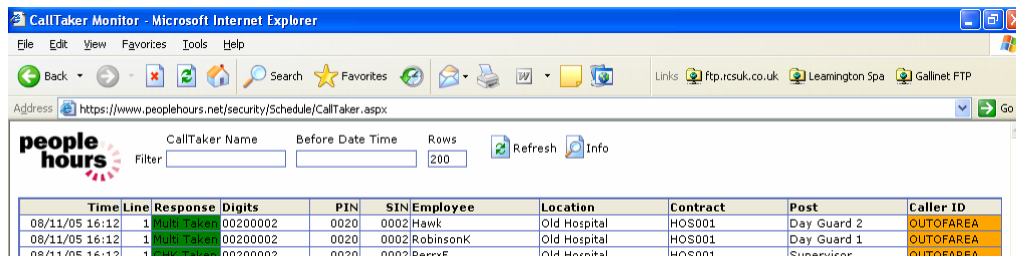


Multi-man Check Calls - Description

This function enables the CallTaker application to process multiple check calls that are due for a location across all posts. The application will only look at check calls that are due at the same time. The function is enabled by a database setting and can be defined at a Post level. If you wish to use this function please contact the Support Desk.

When CallTaker takes a check call from one of the officers working at the location, all other check calls due at the same time will be processed. The response displayed will be 'Multi Taken' and the PIN and SIN recorded against each of the calls processed will be the PIN and SIN of the officer who made the call.

This information will also be passed to the Call Monitor application.



CallTaker Monitor - Microsoft Internet Explorer

Address: https://www.peoplehours.net/security/Schedule/CallTaker.aspx

Time	Line	Response	Digits	PIN	SIN	Employee	Location	Contract	Post	Caller ID
08/11/05 16:12	1	Multi Taken	00200002	0020	0002	Hawk	Old Hospital	HOS001	Day Guard 2	OUTOFAREA
08/11/05 16:12	1	Multi Taken	00200002	0020	0002	RobinsonK	Old Hospital	HOS001	Day Guard 1	OUTOFAREA
08/11/05 16:12	1	Multi Taken	00200002	0020	0002	PerryF	Old Hospital	HOS001	Supervisor	OUTOFAREA

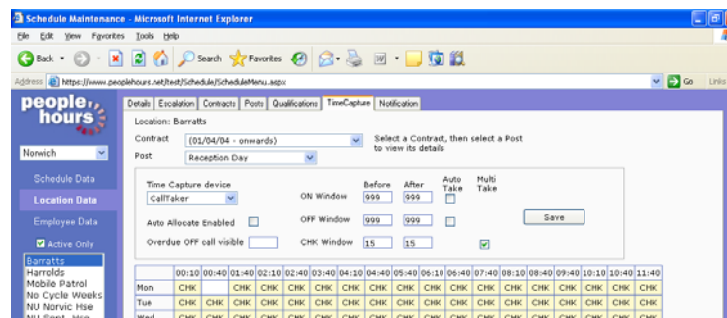
Setting Up the Multi-man Check Call option

Open the Schedule application.

Select Location Data from the left of the window.

Select the Location required from the location list on the left of the window.

Select the Time Capture tab at the top of the window. The Time Capture window will now be displayed.



Schedule Maintenance - Microsoft Internet Explorer

Address: https://www.peoplehours.net/Post/Schedule/ScheduleMenu.aspx

Location: Barratts

Contract: (02/04/04 - onwards)

Post: Reception Day

Time Capture device: CallTaker

ON Window: Before 999, After 999

Auto Allocate Enabled:

OFF Window: Before 999, After 999

Auto Take:

Multi Take:

Overdue OFF call visible:

CHK Window: 15, 15

Save

	00:10	00:40	01:10	02:10	02:40	03:40	04:10	04:40	05:40	06:10	06:40	07:40	08:10	09:40	10:10	10:40	11:40
Mon	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK
Tue	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK
Wed	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK	CHK

If the boxes displayed under the Multi Take label at the top of the window are greyed out, the database function has not been enabled. Contact the Support Line to rectify this.

To enable Multi Take, tick the box to the right of the call type Auto Take column, CHK calls only, by clicking on it.

Click on the 'Save' button on the right of the window to save the changes.

Repeat these steps for each post to be included.