See the most recent version of this document [here](#).
Or through the Get Help link in Rave Admin View.
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1. Introduction

1.1 Overview
Rave Admin View gives PSAP administrators and management personnel access to various product controls and usage and activity reports. Features and functions include:

- Report Dashboard
- Rave Facility Profile and Rave Panic Button Details and Management
- Subscriber Activity Metrics
- Ticket History
- Active Ticket Management
- User Management

1.2 Accessing Rave Admin View
Access Rave Admin View through the following URL:


When first deploying the Rave 911 Suite (Rave 911), your client manager will provide you with a Rave Admin View username and initial password. You can reset your password after logging in by clicking your username at the top right corner of the screen. To add additional Admin View users for your agency, see the User Management section of this guide.
2. Rave Admin View Components

2.1 Dashboard

The Dashboard shows a summary of key metrics for Rave 911. Administrators can view:

- Safety Profile Activity
- User Initiated Tickets
- Chat Usage
- Notes Activity
- Facility Profile Activity
- Rave Panic Button Activity
- New Registrations
- Facility and Rave Panic Button requests
- Total Registration Counts

You can filter the dashboard metrics by PSAP (if you have access to multiple PSAPs) and by date range. Select More Info to see the ticket detail reports associated with each dashboard item.

| Usage & Outreach (February 11, 2017 - March 13, 2017) |
|-----------------|-----------------|
| Inbound 911 Calls | 66              |
| User Initiated Tickets | 4              |
| Safety Profile Pops   | 36 (More Info) |
| Tickets With Chat     | 5 (More Info)  |
| Notes Added           | 2 (More Info)  |
| Tickets with Notes Available | 51 (More Info) |
| Facility Profile Pops  | 17 (More Info) |
| Panic Button Activity  | 13 (More Info) |
| Safety Profiles Created | 15 (More Info) |
| Facility Profiles Created And Approved | 6 (More Info) |

| All Time Totals            |
|-----------------|-----------------|
| Pending Approvals | 5 (More Info)  |
| Total Safety Profiles Created | 185 |
| Total Facility Profiles Created And Approved | 35 |
2.2 Facilities
PSAP Admins and Report Viewers can view information about Facility Profiles in Rave Admin View. Additionally, PSAP Admins can manage requests for Facility Profiles and Panic Button integrations.

Use the Search feature to find facilities by City, State, Zip, or Name. Alternatively, generate a report by Filtering by PSAP (if applicable) and by Profile or by Panic Button Status.

<table>
<thead>
<tr>
<th>Filter option</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verified</td>
<td>The profile was manually verified by a PSAP Admin</td>
</tr>
<tr>
<td>Not Verified</td>
<td>The profile was submitted to your PSAP for verification and is pending review</td>
</tr>
<tr>
<td>N/A</td>
<td>The profile was submitted to your PSAP and automatically made available for use in your Rave Dispatch View</td>
</tr>
</tbody>
</table>

Verification
By default, Facility Profiles automatically become available in the Rave Dispatch View after an Organization submits them. A PSAP may choose to preview all Facility Profiles before they become available in the Rave Dispatch View.

If your PSAP would like to enable this Campus Verification Required setting, please contact techsupport@ravemobilesafety.com. When Campus Verification is required, PSAP administrators will receive an email notification when new profiles are submitted for verification.
Panic Button Status

<table>
<thead>
<tr>
<th>Filter option</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved</td>
<td>The Facility with Rave Panic Button was approved by a PSAP Admin and is currently integrated with your PSAP’s Rave 911 Suite</td>
</tr>
<tr>
<td>Requested</td>
<td>The Facility submitted a request to your PSAP for Panic Button integration and is pending review and approval</td>
</tr>
<tr>
<td>N/A</td>
<td>Facility does not have Rave Panic Button</td>
</tr>
</tbody>
</table>

Facilities

1 - 1 of 1 Results for MA_RAVE_PSAP

<table>
<thead>
<tr>
<th>Organization / Campus</th>
<th>Admin Name</th>
<th>Profile Status</th>
<th>Panic Button Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rave School System High School</td>
<td>Michelle Howland</td>
<td>Not Verified</td>
<td>Requested</td>
<td></td>
</tr>
</tbody>
</table>

Click on Action icon to view Facility Details
Facility Profile Management Tools and Details

A. Basic Info
- Basic info about the Organization
- Contact information
- Audit approvals
- Ability for PSAP admins to approve/un_approve requests (when applicable)

B. Map
This Campus Map displays the facility’s location and boundaries as defined by facility administrators (red shaded polygon). Answered phase II wireless 9-1-1 calls that plot inside these boundaries generate a Facility Profile pop on the Rave Dispatch View. These geo boundaries also define where Rave Panic Button can be activated on a campus.

