2) Click Add. Contact(s) that meet the requirement(s) displays.
- 3) At 'Members of this group must meet', click the circle to select All or Any, of these requirements.
- 4) At Group Members List, use the Sort By and Sort Order fields to arrange the contacts in the order to be notified in a scenario activation.
- 5) Click Save.
- 6) Next, add Security Users (optional).

VESTA Communicator Messages

Messages—

Communication Request Form

- Have to fill-out this form before every message
- Must get messages approved
- Keeps record of message—date and time
- Which groups will get the message
 - Know your target audience—
 - Know who is in your groups
 - Assist message developer to pick the groups that will assure the message is received by the desired people
 - Know desired outcome of message to assure the target audience is reached
- Approval of wording of the message

Date / Time of Request:	(Date and time in military time)
Communication Requestor:	
Reason for Communication:	
Urgency:	<input type="checkbox"/> High <input type="checkbox"/> Moderate <input type="checkbox"/> Low

Communication Recipient:

- ☐ OPH Region (fill in region number) Incident Command Team
☐ OPH Region (fill in the region number) Staff
☐ OPH Region (fill in the region number) EOC Staff: Shift ☐ A ☐ B ☐ C ☐ D
☐ DRC Group: ☐ Hospital ☐ EMS ☐ Nursing Home ☐ Home Health
☐ OPH Region (fill in the region number) SNS Leads
☐ Other: (add any groups that you would send communications to on a normal/emergency basis)
☐ Other:
☐ Other:
☐ Other:

Communication Delivery Method: *To be completed by Communications Officer.*

<input type="checkbox"/> VESTA Communicator	<input type="checkbox"/> Email
	<input type="checkbox"/> Work Phone
	<input type="checkbox"/> Cell Phone
	<input type="checkbox"/> Home Phone
	<input type="checkbox"/> Text
	<input type="checkbox"/> Fax
Scenario Name: _____	
Message Name: _____	
<input type="checkbox"/> EOC HAN Email	

Communication Content:

This is a message from the Region (fill in region number here) Emergency Operations Center (Region # EOC) to share a Louisiana Health Advisory on _____. Please share and distribute with relevant stakeholders and partners through your own distribution channels.

(Body of Message)

In the state of Louisiana and nationally, (fill in disease here) is a notifiable condition. Report all cases of (fill in disease here) immediately. To discuss a possible exposure, request laboratory testing, or report a suspected case, contact the Louisiana Office of Public Health at 504-568-8313 or after hours at 1-800-256-2748.

Region (fill in number) EOC

Attachments: ☐ Yes ☐ No

If yes, please attach to this form.

Signatory Approval:

	Signature	Date	Time
Logistics Chief	_____		
Incident Commander	_____		
Program Mgr / Director	_____		
Other:	_____		

Communications Delivery Confirmation:

	Signature	Date	Time
Communications Officer:	_____		
Other:	_____		

VESTA Communicator Messages



Wording of Messages—

- In the first line of an email, click the Auto Text button to the side of the message body text box and click StartDate then click the Insert button then space and click the Auto Test button again and click StartTime then the Insert button.
- Make sure to have the following sentences at the beginning and end of the message if it is a drill or exercise message:
 - **“This is a test. This is only a test.”**
- Make sure the first sentence of the body of the message (after the test sentences) is, “This is a message from the Office of Public Health (OPH) Region (Fill-in Region Number).”

VESTA Communicator Scenarios

Creating Scenarios—

- The first 4 tabs must be completed when creating a scenario before the scenario can be saved.
 - General
 - Call Flow
 - Groups
 - Message
- Other tabs can be completed when creating a scenario as well including:
 - Reports
 - Settings
 - Activation Settings

 Log Out  Help

Scenarios Summary > Scenario Details



Scenario Name: Relocation Notice

Scenario ID

Scenario PI

* This field

Please Note:

Save cannot be selected until the first 4 tabs (General, Call flow, Groups & Messages) have been completed.

1212

General Call Flow Groups Messages Reports Security Activation Options

Select Call Flow Template:

Click **Groups** to Continue**Call Flow Speech Segments**

Outbound Greeting
Scenario Answering Machine Message
Scenario Message
Repeat Scenario Message
Inbound Greeting
Are you Safe and Okay?
Would You Like to Enter Your Phone #?
Enter Your 10 Digit Phone #
Confirmation of Successful Check-In
Goodbye

Quick Actions

Back to Summary
Add New Scenario
Add General Info
Assign Call Flow
Assign Group(s)
Assign Message(s)
Assign Report(s)
Assign Security User(s)
Assign Activation Options
Schedule Activation



How To ...**To Assign a Call Flow...**

1) At Select Call Flow Template, choose the desired call flow.
2) Should a Transfer call flow be selected, enter the Transfer Phone Number and Conference Information (if required).
3) Next, click Assign Group(s) in the Quick Actions menu.

VESTA Communicator Scenarios

Creating Scenarios—

- Under the Call Flow tab, you can set the type of template for the response you want according to your needs for each message
 - Simple
 - Simple Understand
 - Simple Response
 - Secure Delivery
 - Secure Response
 - Are you okay?

