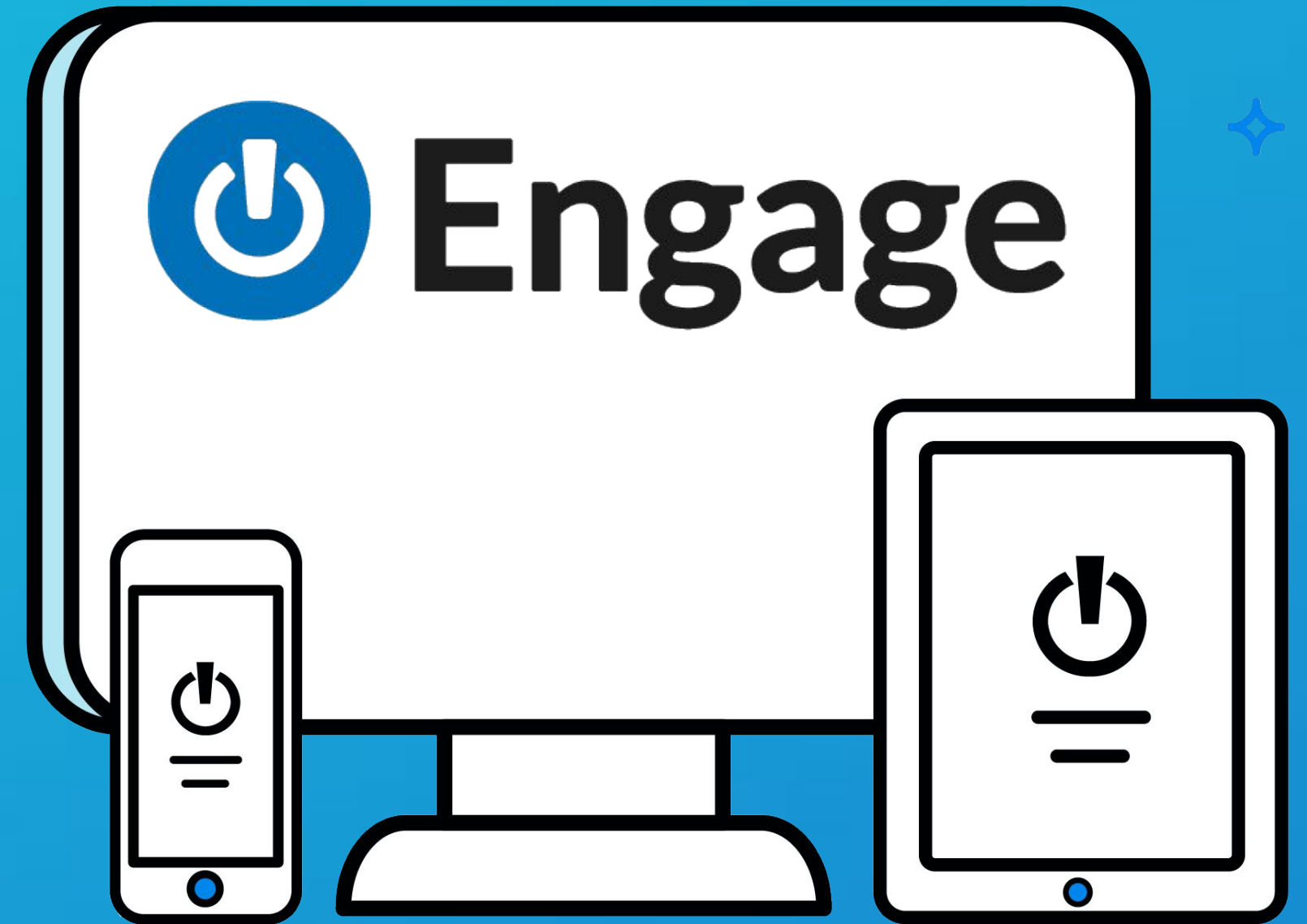


Welcome

Getting Started
In PowerEngage





Kevin Zodrow



Training Specialist for PowerDMS & PowerEngage

A Few Things to Note:

- This session is being recorded.
- The recording will be automatically emailed to all registrants of this session, as soon as it becomes available.
- You can and should download a copy of this presentation from the Handouts section of the GoToWebinar sidebar.
- You can type in your questions at any time within the questions field of GoToWebinar



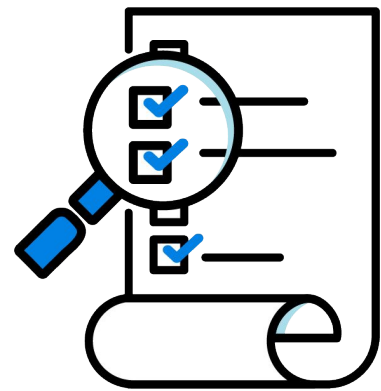
After This Session, You Will Be Able To:

- Understand and navigate the areas of the sidebar menu
- Configure your site settings
- Create users in your site
- Reset user passwords
- Create Rules, Tasks, and Surveys



 Engage

QUICKPOLL



How long have you been using PowerEngage?