C. Details
A preview of the critical information provided in the Facility Profile. A PSAP admin can also download attached .pdf documents here (e.g. floorplans and emergency operations plans).
3. Reports

3.1 Subscriber Activity

Subscriber Activity Reports show how many subscribers and facilities enrolled profiles in a given date range. You can generate these reports based on PSAP and zip code.

Subscriber Activity Reports can be exported as .csv files.
3.2 Ticket History
Search the Ticket History by Ticket Number, Calling Phone Number, or generate a Ticket History report by Event Type and Date Range. Click Generate to view the report directly in Rave Admin View. Or, click Export CSV to print or view the list of tickets in spreadsheet form.

Once you generate a report, you will see all matches for your search criteria on the Rave Admin View screen. Click the View Ticket Details or the View Audit Log button under the Action column for more information on a specific ticket.
### 3.3 Ticket Details

This report shows the information that was available in the Rave Dispatch View for this 9-1-1 call.
Access Log
This report shows an audit trail of Administrators and Report Viewers who viewed this ticket in Rave Admin View.

<table>
<thead>
<tr>
<th>Time</th>
<th>User ID</th>
<th>Access Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/18/2016 12:49:44</td>
<td>caycorave</td>
<td>VIEW CASE</td>
</tr>
</tbody>
</table>
3.4 Active Tickets

This report is only available to PSAP Admins.

Incident Tickets remain available to the telecommunicator and first responders for 45 minutes after the 9-1-1 call is placed. Rave Panic Button activations remain available for 6 hours. Use this tool to view and extend individual or multiple open Tickets. Extending a ticket postpones its expiration for another 20 minutes. This feature is typically used when a telecommunicator is working a particularly long or complex 9-1-1 call.

![Active Tickets Table]

**Extend**
- Ticket 508 908-5089
- Ticket 598 848-2485
- Ticket 919 951-9619
- Ticket 780 999-4545
- Ticket 556 787-9000
- Ticket 206 999-9831
- Ticket 556 787-9000
- Ticket 598 848-2485
- Ticket 919 951-9619

**Phone Number**
- 508 908-5089
- 598 848-2485
- 919 951-9619
- 780 999-4545
- 556 787-9000
- 206 999-9831
- 556 787-9000
- 598 848-2485
- 919 951-9619

**Ticket Start**
- 08/17/2016 07:25:38
- 08/04/2016 11:30:17
- 08/04/2016 11:30:25
- 08/04/2016 11:30:38
- 08/04/2016 11:30:45
- 08/04/2016 11:30:52
- 08/04/2016 11:16:13
- 08/04/2016 11:45:26
- 08/04/2016 11:50:49

**Expires**
- 08/17/2016 13:25:39
- 08/04/2018 12:30:17
- 08/04/2018 12:30:25
- 08/04/2018 12:30:38
- 08/04/2018 12:30:45
- 08/04/2018 12:30:52
- 08/04/2018 12:38:13
- 08/04/2018 13:45:26
- 08/04/2018 13:50:49

**Workstation**
- 89
- 89
- 89
- 89
- 89
- 89
- 89
- 89
- 89

**Extend**
- Extend Selected
3.5 Analytics

This report is only available for PSAPs who have purchased Rave Analytics.

Rave Analytics is a powerful reporting tool that gives 9-1-1 directors and supervisors easy, anytime web-based access to map-based call data and analytics.

Analytics helps you visualize the 9-1-1 call data captured by the Rave 911 Client for ALL 9-1-1 calls answered by your PSAP, enabling better informed staffing and funding decisions.

