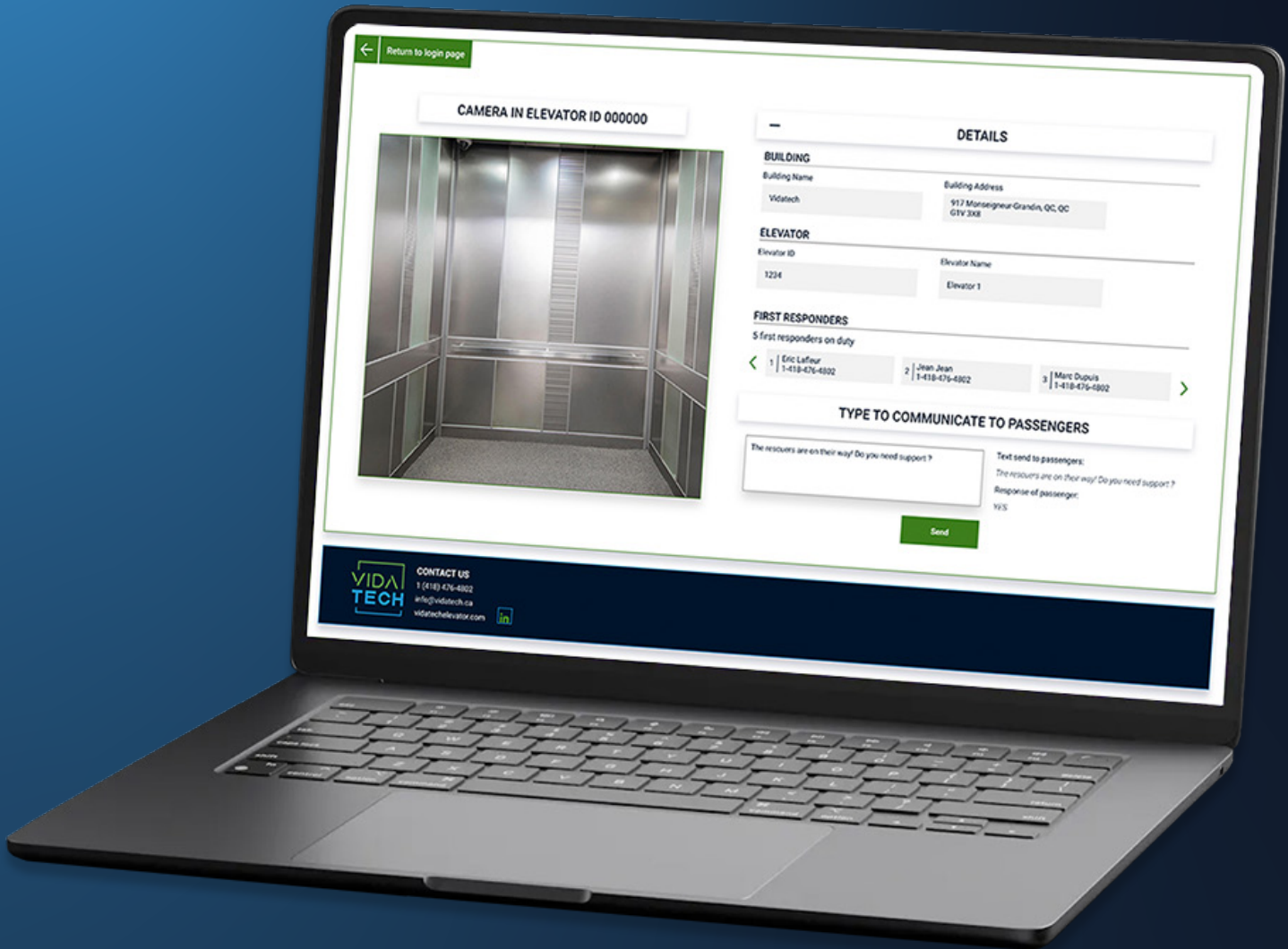


# CALL CENTER GUIDE

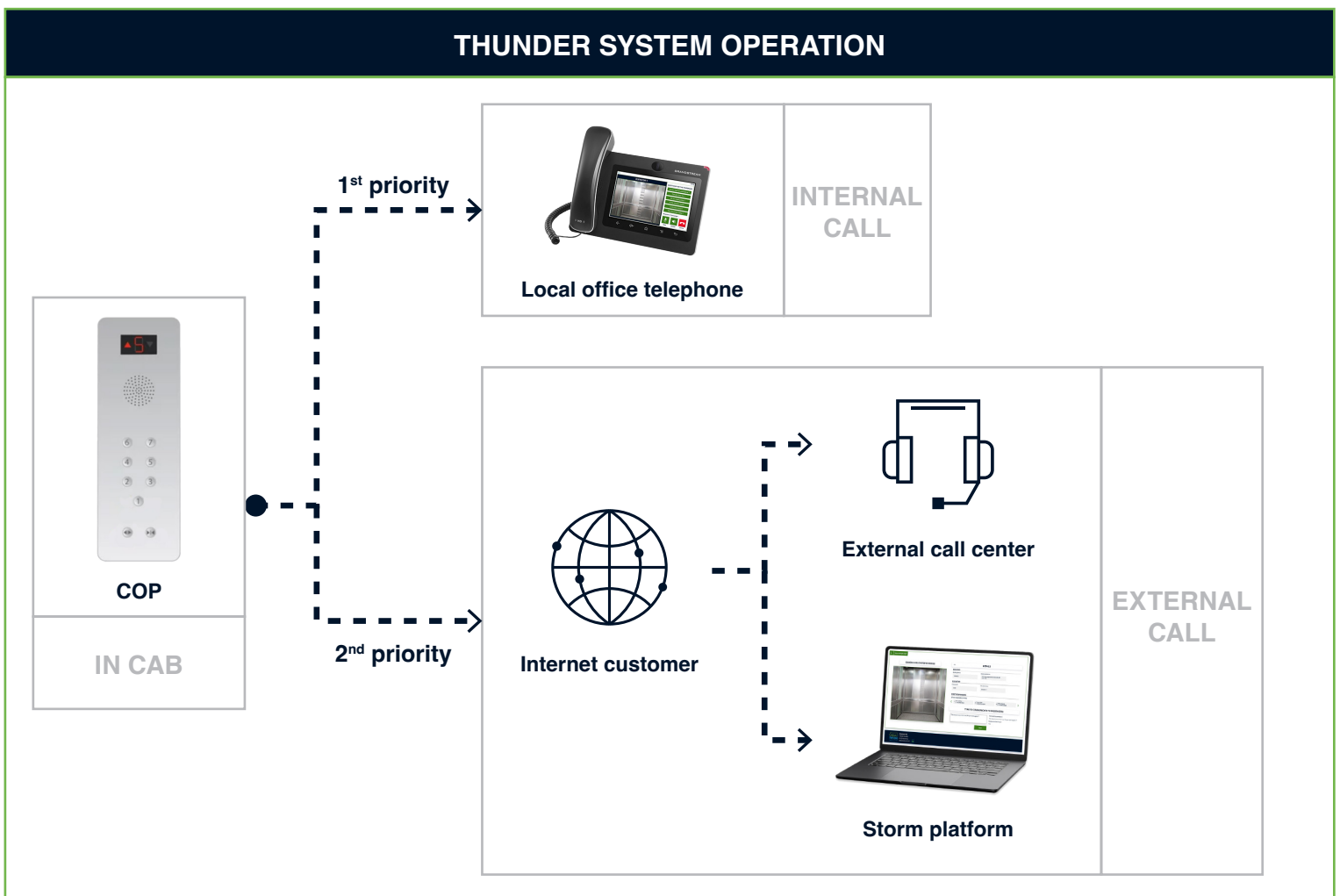


917 Mgr Grandin, Suite 304B  
Quebec City  
Quebec, Canada  
G1V 3X8  
1 418 476-4802  
info@vidatech.ca

## Glossary

Abbreviations	Definition
IVR	Interactive voice menu for telephony
CSR	Call center communications representative
ID	5-digit elevator identifier
DTMF	Keypad key 0 to 9, * , #.

## THUNDER SYSTEM OPERATION



# CALL CENTER GUIDE

## CALL FROM THE ELEVATOR

- 1 Identify the **Elevator Caller ID** on the phone and listen to the location message.
- 2 Press 1 to acknowledge the call.
- 3 Go to **vidatechstorm.com** and enter the ID :

Connect to an elevator

- 4 The elevator information, the video and the chat box are now available when connected to the elevator.

