

WebEOC[®] Chat

Product Announcement

Version 2.0.0

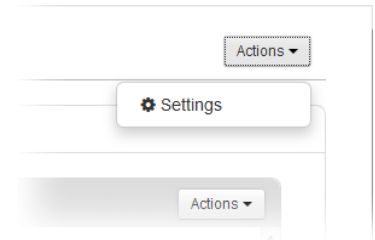
This announcement describes changes made to the *WebEOC Chat* plugin. If you have questions about changes not covered in this document, more information is available on the WebEOC [Client Hub](#) or by contacting your Client Services Manager.

Note: *Chat 2.0 requires WebEOC version 8.0 or later.*


Enhancements

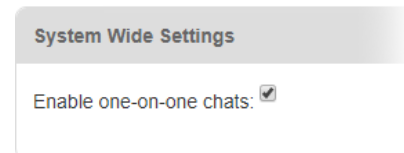
New One-on-One Chat Configuration Option

As an authorized *Chat* administrator, you now have access to a configuration setting that allows you to enable or disable one-on-one chat sessions. The **Settings** option is accessible from the new **Actions** drop-down menu located in the upper right corner of the **Chat** tab.



Clicking **Settings** opens the settings page; the **Enable one-to-one chats** configuration option is in the *System Wide Settings* section. One-on-one chat is enabled by default.

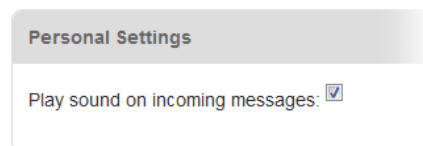
The dialogue icon  is available next to users in the **Online Users** tab only when one-on-one chats are enabled.



New Sound Notification Configuration Option

As an authorized *Chat* user or administrator, you can specify whether the system plays a sound when anyone adds a message in a chat room or one-on-one chat session to which you have access. The **Settings** option is accessible from the new **Actions** drop-down menu located in the upper right corner of the **Chat** tab.

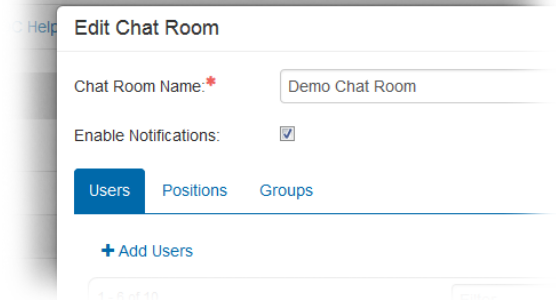
Clicking **Settings** opens the settings page; the **Play sound on incoming messages** configuration option is in the *Personal Settings* section.



Added Notification Option for Chat Rooms

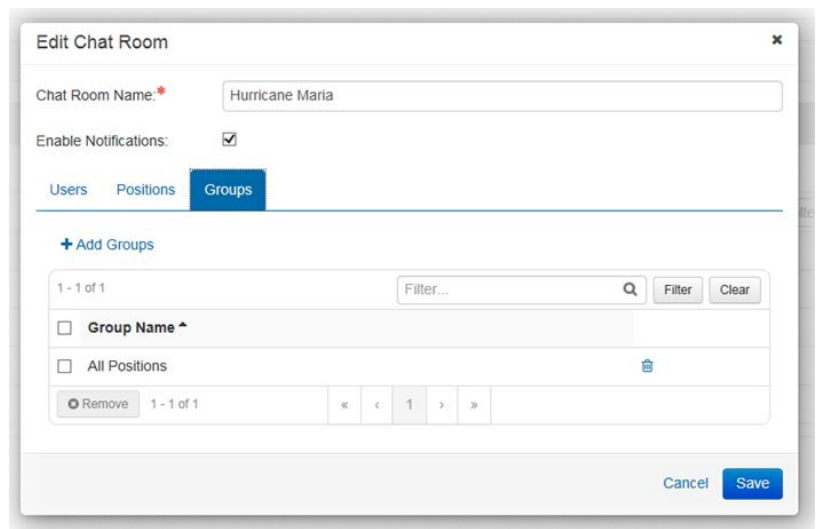
When adding or editing a chat room, the *Chat* administrator can enable or disable notifications for the room by selecting or clearing the **Enable Notifications** check box.

When the setting is enabled, users who have access to a chat room but do not have the **Chat** tab open will receive notifications when anyone adds a message in the room. The system posts a notification to their **Home** tab; in addition, a pop-up window appears for a brief time in the lower right corner of the WebEOC page.





Added Groups Option for Chat Rooms

As a *Chat* administrator, when setting up or editing a chat room, in addition to granting access to the room by selecting **Users** and **Positions**, you can now grant access by adding **Groups**.



Changed Online Users View

The **Online Users** tab of the *Chat* window now shows only those users who are online and who have been granted access to the *Chat* plugin.

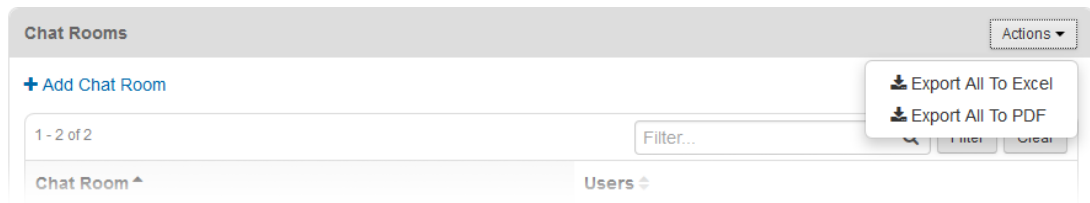
Online Users (2)		Chat Rooms	
Real Name ^	Username ^	Position ^	Incidents ^
Janet A. Trilo	jatrilo	CMD EOC Director	Severe Weather 
Stu Knight	sknight	OPS Mass Care	Severe Weather 

New Chat Room Export Options

Chat administrators can now export the entire content of one or more chat rooms to a Microsoft® Excel® or PDF file. A single chat room's content can be exported from the **Chat Rooms** tab by clicking the download icon for the room.

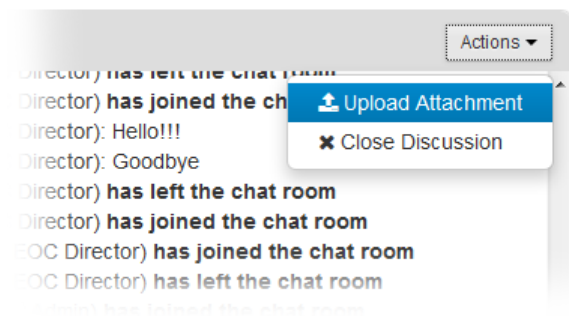


The administrator can export the content for all chat rooms in the list by opening the **Actions** drop-down menu in the *Chat Rooms* section header and choosing the appropriate option.



Changed Upload Icon

As before, in chat rooms and one-on-one chat tabs, the **Upload Attachment** option is available to users and administrators from the **Actions** menu. The icon for this option has been updated.



For more information, visit the WebEOC [Client Hub](#) or contact your Client Services Manager.