



ROSS Module Summary

Phone Status

Overhead Resource	Home Unit	Web	Phone
Clifton, Yolanda	RT-DNVS		X
DiFiore, Michael	RT-DNVS		
Fisher, Doug	RT-DNVS		
Gordon, Lynn	RT-DNVS		
Hamilton, Mark	RT-DNVS		
Jackson, Robert	RT-DNVS		
Johnson, Dragobert	RT-DNVS	X	
Jones, Calista	RT-DNVS		
Kelly, Christine	RT-DNVS		
Powell, Constance	RT-DNVS		
Ruiz, Hector	RT-DNVS		

Description

The Phone Status module is used to activate the access for vendors and overhead resources to provide their own availability statusing via a touch-tone telephone call.

This module will be used by dispatch centers to activate access that will allow non-ROSS users to set status, availability, and location over the phone. This is accomplished using Computer Telephony (CT) much like bank account information may be accessed over the phone using a personal identification number (PIN).

The intended users fall into two groups: overhead resources who will status themselves and vendors who will status their resources. Overhead personnel, vendors and their resources must be entered in ROSS before phone status can be set up. Once access has been granted, the vendor



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or overhead resources will place a touch-tone call to a centralized computer telephony system that uses Interactive Voice Response (IVR) technology. The IVR system will guide users through selections that will allow them to make any needed changes to their status. The IVR system will connect directly to the ROSS database and upon successful completion of the IVR session the database will be updated accordingly.

Data Administrators for each dispatch center will use this module to set up and maintain phone status access.

This module is directly related to the Organization, Person, Resource Item, Resource Status, Web Status, and Pending Request modules.

Data Information:

Data Element	Data Definition
Supervisor Name	The identification of a person who directly oversees the overhead resource.
Home Unit ID	A unique designator that is a combination of the appropriate two-letter State postal code followed by a three or four letter identifier that indicates the resource's official duty station (e.g., ID-BOF).
Last, First Name	A combination of words by which a person is known.
Enable Phone Status Access	A checked field used to turn on or off the individual's access to the feature.
User ID	A unique numeric identifier assigned to an individual that, when in conjunction with the PIN, allows ROSS to open the appropriate records.
PIN	Personal Identification Number