Return to login page

CAMERA IN ELEVATOR ID 000000

DETAILS

BUILDING

Building Name: Vidatech

Building Address: 917 Manassasparade Grounds, DC, DC 20138

ELEVATOR

Elevator ID: 1234

Elevator Name: Elevator 1

FIRST RESPONDERS

5 first responders on duty

1 Eric LaFleur | 2 Alan Jovan | 3 Marc Dupuis

TYPE TO COMMUNICATE TO PASSENGERS

The rescuers are on their way! Do you need support ?

Text send to passengers:

The rescuers are on their way! Do you need support ?

Response of passenger:

YES

Send

CONTACT US

1-888-375-5675

info@vidatech.ca

vidatechelevator.com

- 5 **Prioritize audio communication via the handset.** If the passenger is unable to communicate vocally, use the chat area to send messages on the elevator screen.



**Do not use hands-free functionality in noisy environments. Passenger's audio may be cut off.**

- 6 To end the conversation, hang up the audio call. The video will end simultaneously.

## CALL TO THE ELEVATOR

- 1 Call VidatechStorm's number:  
**514-375-5675**
  - 2 Enter the **ID of the elevator** to be contacted on the **phone keypad**. An elevator is available for callback for one hour after a call was initiated by the elevator.
  - 3 Go to **vidatechstorm.com** and enter the ID :
- Connect to an elevator
- 4 Elevator informations, video zone and chat box are now available.

