

# EMPURON AC

## Alarming via Voicemail, SMS, Email

### Plant errors mean loss of time and money – speed up repair!

Sending alarm message automatically via Voicemail, SMS, and/or Email to the responsible employee – you can optimize the service for your plant using **EMPURON ALARM CENTRE** and reduce down time.

You specify which of your people at what time in what manner in which part of your plant will be informed about errors. The employee acknowledge the acceptance of the message, or the alarm steps automatically to another employee. Also you are able to inform several employees at the same time. According to your individual needs an adapter is provided to connect your system to **EMPURON AC**.

### Cascading of Voicemail/ SMS/ Email for alarm user

Using priority assignment to employees the messages are sorted. All employees of the same priority will get the message at the same time. The acknowledgment is done by pressing the multifrequency - dial tone (DTMF) or the button "answer" in email and SMS. Does the acknowledgment not take place, the employees of the next highest priority get the message. The cascade is continuous running until accepting of the message is done. For each employee the type of communication can be chosen, e. g. voice mail and SMS.

### Regional and temporal distribution of access filters and service plans

Using role filters, locations and/or plant parts can be assigned to the responsible employee. The hours, at which a particular employee should be informed, is defined in the "staff roster". The data import to the roster can be implemented client specific. The "schedule" then incorporates and updates data from existing planning systems (e.g., vacation schedule, shift schedule, etc.).

### ID – Allocation

To each alarm an identification number is automatically assigned which is included in the subject of the email and voice mail or text message. Thus at anytime the processing of the alarm can be recorded and reviewed.

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- Cascading of voice mail/ SMS/ e-mail for alarm users
- Regional distribution of access filters
- Accounting of the schedule
- Data integration from an existing planning system in the schedule
- Assigned IDs number continuously the alarm messages
- Carry Processing Statuses



## Status of Processing

A number of statuses provide a detailed overview of the processing of alarm.

- New alarmed (the message is not acknowledged)
- In progress (acknowledged, but the problem still exists)
- Automatic solving problem (error message was removed because the problem no longer exists)
- Not alarmed (errors corrected, system function reconstructed)

Benutzer bearbeiten

Benutzer hinzufügen

Daten des Benutzers Gruppen Zugriffsrollen Datenfilterrollen

sm  
vb2  
vb3  
ak4  
vb1

Filterrolle hinzufügen  
Filterrolle löschen

Speichern Abbrechen

Filter selection of an alarm user

Benutzer hinzufügen

Alarmbenutzer hinzufügen

Daten des Benutzers Gruppen Datenfilterrollen

Anmeldename  
verbund Find User

SMS Prio Email Prio Voice Prio  
-1 2 1

Tag	Von	Bis	Von	Bis
Montag	8:00	12:00	13:00	18:00
Dienstag	8:00	12:00	13:00	18:00
Mittwoch			13:00	18:00
Donnerstag	8:00	12:00	13:00	18:00
Freitag	8:00	12:00	13:00	18:00
Samstag	8:00	12:00		
Sonntag				

Speichern Abbrechen

Staff roster dialog