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.
### Contacts Summary > Contact Details

#### General Information:
- **First Name:** Jeanne
- **Last Name:** Haupt
- **User ID:** 080915
- **Login Name:** haupt
- **Assigned Department:** <None>
- **This field is required.**

#### Address Information:
- **Country/Region:** United States
- **Street:** 8453 Veterans Memorial Blvd.
- **City:** Baton Rouge
- **State/Province:** LA
- **Zip/Postal Code:** 70807
- **Time Zone:** Central Time (US & Canada)

#### Devices

<table>
<thead>
<tr>
<th>Device</th>
<th>Information</th>
<th>Service</th>
<th>PIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work</td>
<td>+1 (225) 354-3526</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cell</td>
<td>+1 (225) 270-6962</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:jeanne.haupt@la.gov">jeanne.haupt@la.gov</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td>+1 (225) 354-3506</td>
<td>Cassidian SMS Gateway</td>
<td>Change</td>
</tr>
<tr>
<td>Text</td>
<td>+1 (225) 270-6962</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Custom Fields

<table>
<thead>
<tr>
<th>Custom Field Name</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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
Groups Summary > Group Details

**Group Name:** CAHSD

* This field is required.

**Group Type:** Dynamic

---

### Build a Requirement:

- **Attribute:**
  - [Select Attribute] ▼ Rectangular Snip

- **Condition:**
  - Like ▼

- **Value:**

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

### Requirements List:

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Condition</th>
<th>Value</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned Department</td>
<td>Like</td>
<td>CAHSD%</td>
<td></td>
</tr>
</tbody>
</table>

---

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

**Sort By:**  
- [Select Sort By] ▼

**Sort Order:**  
- Ascending ▼

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Login Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACOSTA</td>
<td>LARIE</td>
<td>2222009</td>
</tr>
<tr>
<td>ACOSTA</td>
<td>TIFFANY</td>
<td>2222010</td>
</tr>
<tr>
<td>ADAMS</td>
<td>LYNETTE JACKSON</td>
<td>2222011</td>
</tr>
<tr>
<td>AGUILLARD</td>
<td>STEPHEN</td>
<td>2222012</td>
</tr>
<tr>
<td>ALBERT</td>
<td>GAYTHER</td>
<td>2222013</td>
</tr>
<tr>
<td>ALBRIGHT</td>
<td>RIXIE</td>
<td>2222014</td>
</tr>
<tr>
<td>ANDERSON</td>
<td>KIMBERLY</td>
<td>2222016</td>
</tr>
<tr>
<td>ANDERSON</td>
<td>TAMEKA</td>
<td>2222017</td>
</tr>
<tr>
<td>ANTHONY</td>
<td>ALICE</td>
<td>2223018</td>
</tr>
<tr>
<td>ANTOINE</td>
<td>DIWAN</td>
<td>2222019</td>
</tr>
<tr>
<td>ARMSTEAD</td>
<td>QIANA</td>
<td>2222020</td>
</tr>
<tr>
<td>BAHLINGER</td>
<td>CARY</td>
<td>2222021</td>
</tr>
<tr>
<td>BAILEY</td>
<td>JAHANNA</td>
<td>2222022</td>
</tr>
<tr>
<td>BAKER</td>
<td>VADA</td>
<td>2222023</td>
</tr>
<tr>
<td>BARNES</td>
<td>PATRICIA</td>
<td>2222024</td>
</tr>
<tr>
<td>BATES</td>
<td>MARIA</td>
<td>2222026</td>
</tr>
<tr>
<td>BAZILE</td>
<td>MELVIN</td>
<td>2222027</td>
</tr>
<tr>
<td>BELANGER</td>
<td>DEBRA Debbie</td>
<td>2222028</td>
</tr>
<tr>
<td>BETHELY</td>
<td>QUENNIE</td>
<td>2222029</td>
</tr>
<tr>
<td>BETTAGERE</td>
<td>MAYA</td>
<td>2222030</td>
</tr>
</tbody>
</table>