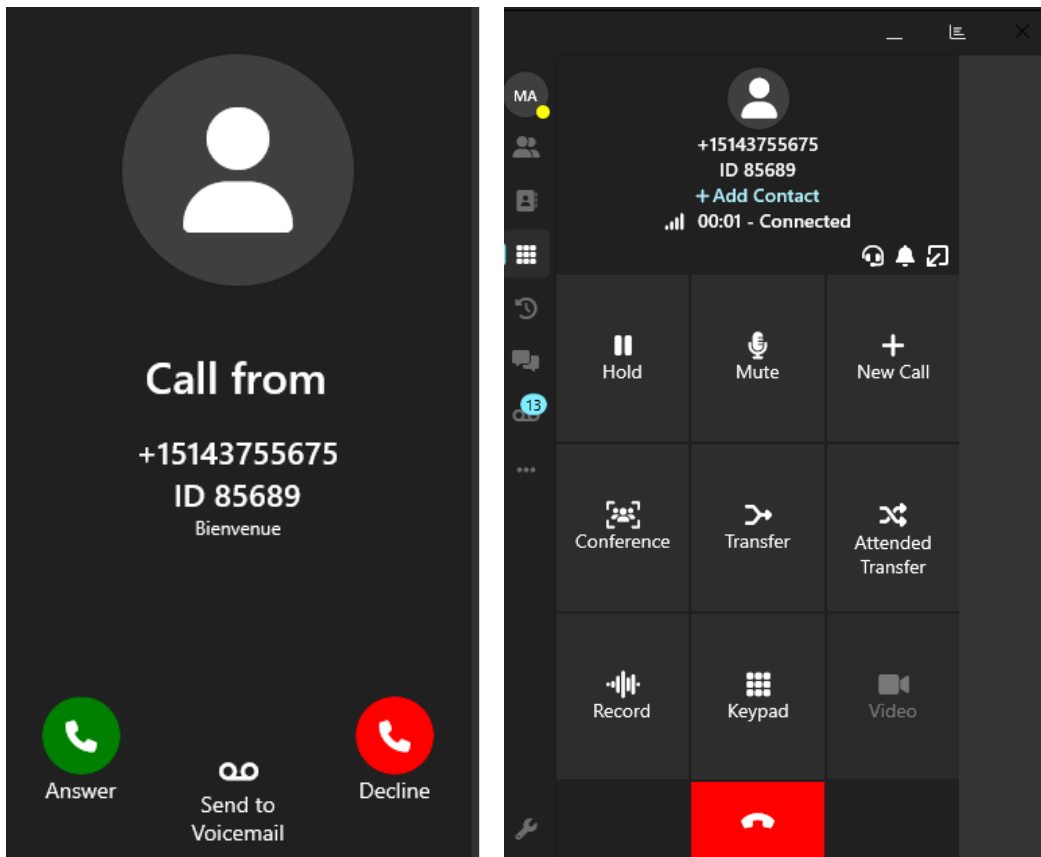
## DTMF GUIDE

- 0 : Start IVR menu.
- 1 : Stop/start location message.
- 2 : Change language selection.
- 3 : "Can you hear me ?"
- 4 : "Do you need the police ?"
- 5 : "Do you need an ambulance ?"
- 6 : "Is the door stuck ?"
- 7 : "Has the power failed ?"
- 8 : "Help is on the way".
- 9 : Extend the call for 15 minutes.

## HOW AN ELEVATOR EMERGENCY CALL WORKS

When an elevator call is made, the first call attempt is made to the phones on site. If there is no responder on site, the call is directed to the phone. The priority of the phone numbers to be called can be configured on the device in the car, on the supervisor in the mechanical room, or on the online configuration platform.

Calls from elevators use the Vidatech Storm number: 514-375-5675. On the phone display, the caller's name is represented as follows: ID 12345. The 5-digit number represents the elevator ID<sup>1</sup>. This is the unique number of the elevator car that initiated the call.



## LOCATION MESSAGE

When the CSR<sup>1</sup> answers the call, the location message starts. The structure of the message is as follows:

*“Emergency call from elevator < elevator # >, from < building address >. To view the video stream, please open vidatechstorm.com with the following elevator ID < Elevator ID>. Please press 1 to start the call”.*

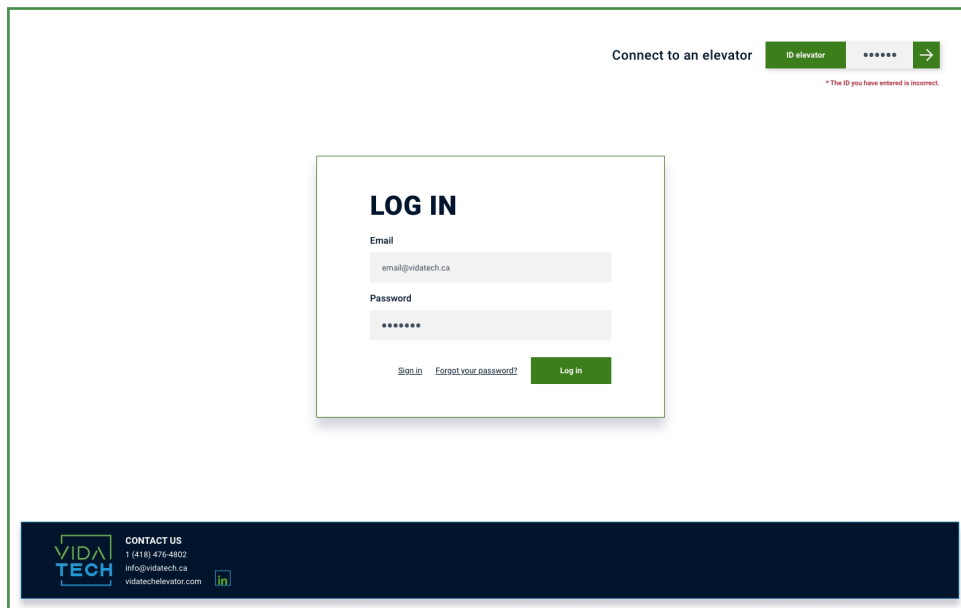
*Ex: “Emergency call from elevator 2, 917 Monseigneur-Grandin, Quebec. To view the video stream, please open vidatechstorm.com with the following elevator ID 1-6-4-5-6. Please press 1 to start the call”.*

The message will be repeated until CSR<sup>1</sup> presses “1” to start the call. The elevator ID in the location message is the same as that in the caller ID name.

<sup>1</sup> See glossary on page 5.

