



2018 Tactical Communications Training: VESTA Communicator Surveys

Webinar: December 20, 2018

VESTA Communicator Surveys

- ▶ New feature in last upgrade
 - Useful in a no-notice event
 - Can get more information than just the “Are You OK” response

VESTA Communicator Surveys

- ▶ 3 options when doing surveys
 - Email
 - Phone
 - Combination of both email and phone

VESTA Communicator Surveys

- ▶ Presently, only Phone Surveys will work
- ▶ Email surveys require the participant to click a link or fill it out in the email then click the Submit button.
 - At the moment, this link is not accessible.
 - We are working with IT and the vendor to get Communicator set-up to do email surveys in the future.

VESTA Communicator Surveys: Tab Location

Survey Tab—between Scenarios and Reports tabs

The screenshot displays the VESTA Communicator web application. The browser address bar shows the URL `http://10.12.101.93/NXTPortal/nxtportalmain.aspx?tabid=5`. The application header includes the VESTA Communicator logo and a navigation menu with tabs: Contacts, Groups, Messages, Scenarios, **Surveys**, Reports, and Settings. The **Surveys** tab is currently selected. On the left sidebar, there are links for Log Out, Help, Quick Actions (Create Survey, Survey Speech), and How To ... (Create New Survey, Activate a Survey, Change a Survey, Delete a Survey). The main content area is titled "Survey Summary" and features a search bar. Below the search bar is a table with two columns: Survey Name and Action. The table contains two rows: DCCSampleSurvey and Test Survey. Each row has links for Activate, Change, and Delete. A footer bar at the bottom of the application contains the copyright notice: ©2006-2018 Airbus DS Communications All Rights Reserved, www.airbus-dscomm.com, and the license information: Licensed to: LA DOH.

VESTA™ Communicator

Contacts Groups Messages Scenarios **Surveys** Reports Settings

Log Out Help

Quick Actions

- Create Survey
- Survey Speech

How To ...

- Create New Survey
- Activate a Survey
- Change a Survey
- Delete a Survey

Survey Summary

Search

Survey Name	Action
DCCSampleSurvey	Activate Change Delete
Test Survey	Activate Change Delete

Showing 1 to 2 of 2 rows

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VESTA Communicator Surveys

- ▶ List of past surveys
- ▶ Three options available
 - Activate
 - Change
 - Delete

VESTA Communicator Surveys: Creation

Log Out Help

Quick Actions

Back To Summary

VESTA™ Communicator

ContactsGroupsMessagesScenarios**Surveys**ReportsSettings

Survey Summary > Create Survey

need help?

Survey Name

Call Flow

☒ Simple Response
(No User ID Required)

☐ Secure Response*
(User ID Required)

* The Secure Response Call Flow should only be used when sending Surveys to "Groups" on the Activate Survey > Choose Recipients screen.

1. Select Speech - add new Speech using the Survey Speech page.

Greeting

Default

Default

Answering Machine

Default

Default

Goodbye

Default

Default

2. Create Email Header (optional)

Email Subject

B

I

U

Formats

Font Family

Font Sizes

A

A

3. Create Questions/Statements (Prompts) - identify what question or statement you want your party to hear

Add Prompt

4. Actions

Activate Survey

Save Survey

Cancel

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LOUISIANA

DEPARTMENT OF HEALTH

VESTA Communicator Surveys: Survey Speech

VESTA™ Communicator

ContactsGroupsMessagesScenarios**Surveys**ReportsSettings

Log OutHelp

Quick Actions

Add SpeechSurvey Summary

How To ...