<table>
<thead>
<tr>
<th>Analytics Reports</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heat Map</td>
<td>A map showing the concentration of mobile 9-1-1 calls across your jurisdiction</td>
</tr>
<tr>
<td>Calls Per Hour</td>
<td>A graph showing 9-1-1 call volume aggregated by the 24 hour clock</td>
</tr>
<tr>
<td>Calls By Mobile</td>
<td>A graph showing the volume of mobile 9-1-1 calls vs. other call types</td>
</tr>
<tr>
<td>Calls By Location</td>
<td>A map showing the location of each mobile 9-1-1 call across your jurisdiction</td>
</tr>
<tr>
<td>Calls Per Shift</td>
<td>A graph showing the volume of answered 9-1-1 calls, based on your defined shift schedule</td>
</tr>
<tr>
<td>Calls Per Workstation</td>
<td>A graph showing the volume of 9-1-1 calls by answering workstation</td>
</tr>
<tr>
<td>Calls By Day</td>
<td>A graph showing total call volume by day</td>
</tr>
</tbody>
</table>
Heat Map
Search calls over a selected time period to see where your call origination hot spots are. Tools at the top of the map let you view in Satellite mode and change gradient, radius, or opacity.

Calls Per Hour
View call peak times, make staffing level decisions, and track PSAP performance. Search for a date or range of dates to view the total count of calls taken per hour.
To export this information, click on the menu icon at the upper right hand corner of the report.

**Calls by Mobile**

Determine the percentage of incoming calls generated by mobile phones compared to other methods (e.g., VOIP, PBX, Landline).
Calls by Location
Map out mobile call origins for a selected period of time.
Calls per Shift

Define your PSAP work shifts and see how the call volume work load is shared. Make staffing level decisions and track team performance based this data.

Use the Add a Shift tool to configure a shift start and end time.
Calls by Workstation

View the call load of each workstation in the PSAP.

Analytics

Calls by Day

View daily activity levels over a period of time. Spot trends and plan staffing levels for certain times of the month or year. For example, a PSAP can view call volume around last Independence Day to help adjust for extra staff for this upcoming Independence Day.
4. Users

This management tool is only available to PSAP Admins.

4.1 Manage Users

Add users, search the user list, and edit a user’s information or role.
4.2 User Roles
You can assign Rave Admin View users different roles based on what tools they need.

PSAP Admin
A PSAP Admin can access all reports and management tools in Admin View.

Report Viewer
A Report Viewer can open reports and facility information in Admin View. This user cannot manage Facility and Panic Button Requests, extend active tickets, or manage users.

First Responder
A First Responder can access the First Responder View. First Responder users cannot access any of Rave Admin View management tools or reports.

Please Note
Each user can only have one role. Therefore, anyone needing to access both Rave Admin View and the First Responder Portal needs two separate logins, one for each role.
5. Support

The Rave 911 Suite is supported by Rave Mobile Safety’s 24x7 support operations.

5.1 General Technical Support

- Hours: Monday – Friday 06:00 – 19:00 EST
- Email (preferred): techsupport@ravemobilesafety.com
  - Emailing us will create a support case/ticket for a Rave Mobile Safety team member to assist you
- Phone: 508-532-8972 or toll free 1-888-605-7165 option 3
  - If a team member is not available to take your call, you will be able to leave a voicemail. Please provide:
    - Your name
    - Your agency/company/organization
    - Your phone number
    - A brief description of your question
    - Your support ticket ID if calling about an existing issue

5.2 Emergency Support

- Hours: 24x7 support hot line for critical issues
- 1-888-605-7163
- Rave engineers are available on an emergency basis to assist with system access issues, sending alerts, or other critical issues.
  - NOTE: Non-emergency requests should be directed to techsupport@ravemobilesafety.com

To receive the highest level of support, please provide as much information as possible, including:

- Expected behavior
- Observed behavior
- Deadlines
- Screenshots
- Error messages
- Domain Name(s)
- User Name(s)
- Troubleshooting steps taken

Note – Direct any requests for assistance with deployments, hardware configuration changes, training, or system customization to proserv@ravemobilesafety.com.