Logging In

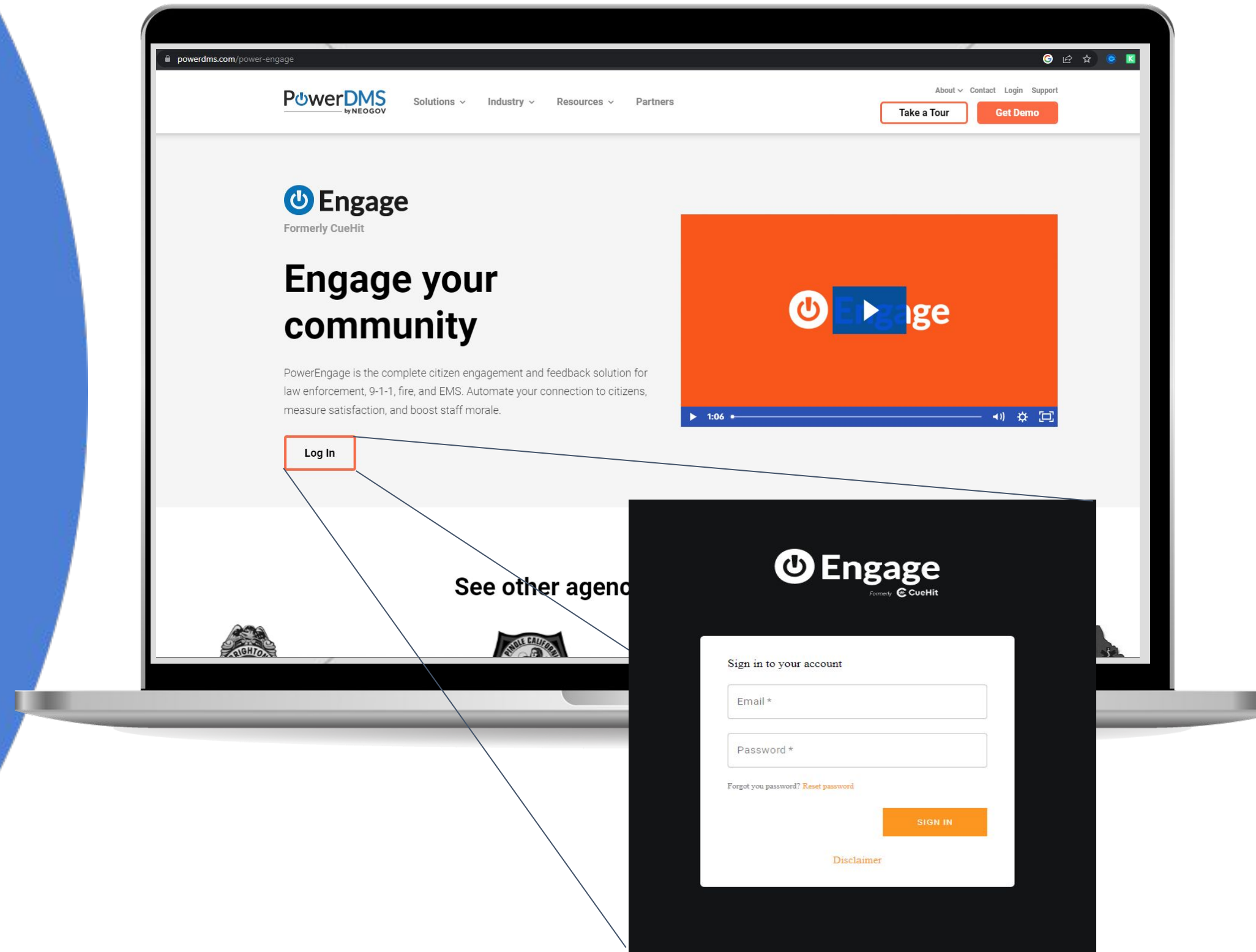
<https://secure.cuehit.net/auth>