**Total Number of Members in This Group:** 235
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
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:

<table>
<thead>
<tr>
<th>Logistics Chief</th>
<th>Signature</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Commander</td>
<td>Signature</td>
<td>Date</td>
<td>Time</td>
</tr>
<tr>
<td>Program Mgr / Director</td>
<td>Signature</td>
<td>Date</td>
<td>Time</td>
</tr>
<tr>
<td>Other:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Communications Delivery Confirmation:

<table>
<thead>
<tr>
<th>Communications Officer:</th>
<th>Signature</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Communication Content:

| VESTA Communicator | Email | Work Phone | Cell Phone | Home Phone | Text | Fax |

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

Date / Time of Request: (Date and time in military time)

Communication Requestor:

Reason for Communication:

Urgency: □ High □ Moderate □ Low

Communication Recipient:

Communication Delivery Method: To be completed by Communications Officer.

| □ VESTA Communicator | Email | Work Phone | Cell Phone | Home Phone | Text | Fax |

Scenario Name: 
Message Name: 

□ EOC HAN Email

6/26/2018 12:35 PM
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.
  o General
  o Call Flow
  o Groups
  o Message

  o Other tabs can be completed when creating a scenario as well including:
    o Reports
    o Settings
    o Activation Settings
Please Note:

**Save** cannot be selected until the first 4 tabs (General, Call flow, Groups & Messages) have been completed.
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?
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
Selecting Proceed to Activation
Communicator! NXT Scenarios

Scenarios Summary > Activate Scenario

Scenario Name: Relocation Notice
Scenario ID: 2222
Scenario PIN: 22229
Event Code: 1212

Message Name:

Voice Message
Voice Type:
- Voice Recording
- Text-to-Speech

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

Email Message

* This field is required.
# Reports

## 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.

### All Activations

<table>
<thead>
<tr>
<th>Name</th>
<th>Start Time</th>
<th>Stop Time</th>
<th>Status</th>
<th>Activated By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relocation Notice</td>
<td>6/18/2010 1:40:1...</td>
<td>6/18/2010 1:43:4...</td>
<td>Completed</td>
<td>mkoffman</td>
</tr>
<tr>
<td>Relocation Notice</td>
<td>6/18/2010 1:35:2...</td>
<td>6/18/2010 1:37:3...</td>
<td>Completed</td>
<td>mkoffman</td>
</tr>
<tr>
<td>Relocation Notice</td>
<td>6/18/2010 1:30:1...</td>
<td>6/18/2010 1:30:5...</td>
<td>Completed</td>
<td>mkoffman</td>
</tr>
<tr>
<td>Relocation Notice</td>
<td>6/18/2010 1:22:3...</td>
<td>6/18/2010 1:26:5...</td>
<td>Completed</td>
<td>mkoffman</td>
</tr>
<tr>
<td>Relocation Notice</td>
<td>6/18/2010 1:17:2...</td>
<td>6/18/2010 1:18:0...</td>
<td>Completed</td>
<td>mkoffman</td>
</tr>
<tr>
<td>Relocation Notice</td>
<td>6/18/2010 1:11:1...</td>
<td>6/18/2010 1:11:2...</td>
<td>Completed</td>
<td>mkoffman</td>
</tr>
<tr>
<td>Relocation Notice</td>
<td>6/18/2010 11:06...</td>
<td>6/18/2010 11:11...</td>
<td>Completed</td>
<td>mkoffman</td>
</tr>
<tr>
<td>Instant_100609_2...</td>
<td>6/9/2010 10:49:3...</td>
<td>6/9/2010 10:50:0...</td>
<td>Completed</td>
<td>Admin_DCCU1</td>
</tr>
<tr>
<td>Instant_100525_1...</td>
<td>5/25/2010 1:25:1...</td>
<td>5/25/2010 1:31:2...</td>
<td>Completed</td>
<td>Admin_DCCU1</td>
</tr>
</tbody>
</table>

### 16 Total Record(s) Found
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 or 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=Wired 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