Create Survey SpeechUpload a WAV FileChange Survey SpeechDelete Survey Speech

Survey Summary > Survey Speech

ask live!chat online

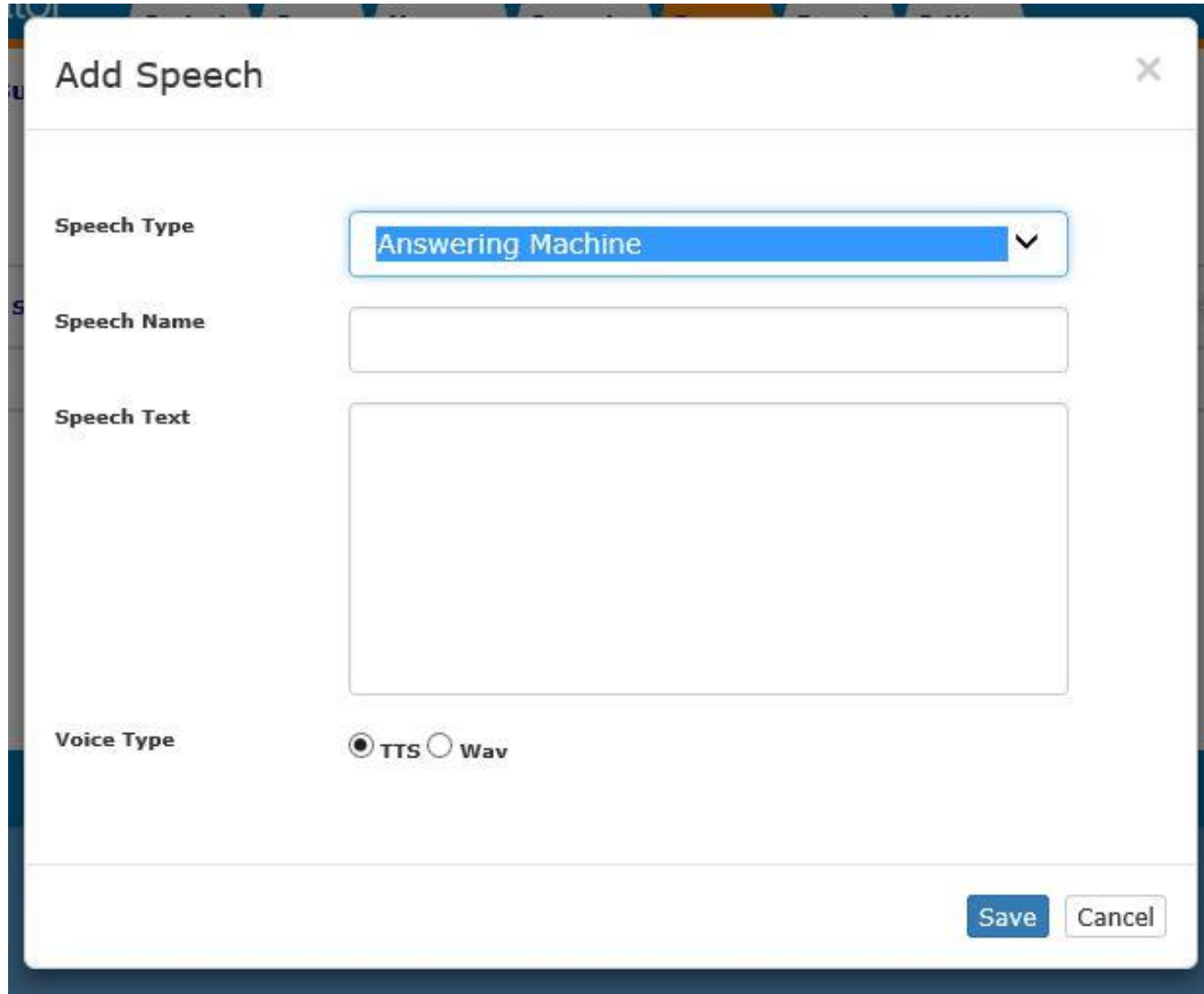
Search

Survey Speech Name	Survey Speech Text	Survey Speech Type	WAV or TTS	Action
Generic Answering Machine	Hello, please call this number to take...	Answering Machine	TTS	Change Delete

Showing 1 to 1 of 1 rows

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VESTA Communicator Surveys: Add Survey Speech



The screenshot shows a modal dialog box titled "Add Speech" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

- Speech Type:** A dropdown menu with "Answering Machine" selected.
- Speech Name:** A single-line text input field.
- Speech Text:** A multi-line text area.
- Voice Type:** Two radio buttons, "TTS" (which is selected) and "Wav".
- Buttons:** "Save" and "Cancel" buttons located at the bottom right of the dialog.

VESTA Communicator Surveys: Changing Existing

VESTA™ Communicator

[Contacts](#)
[Groups](#)
[Messages](#)
[Scenarios](#)
[Surveys](#)
[Reports](#)
[Settings](#)

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

Survey Summary > Edit Survey

Quick Actions

[Back To Summary](#)

Survey Name

Call Flow

☒ Simple Response
(No User ID Required)

☐ Secure Response*
(User ID Required)

* The Secure Response Call Flow should only be used when sending Surveys to "Groups" on the Activate Survey > Choose Recipients screen.