<https://www.powerdms.com/power-engage>

Email Address + Password

Click Sign In

Password Reset available

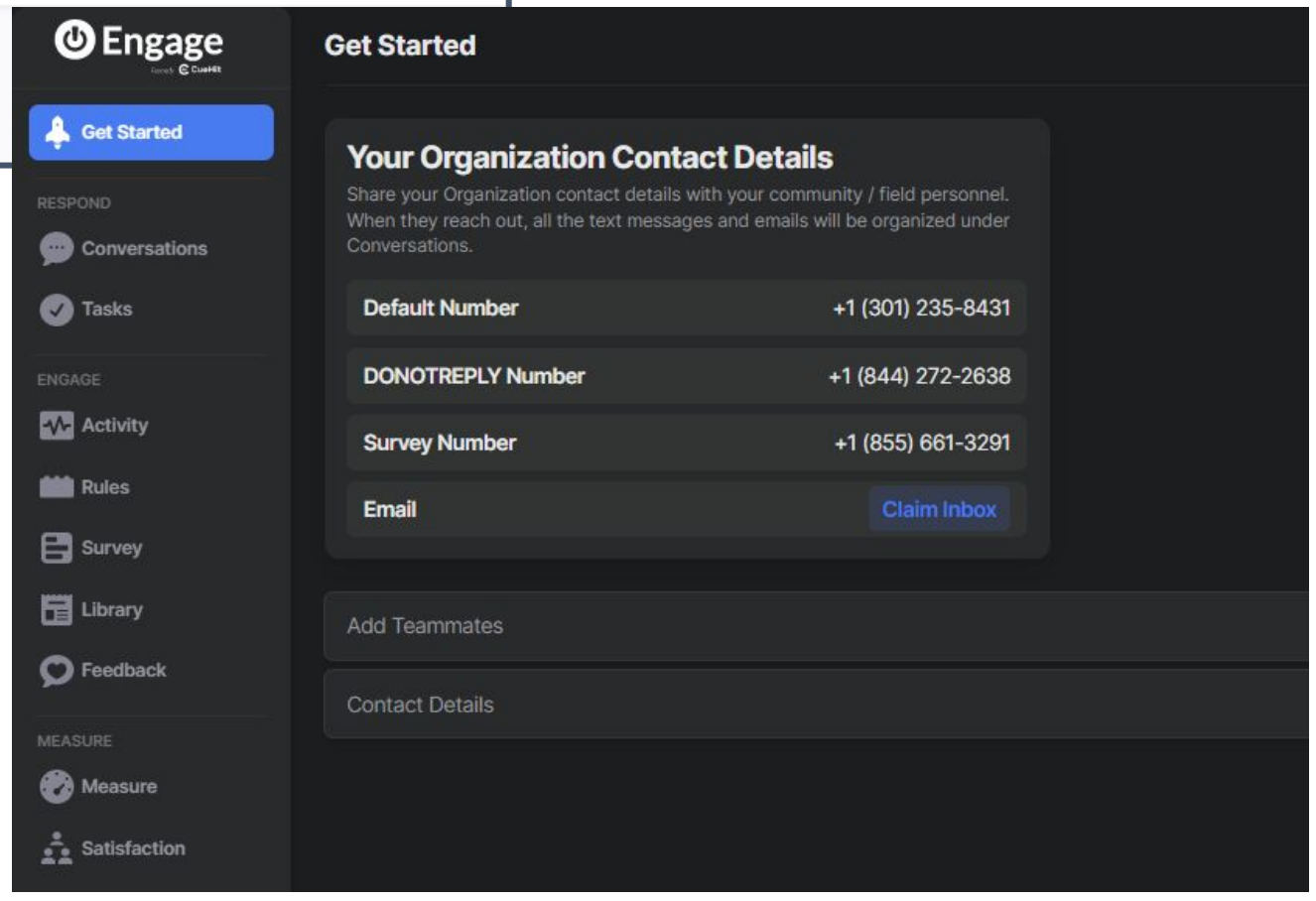
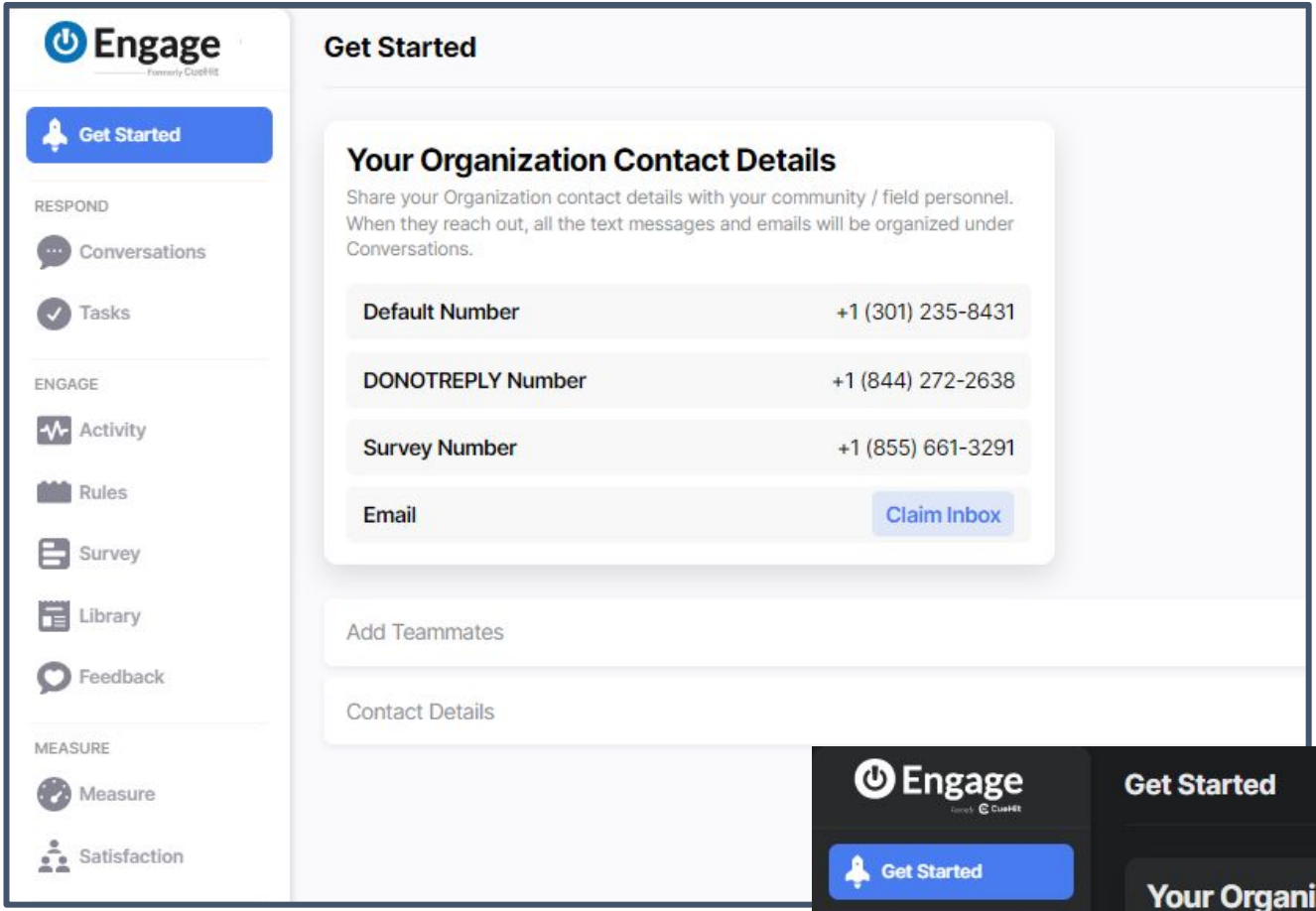


