APS Application Note:

The VOICE *agent* fault indication system supports the dispatcher

Initial situation:

Early in the morning, the truck driver has to load an important delivery and deliver it to the customer. No other staff that could monitor the collection is present at this time. The absence of the driver or a breakdown would put the customer in an unpleasant position. It is therefore important to ensure that the driver completes the trip.

Implementation:

A VOICE *agent* was installed at the heart of the system in the warehouse. The VOICE *agent* does not monitor the technical infrastructure in this instance. Instead, a timer automatically triggers an alarm at the required time. This alarm is indicated locally by a lamp. The driver acknowledges the alarm with the key switch after arriving at the site on time. This completes the process. If the driver remains absent or does not acknowledge the alarm, a voice message is sent after a time delay to alert the dispatcher responsible. The dispatcher must in turn acknowledge the alarm, otherwise the next participant of the alarm group is called up. All operations are logged and can therefore be traced at any time.

Because it is easy to access the system using a web browser, the person in charge of building services can maintain and adapt the system on their own. As an example, members of an alarm group can be deactivated with a single mouse click. This prevents staff from being disturbed during their well earned holidays.
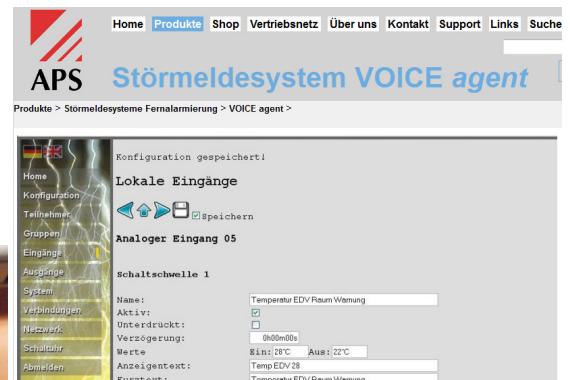
APS systems AG
Neumatt 4
CH- 4626 Niederbuchsiten
Switzerland

Phone:	+41 (0)62 389 88 88
Fax:	+41 (0)62 389 88 80
Email:	systems@aps-systems.ch
web:	www.aps-systems.ch