1. Select Speech - add new Speech using the Survey Speech page.

Greeting	Default ▾	Default
Answering Machine	Default ▾	Default
Goodbye	Default ▾	Default

2. Create Email Header (optional)

Email Subject

✂
📄
🔗
B
I
U
≡
≡
≡
≡
Formats ▾
Font Family ▾
Font Sizes ▾
A ▾
A ▾

🖼
🔗
🔄
↶
↷
🔄

Please answer the questions below in order to help the management team facilitate an adequate response to the impending pandemic.

To stay well, wash hands frequently or use alcohol-based hand gel, and avoid touching your eyes or your face.

This situation is rapidly evolving and we will provide updates as information has been confirmed by the Department of Health and the CDC.

3. Create Questions/Statements (Prompts) - identify what question or statement you want your party to hear

Prompt Name	Prompt Type	Prompt Text	Speech	Action																				
Travel	Multiple Choice Options	Have you or your famil...	TTS	Change Delete																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Option Name</th> <th>Option Text</th> <th>Speech</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>Press 1 for Yes</td> <td>TTS</td> <td>Change Delete</td> </tr> <tr> <td>No</td> <td>Press 2 for No</td> <td>TTS</td> <td>Change Delete</td> </tr> <tr> <td>NotSure</td> <td>Press 3 for I'm not sure</td> <td>TTS</td> <td>Change Delete</td> </tr> <tr> <td>Add Response</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>					Option Name	Option Text	Speech	Action	Yes	Press 1 for Yes	TTS	Change Delete	No	Press 2 for No	TTS	Change Delete	NotSure	Press 3 for I'm not sure	TTS	Change Delete	Add Response			
Option Name	Option Text	Speech	Action																					
Yes	Press 1 for Yes	TTS	Change Delete																					
No	Press 2 for No	TTS	Change Delete																					
NotSure	Press 3 for I'm not sure	TTS	Change Delete																					
Add Response																								
Fever	Yes/No	Have you or your immed...	TTS	Change Delete																				

VESTA Communicator Surveys: Changing Existing

▲ ▼	Fever	Yes/No	Have you or your immed...	TTS	Change Delete
▲ ▼	WorkFromHome	Yes/No	If necessary, are you ...	TTS	Change Delete
▲ ▼	BestNumber	Digits	In the event of office...	TTS	Change Delete
▲ ▼	DateInfected	Date (mmddyyyy)	If you have experience...	TTS	Change Delete
▲ ▼	ThankYou	Info Statement	Thank you for taking t...	TTS	Change Delete
▲	Qualify	Qualify	This survey is complet...	TTS	Change Delete

Add Prompt

4. Actions

Activate Survey

Save Survey

Cancel

VESTA Communicator Surveys: Activation

Log Out Help

Quick Actions

Create Survey

Survey Summary

How To ...

Groups

CSV Upload

Ad-Hoc Contacts

Configure Settings

Activate Survey

VESTA™ Communicator

ContactsGroupsMessagesScenarios**Surveys**ReportsSettings

ask live! chat online

Survey Summary > Activate Survey

1. Choose Recipients

Groups

CSV Upload

Ad-Hoc Contacts

(do not use 5/3/14) 2014 EXECUTIVE LEADERSHIP Add Group

Total Contacts

Groups	0
CSV Upload	0
Ad-Hoc	0
All	0

2. Configure Settings

Survey Name

Test Survey

Device Order

? *

Priority

Medium

Duration

1 Hour(s) 0 Minute(s)

Contact Attempts

2

Delay Between Attempts

5

Call Plan

All Controllers, All Nodes

Phone Lines

0 * Maximum # of phone lines to utilize

3. Activate Survey

Activate Survey

Cancel

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VESTA Communicator Surveys: Adding Groups

VESTA™ Communicator

ContactsGroupsMessagesScenarios**Surveys**ReportsSettings

Log OutHelp

Quick Actions

Create SurveySurvey Summary

How To ...