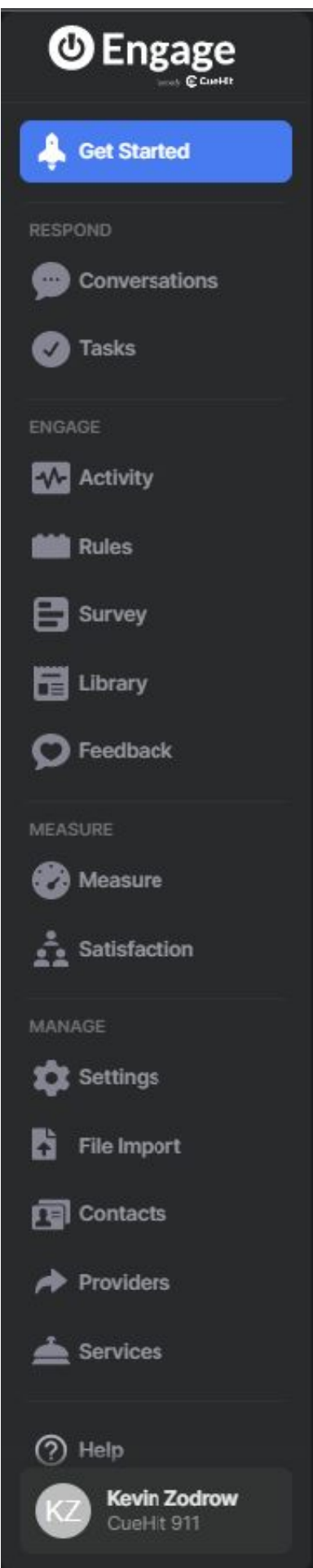


Light/Dark Themes

Click on Your Name In the Side Bar Menu

Select Theme





The full sidebar menu for Engage, featuring the Engage logo at the top, a 'Get Started' button, and several categorized sections: RESPOND (Conversations, Tasks), ENGAGE (Activity, Rules, Survey, Library, Feedback), MEASURE (Measure, Satisfaction), and MANAGE (Settings, File Import, Contacts, Providers, Services). At the bottom, there is a user profile for Kevin Zodrow (CueHit 911) and a Help icon.

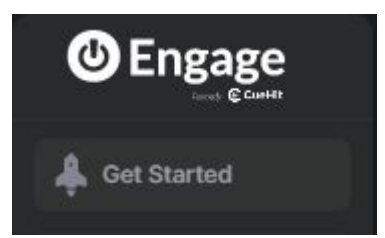
Get Started

Respond

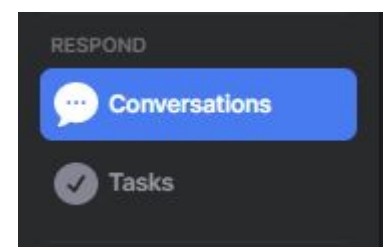
Engage

Measure

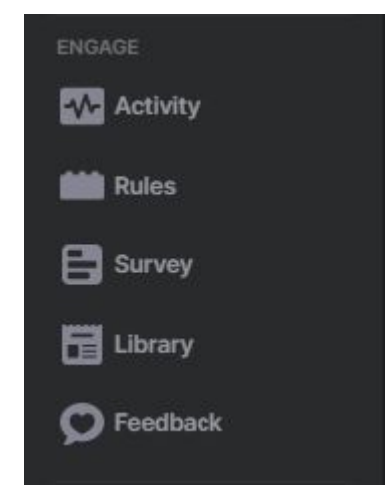
Manage



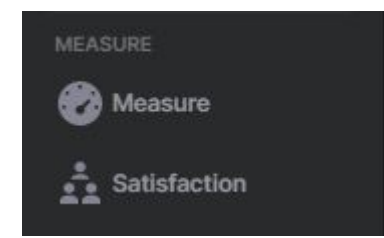
A smaller version of the sidebar menu where the 'Get Started' button is highlighted in blue.



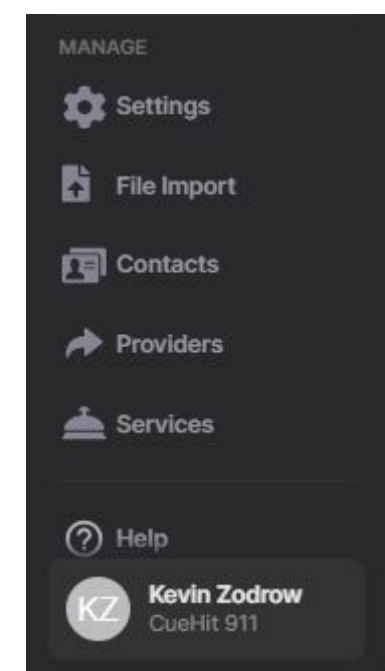
A smaller version of the sidebar menu where the 'Conversations' button in the Respond section is highlighted in blue.



A smaller version of the sidebar menu where the entire Engage section is highlighted in blue.



A smaller version of the sidebar menu where the Measure section is highlighted in blue.