 Log Out  Help

Scenarios Summary > Scenario Details



Scenario Name: Relocation Notice

Scenario ID: 2222 *

Scenario PIN: 22229

Event Code: 1212

* This field is required.

Save

Cancel

General

Call Flow

Groups

Messages

Reports

Security

Activation Options

Select Call Flow Template:

Are You OK

Call Flow Speech Segments

Outbound Greeting
Scenario Answering Machine Message
Scenario Message
Repeat Scenario Message
Inbound Greeting
Are you Safe and Okay?
Would You Like to Enter Your Phone #?
Enter Your 10 Digit Phone #
Confirmation of Successful Check-In
Goodbye

Quick Actions

Back to Summary
Add New Scenario
Add General Info
Assign Call Flow
Assign Group(s)
Assign Message(s)
Assign Report(s)
Assign Security User(s)
Assign Activation Options
Schedule Activation

How To ...

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VESTA Communicator Scenarios

Simple

- Greeting
- Message
- Opportunity to repeat the message
- Farewell

Simple Understand

- Greeting
- Message
- Opportunity to repeat the message
- Farewell
- Asks the recipient if the message was understood
- If “no” response is received, message repeats

VESTA Communicator Scenarios

Simple Response

- Greeting
- Message
- Opportunity to repeat the message
- Farewell
- Asks recipient if they can respond to the situation
- If “yes” response, they key in their ETA in military time (four digits indicating HHMM)

Are You OK? (for Web/Phone Check-In)

- Greeting
- Prompts recipient to enter User ID
- Asks if the recipient is “...safe and OK” and for best phone number (if number not in system, it’s saved as a Phone Type of Other in recipient’s contact record)
- Documents response for reporting purposes

Log Out Help

Quick Actions

Add New Scenario
Change Scenario Info
Copy Scenario
Remove Scenario(s)
Schedule Activation

Activation Options

Proceed to Activation
Stop Activation
Create Instant Activation
View Activation Monitor

Selecting Proceed to Activation

Reports

Scenario Detail Report (.pdf)

How To ...

Scenarios is used to create notifications for specific events or situations. Each is a set of instructions that determines who

Scenarios Summary

Look For: Search By: Scenario Name Find Clear



By Status By Group By Scheduled Activation

Scenario Name	Scenario ID	Last Started	Status	Result
<input type="checkbox"/> First Responders	1234			
<input type="checkbox"/> Instant_100525_132315031	100525132315031	5/25/2010 1:25:14 PM	Completed	User Requested Shut Down
<input checked="" type="checkbox"/> Relocation Notice	2222			
<input type="checkbox"/> Weather Alert	123	4/9/2010 2:49:47 PM	Completed	All Qualified
<input type="checkbox"/> Web Check In	456	4/9/2010 2:47:54 PM	Completed	User Requested Shut Down

5 Total Record(s) Found

Select Page Deselect Page

Page 1 of 1 Go Previous Next

 Log Out  Help**Quick Actions**

[Back to Summary](#)
[Change Scenario Options](#)
[Change Tagging Options](#)
[Change Message Options](#)
[View Results](#)
[Change This Scenario](#)

How To ...**To Change Message Options...**

1) If desired, change the assigned voice message for this activation by:
-Selecting a new message group from the Use Message Group dropdown list.
-Clicking Voice Recording and record a new voice message using the Voice Recorder.
-Clicking Text-to-Speech, type the Message, then click the Render Speech button.
2) Click Activate This Scenario.

Scenarios Summary > Activate Scenario**Scenario Name:** Relocation Notice**Scenario ID:** 2222**Scenario PIN:** 22229**Event Code:** 1212

* This field is required.

Activate

Cancel

Scenario Options**Tagging Options****Message Options****View Results****Message Name:****Use Message Group:**

Save As

☒ **Voice Message****Voice Type:**☐

Voice Recording

☒

Text-to-Speech

☐

Use speech segment from last activation

VOICE RECORDER

Play

Stop

Ready.

Message Text:

%StartDate% Following the aftermath of the recent crisis, employees will be temporarily relocated to the offsite location. Please plan on reporting to this temporary

Auto Text

Render Speech

* This field is required.

☒ **Email Message**

Reports

Activation Contact Status
Activation Detail (By Name)
Activation Detail (By Time)
Activation Summary
Exception
Qualification
Qualification and Exception
Response Status
Scenario Personnel Status

How To ...

Reports is used to access the complete history of scenario activations, providing documented results for every notification.

To View Reports...

1) Click the radio button to select either .pdf Format (Adobe) or .csv Format (Excel).
2) Check the box to select one or more Scenario Activation(s) from the viewable page.
3) Click the desired report name from the Reports menu. The report opens in the selected format.