GroupsCSV UploadAd-Hoc ContactsConfigure SettingsActivate Survey

Survey Summary > Activate Survey

need help? chat online

1. Choose Recipients

GroupsCSV UploadAd-Hoc Contacts

2018 EOC Command StaffAdd Group

Search

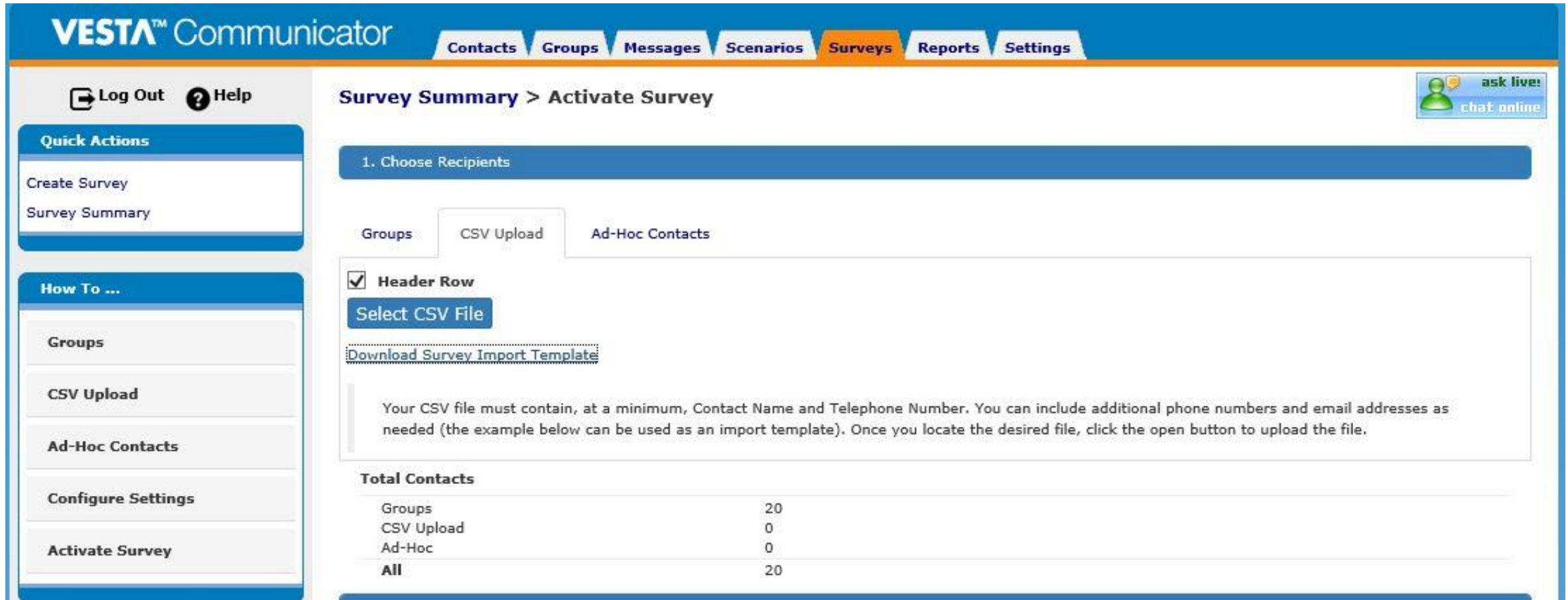
Selected Groups	Number of Candidates	Action
2018 EOC Command Staff	20	View Contacts Delete

Showing 1 to 1 of 1 rows

Total Contacts

Groups	20
CSV Upload	0
Ad-Hoc	0
All	20

VESTA Communicator Surveys: CSV Uploads



VESTA™ Communicator

Contacts Groups Messages Scenarios **Surveys** Reports Settings

Log Out ? Help

Quick Actions

- Create Survey
- Survey Summary

How To ...

- Groups
- CSV Upload**
- Ad-Hoc Contacts
- Configure Settings
- Activate Survey

Survey Summary > Activate Survey

ask live! chat online

1. Choose Recipients

Groups CSV Upload Ad-Hoc Contacts

☒ **Header Row**

Select CSV File

[Download Survey Import Template](#)

Your CSV file must contain, at a minimum, Contact Name and Telephone Number. You can include additional phone numbers and email addresses as needed (the example below can be used as an import template). Once you locate the desired file, click the open button to upload the file.

