Automation of the Workload Page
SCRAMNET FAQ

SCRAM Systems is pleased to inform you that phase 2 of the **Daily Action Plan** (DAP) upgrade project, which includes new "Automated Transfer" logic, has been deployed. With these enhancements, you will notice changes to the behavior of the active **Workload** page and more specifically, how SCRAMNET will automatically transfer high-priority alerts back to SCRAM Systems within set timeframes. To help answer any questions you might have with regard to this release and its effect on your current process, SCRAM has provided the following FAQ to help clarify the new workflow.

There was a positive alert on the active workload page requesting additional information, but when I finally received the information from the client, the alert was no longer there. Is the information still required?

Yes. Any information obtained regarding the event should be recorded in the *Alert Management Console* (*AMC*). Simply navigate to the client's *Alert* tab in SCRAMNET and add the information to the specific alert.

Why do the Confirmed and Unconfirmed TAC and tamper alerts remain on my active Workload page for multiple days? SCRAM Systems used to resolve these alerts for me.

The evolving changes to the DAP process have been designed to provide SCRAM Systems customers with more direct control and "hands-on" management of the DAP process so that customers can better manage alerts and their communication to select stakeholders. It's also designed to provide tighter communication efficiencies between customers and their assigned SCRAM Systems Data Analyst so collaboration on higher priority alerts is streamlined.

How do I resolve a not confirmed alert?

Once SCRAM Systems has completed analysis of an alert and has added the disposition of confirmed or not confirmed, you are able to resolve the alert from within the Alert Management Console (AMC). Navigate to the AMC page and click the **Comments** button under the actions section. Add any information in the dialogue box and click the **Resolve** button.

Will all alerts on the Workload page transfer?

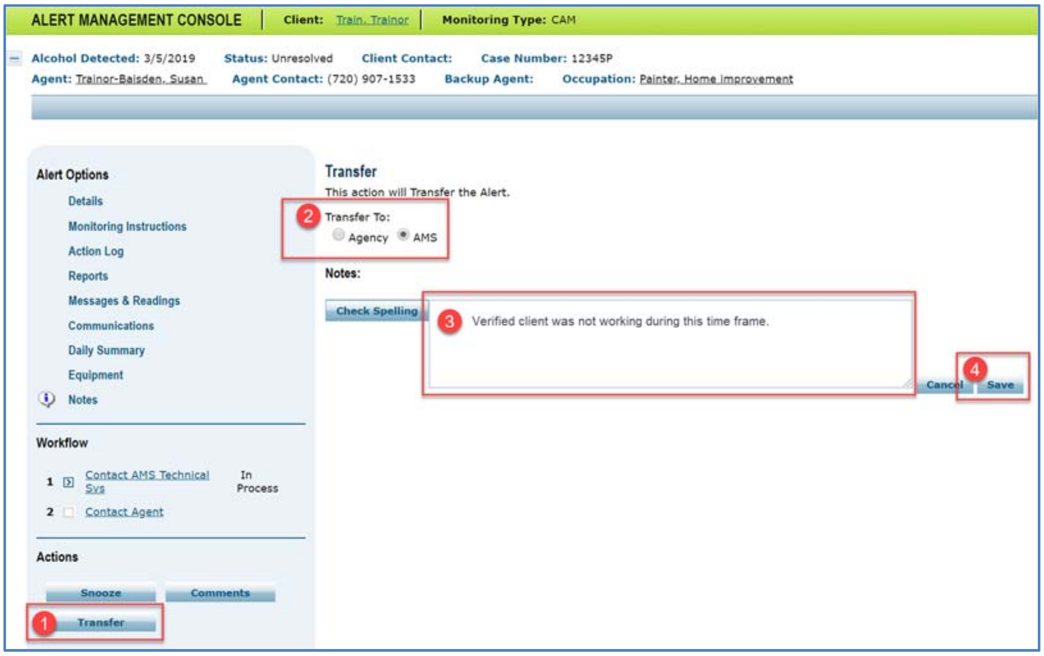
No, only the predefined alerts that are outlined in the related quicksheet and require continued analysis will be transferred. (Please refer to the announcement for specific alerts and transfer timeframes).

What happens if I cannot get the requested information before the alert transfers back to SCRAM Systems?

SCRAM Systems understands that it may be difficult to obtain the requested information or cooperation from your client. SCRAM Systems would like to encourage an open line of communication between you and your Data Analyst. Feel free to record any information regarding attempts to contact your client or future appointment dates in the AMC. You are also encouraged to actively contact Customer Support at (303) 785-7879 with any concerns you may have.

I have received the requested information for the alert. Where should I add the information and how do I transfer the alert back to SCRAM Systems in order to complete the analysis?

You can add information to an alert at any stage of the analysis process. Whether you are actively engaged with your client during an office visit or responding to a request from SCRAM Systems for information.



To complete the process:

- Navigate to Alert Management Console (AMC) from either **Workload** or **Client Alert Tab**
- Select the **Transfer** button,
- Enter the requested information in the dialog box and Save
- Choose the **Transfer to AMS** radio button (located above dialog box).
- Select **Transfer**.