Quick Reference



View Scenario Activation Reports in:

☒ .pdf Format (Adobe) ☐ .csv Format (Excel)

Download Adobe® Reader to view reports



All Activations

	Name	Start Time	Stop Time	Status	Activated By
<input type="checkbox"/>	Relocation Notice	6/18/2010 1:40:1...	6/18/2010 1:43:4...	Completed	mkoffman
<input type="checkbox"/>	Relocation Notice	6/18/2010 1:35:2...	6/18/2010 1:37:3...	Completed	mkoffman
<input type="checkbox"/>	Relocation Notice	6/18/2010 1:30:1...	6/18/2010 1:30:5...	Completed	mkoffman
<input type="checkbox"/>	Relocation Notice	6/18/2010 1:22:3...	6/18/2010 1:26:5...	Completed	mkoffman
<input type="checkbox"/>	Relocation Notice	6/18/2010 1:17:2...	6/18/2010 1:18:0...	Completed	mkoffman
<input type="checkbox"/>	Relocation Notice	6/18/2010 11:11:...	6/18/2010 1:11:2...	Completed	mkoffman
<input type="checkbox"/>	Relocation Notice	6/18/2010 11:06:...	6/18/2010 11:07:...	Completed	mkoffman
<input type="checkbox"/>	Relocation Notice	6/11/2010 9:47:0...	6/11/2010 9:52:5...	Completed	Admin_DCCU1
<input type="checkbox"/>	Relocation Notice	6/11/2010 9:41:2...	6/11/2010 9:41:3...	Completed	Admin_DCCU1
<input type="checkbox"/>	Relocation Notice	6/11/2010 9:30:3...	6/11/2010 9:40:5...	Completed	Admin_DCCU1
<input type="checkbox"/>	Instant_100609_2...	6/9/2010 10:49:5...	6/9/2010 10:50:2...	Completed	Admin_DCCU1
<input type="checkbox"/>	Relocation Notice	6/9/2010 10:15:0...	6/9/2010 10:38:1...	Completed	Admin_DCCU1
<input type="checkbox"/>	Quick Notification	6/9/2010 2:45:21 PM	6/9/2010 2:48:03 PM	Completed	Admin_DCCU1
<input type="checkbox"/>	Employee Notice	6/9/2010 2:44:49 PM	6/9/2010 2:48:03 PM	Completed	Admin_DCCU1
<input type="checkbox"/>	Weather Alert	6/9/2010 2:43:15 PM	6/9/2010 2:48:03 PM	Completed	Admin_DCCU1
<input type="checkbox"/>	Instant_100525_1...	5/25/2010 1:25:1...	5/25/2010 1:31:2...	Completed	Admin_DCCU1

16 Total Record(s) Found

Select Page Deselect Page

Page 1 of 1 | Previous | Next

Each of the reports may have one or more of the following fields. Definitions of each field include:

Note: In a scenario activation, the system will automatically adjust the *Device Order* sequence depending on a contacts time zone. A contacts time zone is determined by the *State/Province* and/or *Country* identified in his **Contact Detail** record. In the case where a contact record does not contain address information, the default timezone set for the *Company* will be used.

- **Attempts/Attempted** – If the system made an attempt to contact the individual. The report will display a *Yes/No* or the number of attempts made to a contact.
- **Attempted in alternate group** – indicates that the contact is also a member of one at least one additional group assigned to the scenario and has *Qualified/Disqualified* higher priority group. When a contact is a member of multiple groups in a scenario activation, then he will only receive one call per device type and receive a *Fill Status* *Contacted* in lower priority groups upon successful message receipt.
- **Contacted** – If a contact was made with the individual, **Yes** or **No**. The system considers an individual *contacted* when it determines if a message has reached its intended recipient, even if the recipient has not responded. For example, an individual is considered contacted when **1**) an individual answers the phone (or calls into the system) listens to the notification message or **2**) a notification message is left on an answering machine.
An individual is considered not contacted when **1**) he does not answer the phone (or call into the system) and an answering machine message could not be left, **2**) the phone was busy or **3**) he does not have the defined phone type but receives an email. Delivery of an email, fax or pager message is considered not contacted.
- **Contacted without Status** – Displays the number of contacts the system made to individuals, but did not receive a qualified or disqualified response – No Response
- **Delivery Efforts** – Displays the sum total of times the system attempted to notify a contact via all device types
- **Device Detail** – is the device type code, **A**-Alpha Pager, **C**-Cellular Phone, **E**-Email, **F**-Fax, **H**-Home Phone, **N**-Numeric Pager, **O**-Other Phone, **S**-Satellite Phone, **W**-Wireless Phone, **X**-Mobile Email and the corresponding detail information for the device (e.g., phone number for the device type or email address, etc.).
- **Device Status** – The device status codes are identified on the legend at the bottom of the report. They include:

A – Abandoned indicates that the system received the data, the data was correct, but the system abandoned the record (e.g., the queue was full, multiple copies of the same record was sent, etc.)

B – Busy Line indicates that the system encountered a busy signal when trying to contact a specific number.

C – Disconnected indicates that the system was ready to transmit the data, however a hang up occurred.

D – Fax sent successfully

E – Error making call. An extensive list of error messages exists. The most common include:



QUESTIONS

Bureau of Community Preparedness
8453 Veterans Memorial Blvd.
Baton Rouge, LA 70807