Total Contacts

Groups	20
CSV Upload	0
Ad-Hoc	0
All	20

VESTA Communicator Surveys: CSV Upload Template

Communicator Survey CSV Template - Excel

File Home Insert Page Layout Formulas Data Review View Tell me what you want to do...

Paste Cut Copy Format Painter Clipboard

Calibri 11 A A B I U Font

Wrap Text Merge & Center Alignment

General \$ % , .00 .00 Number

Conditional Formatting Format as Table

Normal Bad Check Cell Explanatory

C7 X ✓ fx

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	First Name	Last Name	Work Phone	Cell Phone	Home Phone	Other Phone	Sat. Phone	Email						
2	required	required	at least one device is required											
3														
4														

VESTA Communicator Surveys: Ad Hoc Tab

VESTA™ Communicator

Contacts

Groups

Messages

Scenarios

Surveys

Reports

Settings

Log Out

Help

Quick Actions

Create Survey

Survey Summary

How To ...

Groups

CSV Upload

Ad-Hoc Contacts

Survey Summary > Activate Survey

ask live!
chat online

1. Choose Recipients

Groups

CSV Upload

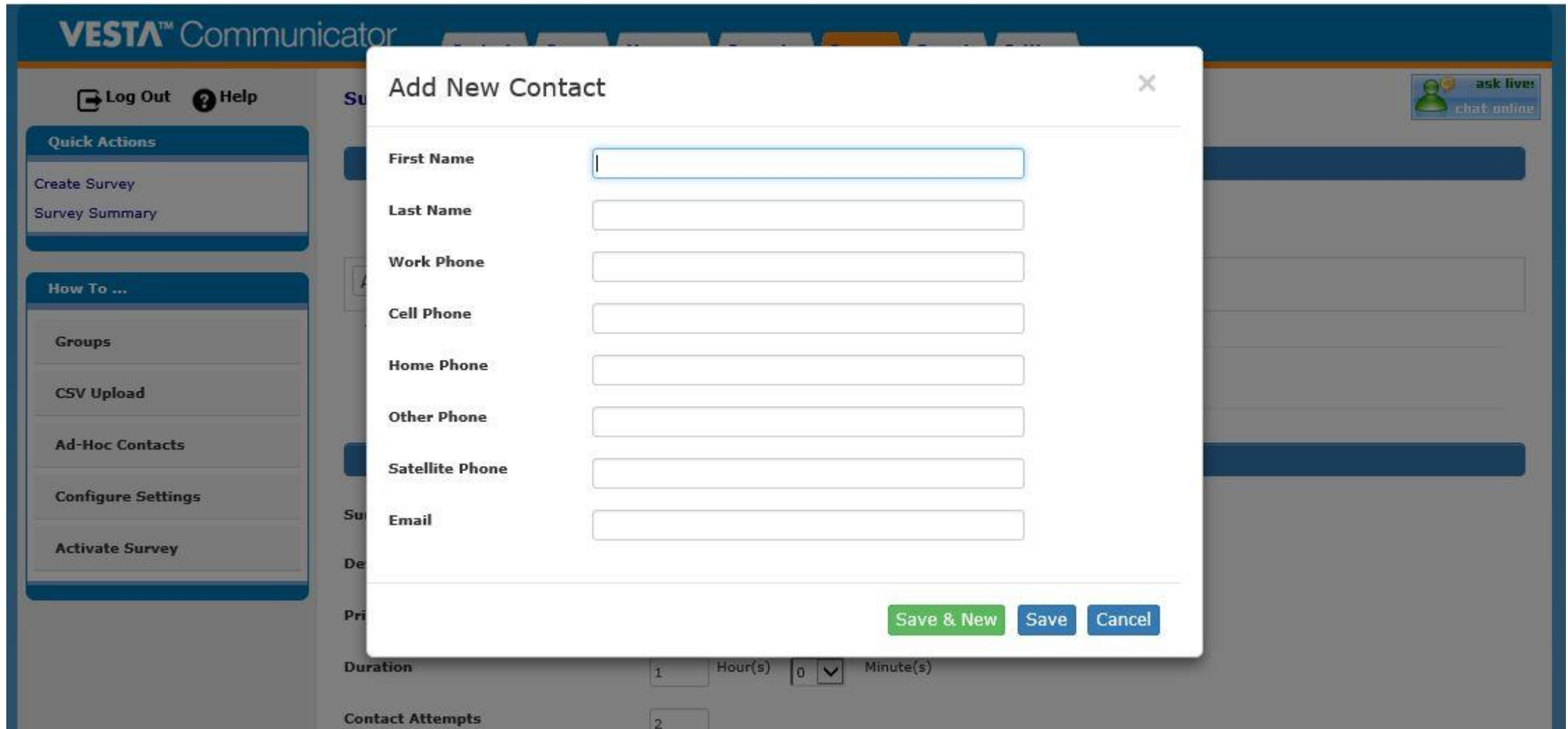
Ad-Hoc Contacts

Add Contact

Total Contacts

Groups	20
CSV Upload	0
Ad-Hoc	0
All	20

VESTA Communicator Surveys: Ad Hoc Contacts



The screenshot displays the VESTA Communicator web application. A modal dialog titled "Add New Contact" is centered on the screen, overlaying the main interface. The dialog contains several input fields for contact information: First Name, Last Name, Work Phone, Cell Phone, Home Phone, Other Phone, Satellite Phone, and Email. At the bottom of the dialog are three buttons: "Save & New" (green), "Save" (blue), and "Cancel" (blue). The background interface shows a sidebar with "Quick Actions" (Create Survey, Survey Summary) and "How To ..." (Groups, CSV Upload, Ad-Hoc Contacts, Configure Settings, Activate Survey). The top of the page has "Log Out" and "Help" links. The bottom of the page shows a "Duration" field set to 1 hour and 0 minutes, and a "Contact Attempts" field set to 2.

VESTA™ Communicator

Log Out ? Help

Quick Actions

- Create Survey
- Survey Summary

How To ...

- Groups
- CSV Upload
- Ad-Hoc Contacts
- Configure Settings
- Activate Survey

Add New Contact

First Name

Last Name

Work Phone

Cell Phone

Home Phone

Other Phone

Satellite Phone

Email

Save & New Save Cancel

Duration 1 Hour(s) 0 Minute(s)

