

4.4 On-call groups



On-call groups depict an important functionality in EVALARM.

This is so you can store **preparedness plans** for on-call groups according to the date, day of week and time of day and assign individual users.

You can include on-call groups in the alerting process. Accordingly, important employees are always informed.



An important feature of on-call groups is the possibility that in the case of an alert, personal settings in the **app user profile** or the phone can be overridden.

If a user of an on-call group has set his phone to silent, this setting is overridden and the alert ringtone is played. The same applies if the user has limited the alert in the profile settings of the EVALARM app.

Create on-call groups

The on-call groups refer to the management of the Web console, in the **users**.

You can edit existing on-call groups or add new ones.

The screenshot shows the 'USERS' section of the EVALARM web console. It is divided into two main panels: 'EVALARM USERS / EMPLOYEES' and 'USER GROUPS'. The 'EVALARM USERS / EMPLOYEES' panel lists individual users with their names, roles, and action buttons (edit, add, delete). The 'USER GROUPS' panel lists groups with their names, member counts, and action buttons. Below these panels are sections for 'VISITORS' and 'ON-CALL GROUPS', both indicating that there are no entries at the moment. A red box highlights the 'Manage on-call groups' button in the 'ON-CALL GROUPS' section.

The screenshot shows the 'ON-CALL GROUPS' management interface. It includes a search bar, a filter dropdown set to 'Internal groups', and a table with columns for Name, Description, Users, Shared group, and Actions. The table is currently empty, displaying the message 'There is no data to show'. A red box highlights the 'Create a new on-call group' button in the top right corner.

First, they must give the new on-call group a name and description, and then assign the appropriate users to the on-call group.

The screenshot shows the 'Create a new on-call group' form. It has a 'Name' field with the value 'IT-Weekend', a 'Shared group' checkbox, and a 'Description' field with the value 'On-call group IT during the weekend'. At the bottom, there are 'Cancel' and 'Next' buttons.

WORKFLOWS **USERS** LOCATION MANAGEMENT LOGS Administration Logout

User management
Create a new on-call group -> Add a user 1 - 2 - 3

AVAILABLE USERS

Name	
Test Android Chef / Buchhaltung	
Admin Groupkom Administrator / Groupcom Support	

Add all +

ASSIGNED USERS

Name	
Test iOS Sales Manager / Buchhaltung	

Remove all -

Back Next

In the next step you can set the **time management** for the new on-call group.

You can select the time periods freely and decide when the group should be notified - and when not.

It is possible to limit the work of the on-call group to a certain period (by the start and end date) - e.g. in schools during the holiday season. You can also select only specific days of the week or times.

In addition, there is the possibility of creating the **No messages** function for a rest period in which the members of the user group will **not be alerted**.

Ultimately, you can combine them to **create** different time settings for the on-call group with the **new time table** option. This is useful if there are different work plans depending on the time period.

If you leave the fields for the start and end dates empty, the time table is created globally, this means the entered time table applies without limitation.

Associate the on-call groups with workflows

After the on-call group is created, they must be linked to the corresponding workflows.

These can be found in the Web console under the **workflow** category.

You can click on the **view** button of the workflow for which the on-call group is responsible.

Under **target** you can now select the respective on-call group.

WORKFLOWS **USERS** LOCATION MANAGEMENT LOGS Administration Logout

User management
Create a new on-call group -> Add a time settings 1 - 2 - 3

#1 IT on-call - Weekend

Description: IT on-call - Weekend
Start date:
End date:

Time table (Europe/Berlin)

Weekday	Hours	34 hours	No messages
Monday	00:00 - 00:15	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tuesday	00:00 - 00:15	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wednesday	00:00 - 00:15	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Thursday	00:00 - 00:15	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Friday	00:00 - 00:15	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Saturday	00:00 - 00:15	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sunday	00:00 - 00:15	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Create a new time table

Back Create

HOME WORKFLOWS USER MANAGEMENT LOCATION MANAGEMENT LOGS Administration Logout

WORKFLOWS OVERVIEW > WATER

WORKFLOW DETAILS

DETAILS **TARGET** ACTION

- Users
- User groups
- User roles
- On-call groups**

Last updated 27.02.17 15:30

WATER

CHOOSE ONE OR MORE ON-CALL GROUPS

All

Search

Name

It

There are no on-call groups at the moment

Selected

Name

It - Weekend

It - Weekend

☒

+

Save

1

Users

Browse

2

User groups

Browse

3

User roles

Browse

4

On-call groups

Browse

Last updated 27.02.17 15:30

Cancel

Update