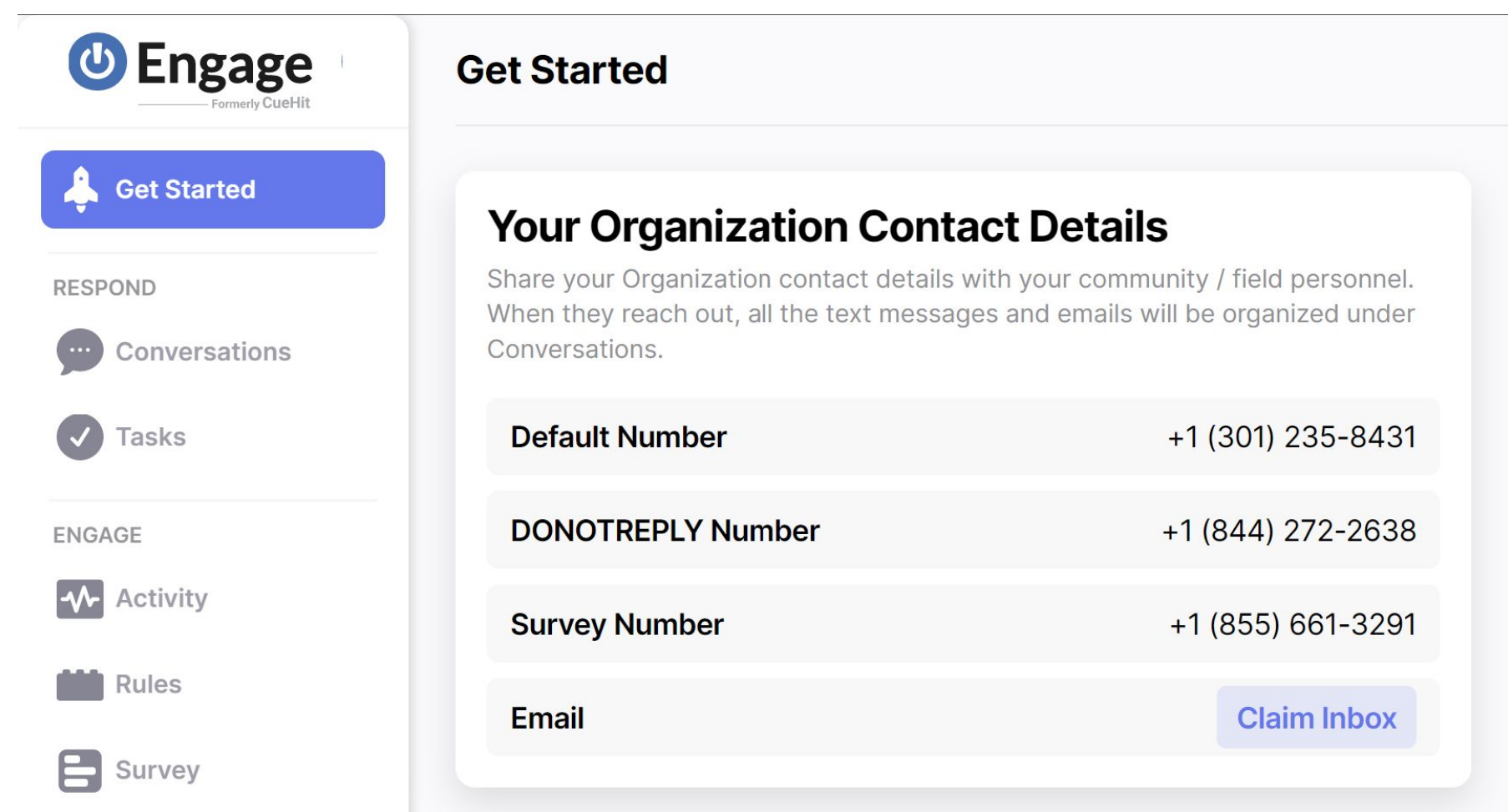


A smaller version of the sidebar menu where the entire Manage section is highlighted in blue.

SIDEBAR MENU

Get Started

Agency Contact Information and Methods



The screenshot shows the 'Get Started' page in the Engage interface. The left sidebar contains navigation options: 'RESPOND' with 'Conversations' and 'Tasks', and 'ENGAGE' with 'Activity', 'Rules', and 'Survey'. The main content area is titled 'Get Started' and features a section for 'Your Organization Contact Details'. This section includes a description and a table of contact information.

Field	Value
Default Number	+1 (301) 235-8431
DONOTREPLY Number	+1 (844) 272-2638
Survey Number	+1 (855) 661-3291
Email	Claim Inbox

Default Number:

Actual area code.
Used in the Conversations functionality, generally for follow up activities.

DONOTREPLY Number:

Used for notifications going out to citizens with no expectations of a reply.

Survey Number:

Allows the citizen to respond to the surveys sent through Engage.



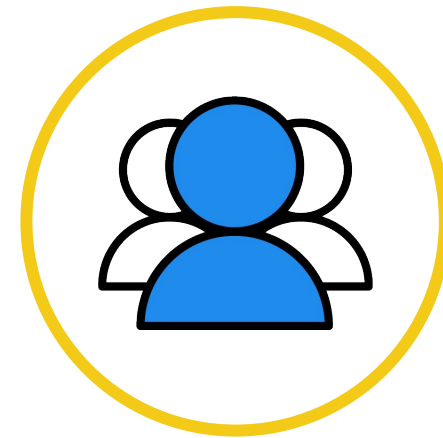
Adding Your Staff

Manage > Settings > Users/Personnel



USERS

Admins that **have access** to all or certain portions of the software (Based on Role) Editing Rules, Surveys, Settings, etc



PERSONNEL

No Access to the software. Used for eMail Digests, Measure and Satisfaction survey data (Coaching Opportunities, etc)



GROUPS

A “coming soon” feature that will allow for options to respond with a “Bot” for Texting abilities. Example: Job Applicants and providing additional information in a workflow based on responses that are received.



