

Enhanced CAM Alert Handling Flow in SCRAMNET[®]

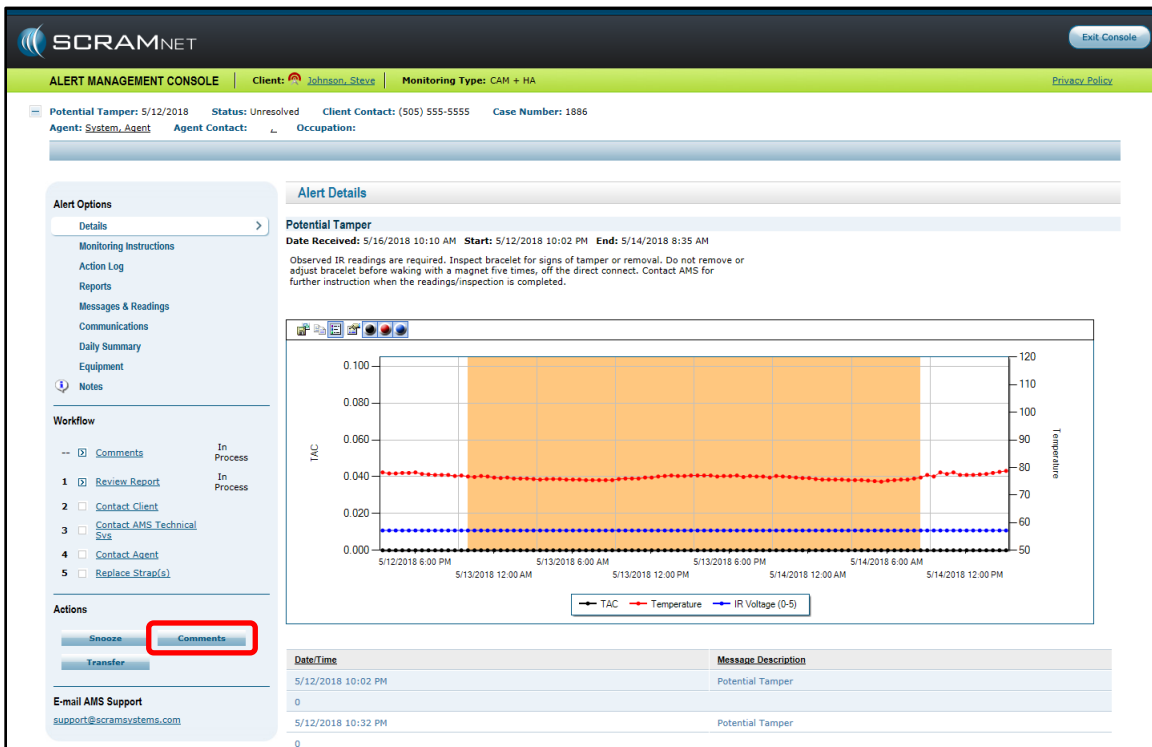
SCRAM Systems is pleased to introduce a streamlined approach to processing CAM alerts in SCRAMNET. As you know, your Data Analyst will transfer an alert to the *Workload* page when action on your part is required. Once you have completed the action and entered a comment, further action by the Data Analyst may be necessary. Today, that alert stays on your *Workload* page until the Data Analyst addresses the alert.

Now, you can easily transfer the alert back to SCRAM Systems, clearing the alert from the *Workload* page. Being able to clear alerts as you address them allows you to maintain a “clean” *Workload* page...saving time and driving maximum efficiency.

Let’s look at the details.

Process Alert

The first step of processing an alert has not changed. Once you have performed the required action, such as uploading bracelet readings or checking the bracelet fit on the client, click the **Comment** button.



ALERT MANAGEMENT CONSOLE Client: *Johnson, Steve* Monitoring Type: CAM + HA [Privacy Policy](#)

Potential Tamper: 5/12/2018 Status: Unresolved Client Contact: (505) 555-5555 Case Number: 1886
 Agent: *System Agent* Agent Contact: Occupation:

Alert Options
 Details
 Monitoring Instructions
 Action Log
 Reports
 Messages & Readings
 Communications
 Daily Summary
 Equipment
 Notes

Workflow
 -- Comments In Process
 1 Review Report In Process
 2 Contact Client
 3 Contact AMS Technical Sup
 4 Contact Agent
 5 Replace Strap(s)

