



catIncident

Incident Submission and Reporting database

Features:

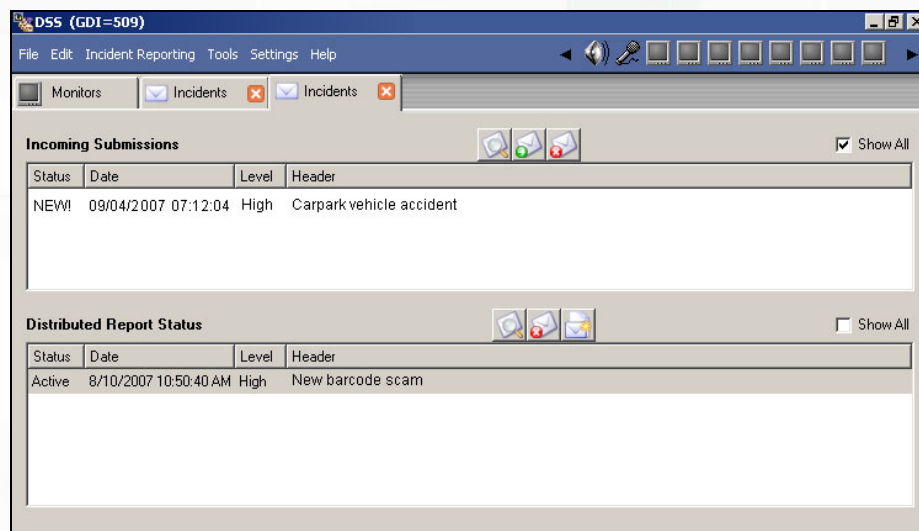
- Differentiated Operator and Administrator desktops
- Custom electronic submission proformas
- Simple camera snapshot tool, for including images in reports
- Report recipients are monitored for report reading and acknowledgement
- Direct managerial communication with surveillance operators throughout the enterprise
- Centralised management of incidents
- Rapid communication of incident details
- Formal means of managing incidents

The Incident Database is a means for DSS users to electronically manage “incidents” from a central database, using an Incidents desktop within the catSite software interface. It is designed primarily for surveillance reporting and notification between retail stores in a large Group, but may also be used as a general management tool. It addresses both criminal incidents (shoplifting, fraud, etc) and operational incidents (health and safety violations, standard procedures, etc).

Operator-level users generate electronic “submissions” based on surveillance and other incidents. These submissions may have multiple image attachments, are prioritised, and include textual summaries. Operators submit them to a central database, which automatically distributes to authorised Administrator-level users.

Incident Administrators act on incoming operator submissions in various ways:

- Clear them immediately as irrelevant
- Edit and distribute as “Incident Reports” to users, with instructions for further action
- Monitor the distributed Incident Reports to determine when each recipient
 - a) Reads the report and
 - b) Acknowledges receipt of the report
- Administrators can also generate Incident Reports from scratch, and distribute / monitor them in the same way
- Once a report has been read and acknowledged by all recipients, and the incident is considered resolved, an Administrator “closes” it.



Administrator-level Incident Reporting desktop in catSite software interface

Requirements

DSS software release 5041C or later | Functional catSite Site Management software

Ordering

INC-1000 catIncident Database Server Software

INC-1100 catIncident User license (1 per catSite user)



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Digital surveillance & beyond

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