Contact Attempts 2

VESTA Communicator Surveys: Activation Options

2. Configure Settings

Survey Name

Test Survey

Device Order

? *

Priority

Medium

Duration

1 Hour(s) 0 Minute(s)

Contact Attempts

2

Delay Between Attempts

5

Call Plan

All Controllers, All Nodes

Phone Lines

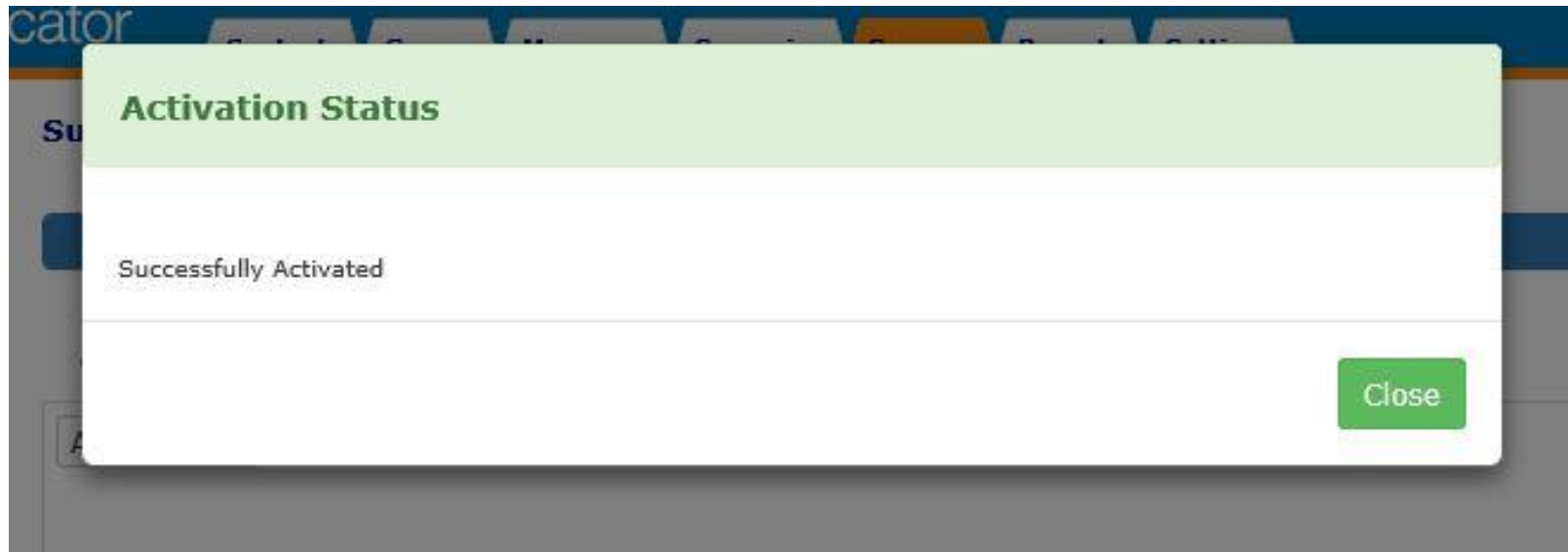
0 * Maximum # of phone lines to utilize

3. Activate Survey

Activate Survey

Cancel

VESTA Communicator Surveys: Activation Completion



VESTA Communicator Surveys: Reports

VESTA™ Communicator

ContactsGroupsMessagesScenariosSurveys**Reports**Settings

Log OutHelp

Reports

Activation Contact StatusActivation Detail (By Name)Activation Detail (By Time)Activation SummaryExceptionQualificationQualification and ExceptionResponse StatusScenario Personnel StatusSurvey DetailSurvey Summary

Reports Summary

View Scenario Activation Reports in: ☒ .pdf Format (Adobe) ☐ .csv Format (Excel)

Look For: Search By: Name

☐ Filter By - Start Date: 12/18/2018 12:00:00 End Date: 12/19/2018 12:00:00

All Activations Completed ReportsCustom Report ListRun Report

Name	Start Time	Stop Time	Status	Activated By
<input type="checkbox"/> Test Survey	12/18/2018 3:27:53 PM	12/18/2018 3:29:25 PM	Completed	JHAUPT
<input type="checkbox"/> Test Survey	12/14/2018 2:41:59 PM	12/14/2018 3:42:00 PM	Completed	wdawson
<input type="checkbox"/> Test Survey	12/14/2018 10:31:55 AM	12/14/2018 11:31:56 AM	Completed	JHAUPT