## VIEW VIDEO STREAM

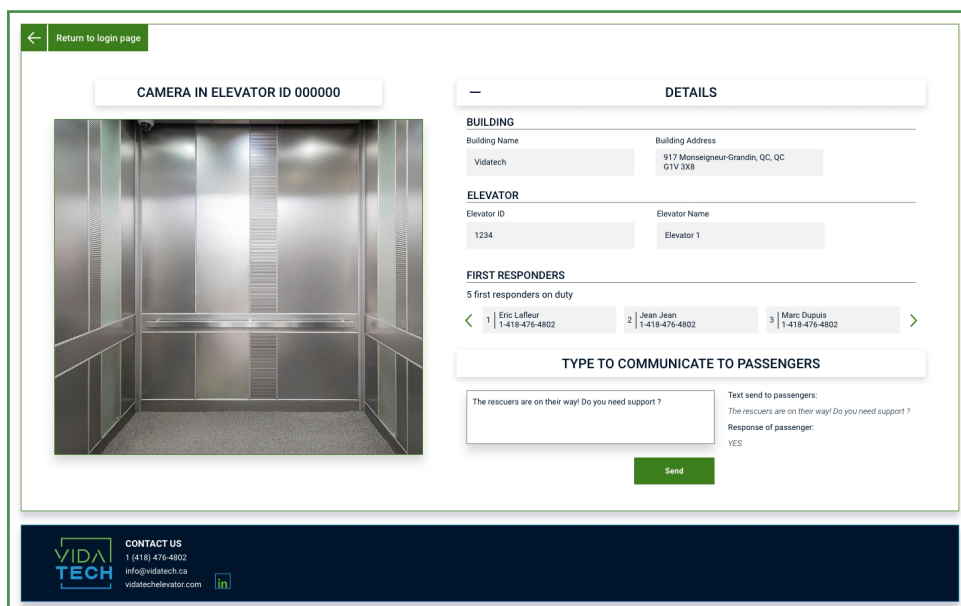
In any browser, type [www.vidatechstorm.com](http://www.vidatechstorm.com) and enter the ID<sup>1</sup> of the elevator in the top left corner :



The CSR<sup>1</sup> will then have access to the building address and the name of the elevator. He will also be able to see the car's video feed to check if anyone is trapped inside. CSR<sup>1</sup> will have access to the list of operators on duty at the time of the call. These are the people to call when a person is trapped in the elevator.

Finally, CSR<sup>1</sup> can communicate via the dialog box if the person is unable to speak. It is necessary to formulate short-answer questions, since the elevator user can only answer YES or NO. The Open/Close door buttons are usually assigned to these answers (YES / NO).

When the user presses the “open door” button, an audio “yes” message is sent on the phone call, as well as a written message in the chat section on [vidatechstorm.com](http://vidatechstorm.com). The language of the messages sent depends on the language configured on the in-cab device.



<sup>1</sup>See glossary on page 5.

## USING DTMF

If the CSR<sup>1</sup> dials DTMF<sup>1</sup> during the call, an IVR<sup>1</sup> audio message is sent:

- 0 : IVR<sup>1</sup> Menu stop/start
- 1 : Stop/start location message
- 2 : Change language selection
- 3 : “Can you hear me ?”
- 4 : “Do you need the police ?”
- 5 : “Do you need an ambulance ?”
- 6 : “Is the door stuck ?”
- 7 : “Has the power failed ?”
- 8 : “Help is on the way”
- 9 : Extend the call for 15 minutes.

By default, the maximum conversation time is 10 minutes. The system displays the following message :

*“The conversation will end in 20 seconds. To extend the call, press 9”.*

The CSR<sup>1</sup> must press “9” to extend the call for 15 minutes, otherwise the call will end in 20 seconds.

## END A CALL

To end the call, simply hang up the phone and leave the call. Instantly, the elevator's video stream is stopped, and all information about the elevator disappears when the web page is refreshed.

## CALLING BACK AN ELEVATOR

If the CSR<sup>1</sup> needs to call back the car, he must call 514-375-5675 (caller ID number), then an IVR<sup>1</sup> will ask for the 5-digit elevator ID1 (name of the caller ID received).

**Note: This option is only available 1 hour after the end of the previous call; after this time, no call back to the booth is allowed.**

If the elevator cannot be reached, a message is dictated by the IVR<sup>1</sup> at 514-375-5675. Possible causes are as follows:

- Time limit of 1 hour has passed.
- The elevator is on a call with an on-site telephone.
- Network problem making it impossible to reach the elevator.

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<sup>1</sup>See glossary on page 5.