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.
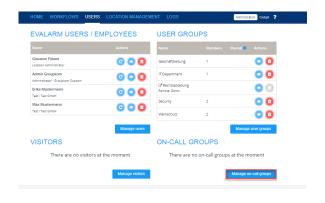
> ⓘ An important feature of on-call groups is the possibility that in the case of an alert, personal settings in the **app user profile** or the phone can be overridden.
>
> If a user of an on-call group has set his phone to silent, this setting is overridden and the alert ringtone is played. The same 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**.
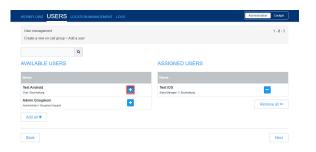
You can edit existing on-call groups or add new ones.

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

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** optio n. 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.

CHOOSE ONE OR MORE ON-CALL GROUPS

WATER

All

Search

Name	
There are no on-call groups at the moment	

Selected

Name	Read / participation confirmation	
IT - Weekend	☑	⊟

Save

0	Users	Browse
0	User groups	Browse
0	User roles	Browse
0	On-call groups	Browse

Last updated 27.02.17 15:36

Cancel   Update