<input type="checkbox"/> 2018 Hep A Virus In Morehouse Parish	12/6/2018 12:43:51 PM	12/6/2018 3:43:51 PM	Completed	JHAUPT
<input type="checkbox"/> 2018 FLU Adult Flu Vaccinations 11-7	11/7/2018 10:56:27 AM	11/7/2018 1:56:28 PM	Completed	JHAUPT
<input type="checkbox"/> 2018 Very Low Adult Influenza Vaccination Rates	11/5/2018 11:09:21 AM	11/5/2018 4:09:21 PM	Completed	wdawson
<input type="checkbox"/> 2018 Very Low Adult Influenza Vaccination Rates	11/5/2018 9:48:28 AM	11/5/2018 11:07:02 AM	Completed	wdawson

need help?
offline

VESTA Communicator Surveys: Survey Detail Report

Survey Detail Report LADHHOPH

Scenario Name:	Test Survey	Priority:	Medium
Activated By:	JHAUPT	Business Hours Device Order:	W
Start Time:	12/18/18 03:27:53 PM (UTC-06:00) Central Time (US & Canada)	After Hours Device Order:	W
Stop Time:	12/18/18 03:29:25 PM (UTC-06:00) Central Time (US & Canada)	Number of Contact Attempts:	1
Total Duration:	0 Hours 1 Minutes 32 Seconds	Delay Between Attempts:	0 Minutes
Phone Lines	0	Cascade Calling Enabled:	No
Call Plan:	All Controllers, All Nodes	Delay Between Contacts:	--
Call Flow Assigned:	Survey->Start	Use MMS:	False

Contact Name	Response Time	Q1	Q2	Q3	Q4
Haupt, Jeanne	12/18/2018 3:29:25 PM	YES	A	12/18/2018	3:30:00 PM

Prompt and Response

Depending on the assigned call flow template, the column headers after Response Time will show the prompt names (if any) and the column values will be the contact's responses.