Password Reset

- 1. Click Settings
- 2. Click Users
- 3. Click Password Reset
- 4. Click Reset Password

The screenshot shows the Engage user management interface. The left sidebar contains a 'Settings' button (step 1) and a 'Users' button (step 2). The main area displays a table of users with columns: Online, First Name, Last Name, Email, Personnel ID, Role, Department, and Actions. Two users are listed: Kevin Zodrow (Administrator) and Test User (Quality Assurance). The 'Test User' row has a 'RESET PASSWORD' button (step 3) highlighted. A modal window titled 'Reset Password' is open, asking 'Are you sure you want to reset password for Test User?' and featuring a 'Reset Password' button (step 4).

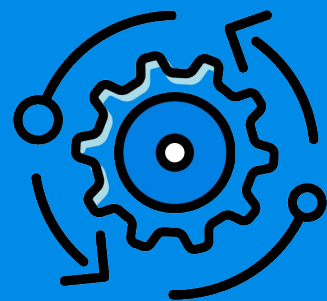
Online	First Name	Last Name	Email	Personnel ID	Role	Department	Actions
<input checked="" type="checkbox"/>	Kevin	Zodrow	kzodrow@neogov.net		Administrator		<input type="button" value="EDIT"/> <input type="button" value="DELETE"/> <input type="button" value="RESET PASSWORD"/>
<input checked="" type="checkbox"/>	Test	User	zodrowk@gmail.com		Quality Assurance		<input type="button" value="EDIT"/> <input type="button" value="DELETE"/> <input type="button" value="RESET PASSWORD"/>

What Are Rules, Surveys, and Tasks?

RULES

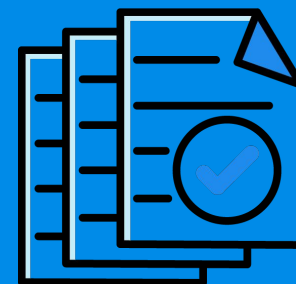
Driven by the connection between Engage and CAD/RMS, data from the Engage agent will flow directly into our Rules engine and give customizable options based upon that realtime data.

Rules control which messages are sent, when the messages are sent, and who will receive them.



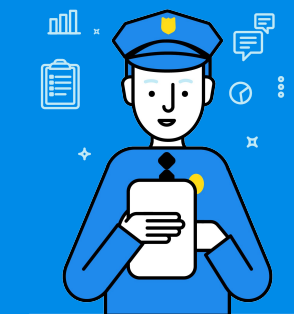
SURVEYS

Surveys allow you to connect directly with citizens and acquire feedback on interactions with your personnel



TASKS

Tasks are used to assign items to others within your system. You can set what kind of task you'd like completed, when you'd like it completed by, what individual or group you want the task to be assigned to, and what kind of action you want the receiver to complete.