Actions
 Snooze
Comments
 Transfer

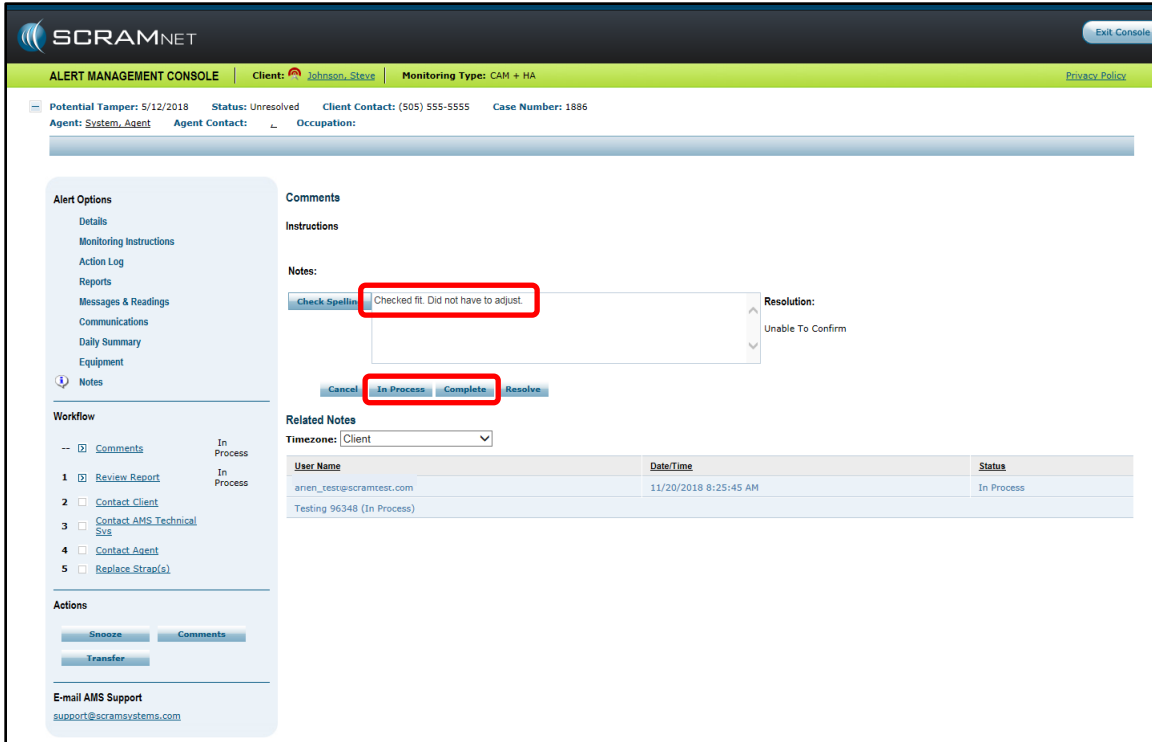
Alert Details
Potential Tamper
 Date Received: 5/16/2018 10:10 AM Start: 5/12/2018 10:02 PM End: 5/14/2018 8:35 AM
 Observed IR readings are required. Inspect bracelet for signs of tamper or removal. Do not remove or adjust bracelet before waking with a magnet five times, off the direct connect. Contact AMS for further instruction when the readings/inspection is completed.

Graph showing TAC, Temperature, and IR Voltage (0-5) over time from 5/12/2018 6:00 PM to 5/14/2018 12:00 PM.

Date/Time	Message Description
5/12/2018 10:02 PM	Potential Tamper
5/12/2018 10:32 PM	Potential Tamper

Add Comment

Then, as you do today, add a comment and click the **In Process** or **Complete** button.



The screenshot shows the SCRAMNET ALERT MANAGEMENT CONSOLE interface. At the top, it displays 'Client: Johnson, Steve' and 'Monitoring Type: CAM + HA'. The alert details include 'Potential Tamper: 5/12/2018', 'Status: Unresolved', 'Client Contact: (505) 555-5555', and 'Case Number: 1886'. The agent is 'System Agent'.

In the 'Notes' section, a text box contains the comment 'Checked fit. Did not have to adjust.' The 'Check Spelling' button is highlighted with a red box. Below the text box, the 'In Process' button is also highlighted with a red box. Other buttons visible are 'Cancel', 'Complete', and 'Resolve'. The 'Resolution' field shows 'Unable To Confirm'.

The 'Workflow' section on the left lists several steps: 'Comments' (In Process), 'Review Report' (In Process), 'Contact Client', 'Contact AMS Technical Sys', 'Contact Agent', and 'Replace Strap(s)'. The 'Actions' section includes 'Snooze', 'Comments', and 'Transfer' buttons.

The 'Related Notes' table shows the following data:

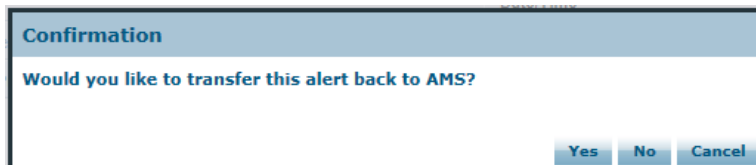
User Name	Date/Time	Status
amen_test@scramtest.com	11/20/2018 8:25:45 AM	In Process
Testing 96348 (In Process)		

Transfer Alert

When you click the **In Process** or **Complete** button, a new pop up appears.

Click the **Yes** button to transfer the alert back to SCRAM Systems for further processing and clear that alert from the *Workload* page.

Click the **No** button to keep the alert on the *Workload* page, indicating that additional action on your part is pending.



Confirmation

Would you like to transfer this alert back to AMS?

Yes No Cancel

Feedback

As always, please feel free to contact SCRAM Systems Customer Services at 1-303-785-7879 with any recommendations for system improvements.