VESTA Communicator Surveys: Survey Detail Report

Survey Detail Report LADHHOPH

Scenario Name:	Test Survey	Priority:	Medium
Activated By:	JHAUPT	Business Hours Device Order:	W
Start Time:	12/18/18 04:00:48 PM (UTC-06:00) Central Time (US & Canada)	After Hours Device Order:	W
Stop Time:	12/18/18 04:02:19 PM (UTC-06:00) Central Time (US & Canada)	Number of Contact Attempts:	2
Total Duration:	0 Hours 1 Minutes 31 Seconds	Delay Between Attempts:	5 Minutes
Phone Lines	0	Cascade Calling Enabled:	No
Call Plan:	All Controllers, All Nodes	Delay Between Contacts:	--
Call Flow Assigned:	Survey->Start	Use MMS:	False

Contact Name	Response Time	Q1	Q2	Q2Alt	Q3	Q4
Haupt, Jeanne	12/18/2018 4:02:19 PM	YES	B	Severly	12/19/2018	4:05:00 PM

VESTA Communicator Surveys: Survey Summary Report

Survey Summary Report LADHHOPH

Scenario Name:	Test Survey	Priority:	Medium
Activated By:	JHAUPT	Business Hours Device Order:	W
Start Time:	12/18/18 04:00:48 PM (UTC-06:00) Central Time (US & Canada)	After Hours Device Order:	W
Stop Time:	12/18/18 04:02:19 PM (UTC-06:00) Central Time (US & Canada)	Number of Contact Attempts:	2
Total Duration:	0 Hours 1 Minutes 31 Seconds	Delay Between Attempts:	5 Minutes
Phone Lines	0	Cascade Calling Enabled:	No
Call Plan:	All Controllers, All Nodes	Delay Between Contacts:	--
Call Flow Assigned:	Survey->Start	Use MMS:	False

Prompt Name	Total Responses	Did Not Respond	Response Values									
Q1			YES	NO								
	1	0	1	0								
Q2			A	B	C	D						
	1	0	0	1	0	0						
Q2Alt			Severly	Moderate	Mild	None						
	1	0	1	0	0	0						
Q3	1	0										
Q4	1	0										

Prompt Name	Prompt Type	Prompt Text
Q1	yesno	Are you safe?
Q2	option	How much were you affected?
Q2Alt	option	How much were you impacted by the flood?
Q3	date	When can you return to work?
Q4	time	What time can you report today?

* Individual response sub-totals are only provided for YES/NO and Multiple Choice prompts on Survey activations. Response results for all prompts, including text entries provided by respondents, are available on the Response Status report.

VESTA Communicator Surveys: “How To...” Box



VESTA Communicator Surveys: How To...Create



VESTA Communicator Surveys: How To...Activate

How To ...

Create New Survey

Activate a Survey

1.) Click the Activate link corresponding to the desired Survey Name. The **Activate Survey** page will display, allowing you to choose survey recipients and activate the Survey.

Change a Survey

Delete a Survey

VESTA Communicator Surveys: How To...Change

How To ...

Create New Survey

Activate a Survey

Change a Survey

1.) Click the **Change** link corresponding to desired Survey Name. The **Create Survey** page will display, allowing you to make any necessary changes to the Survey.

Delete a Survey

VESTA Communicator Surveys: How To...Delete

How To ...

Create New Survey

Activate a Survey

Change a Survey

Delete a Survey

1.) Click the **Delete** link corresponding to desired Survey Name. A delete confirmation message will display, asking 'Are you sure you want to delete the Survey'. Click **OK** to permanently remove the Survey. Please note this action cannot be undone. The **Create Survey** page will display, allowing you to make any necessary changes to the Survey.

VESTA Communicator Surveys: How To...All Choices

How To ...

Create New Survey

1.) Click the **Create Survey** button. The **Create Survey** page will be display, allowing you to create a new survey.

Activate a Survey

1.) Click the **Activate** link corresponding to the desired Survey Name. The **Activate Survey** page will display, allowing you to choose survey recipients and activate the Survey.

Change a Survey

1.) Click the **Change** link corresponding to desired Survey Name. The **Create Survey** page will display, allowing you to make any necessary changes to the Survey.

Delete a Survey

1.) Click the **Delete** link corresponding to desired Survey Name. A delete confirmation message will display, asking 'Are you sure you want to delete the Survey'. Click **OK** to permanently remove the Survey. Please note this action cannot be undone. The **Create Survey** page will display, allowing you to make any necessary changes to the Survey.

Questions?

VESTA Communicator Surveys Webinar

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Baton Rouge, LA 70807
(225) 354-3500