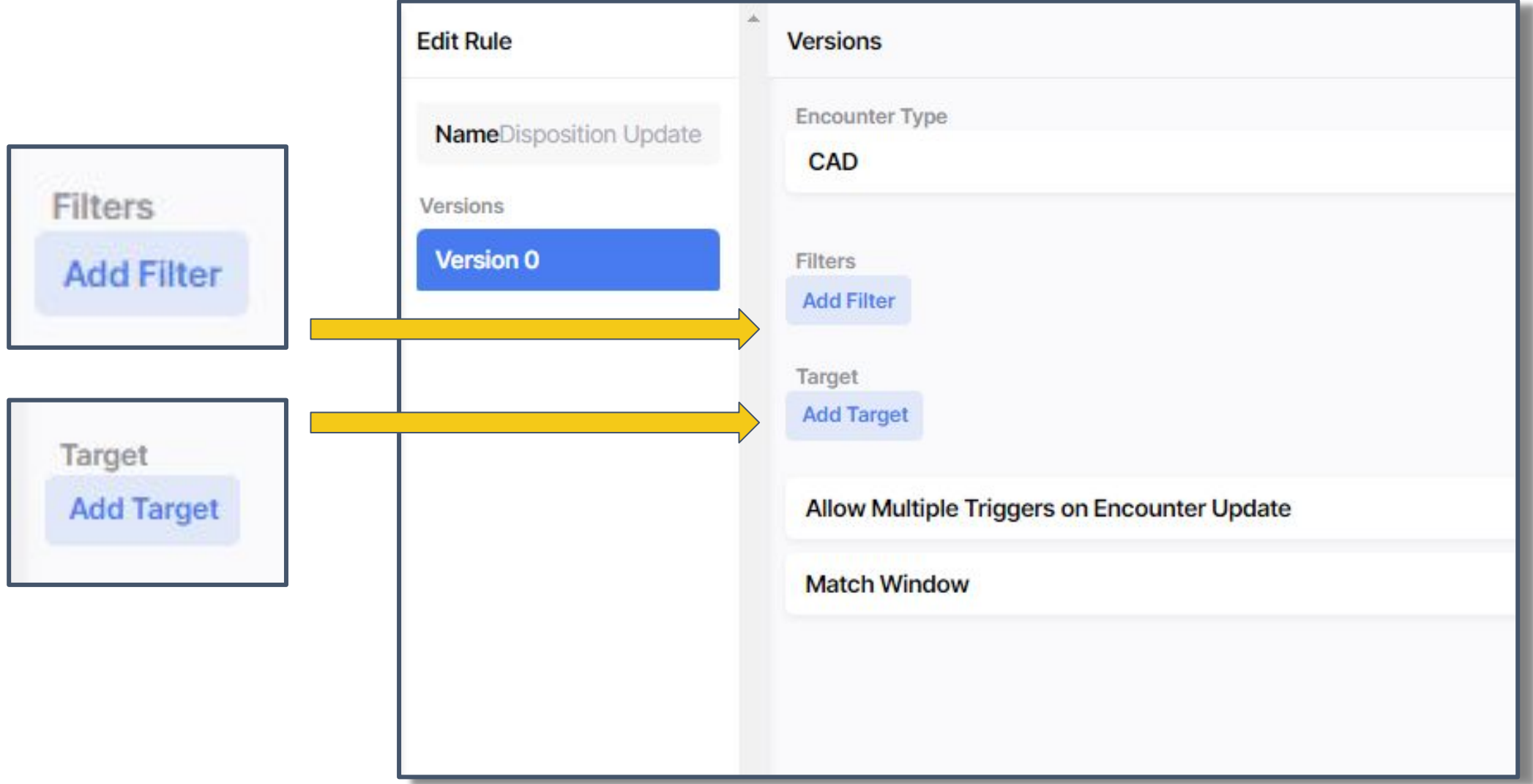




RULES

TWO MAIN PARTS

- **Filters** identify the incidents/call types you want to trigger a response from.
- **Target** is who will receive the message or notification (Example: all 911 calls should be the caller)



Example Combined Survey

Name Satisfaction Survey

Versions

- Version 1
- Version 0

Encounter Type: CAD

Filters

Incident Type: In List

- Noise Complaint
- Burglary
- Larceny
- Larceny from vehicle
- Check the welfare
- Suspicious Activity
- PD Crash
- PI Crash
- Trespassing
- Alarm
- Wires Down
- Animal Cruelty
- Traffic Hazard
- Parking Complaint
- Found Property
- Fraud
- Forgery
- Barking Dog
- Hot dog

Unit Arrived: Is Not Empty

Call Active: = 0

Add Filter

Target

Standard Combined Citizen Feedback for 911 and Law Enforcement

Send Survey

Delay from Trigger: 4 Hours

Require Review:

Target Role: CALLER


Quiet Hours: 09:00 PM to 08:00 AM

Add Target


Tasks

You Create the Task Types!


Overdue

 **Tele-Medicine Follow Up**
Unassigned • Contact: +11111111111 • Reported on September 29


In Progress

 **Tele-Medicine Follow Up**
Assigned to Kevin Zodrow • Contact: +12424242424 • Reported on October 4

Upcoming

 **Training / QA**
Unassigned • Contact: +17562001976 • Reported on December 29

Closed

 **Citizen Follow Up**
Assigned to Dwight Vicks • Contact: +17199898196 • Reported on May 10

- Used to assign items to others
- Set what you'd like completed
- When you'd like it completed
- What individual or group you want the task to be assigned to
- What kind of action you want the receiver to complete.
- Once you create and assign a task, the recipient will receive the assignment in their email.

Administrators can track the progress of all tasks assigned to those within your organization.



You Should Now Be Able To:

- ✓ Understand and navigate the areas of the sidebar menu
- ✓ Configure your site settings
- ✓ Create users in your site
- ✓ Reset user passwords
- ✓ Create Rules, Tasks, and Surveys



Q&A



 Engage

Formerly  CueHit

Thank you