



## PRACTITIONER GROUP UPDATE: 9

Date: 28<sup>th</sup> April 2020

Email: «Email»



*Note: You are receiving this email circular because you are listed as a nominated member of the Neighbourhood Alert Practitioner Group. This is specifically for advanced access, testing and feedback of current and planned developments of the system. If you feel you should not be on this list, please reply to [feedback@neighbourhoodalert.co.uk](mailto:feedback@neighbourhoodalert.co.uk) and I will remove you.*

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«GreetingLine»

You will have noticed the photo above has changed to a much better looking gentleman, as I will be sending these updates to you from now on. Just a short bulletin this week which will cover system access by the practitioner group to the V4 test system, test messages being created and the collation of end-user feedback.

### System access:



At time of writing, 8 of the 25 representatives from our emergency service partners and 15 of the 19 Neighbourhood Watch representatives have logged into the test system since we issued login details at the end of March. We fully appreciate the constraint on resources in the midst of Covid-19, which has had a clear impact on the amount of time our police partners can dedicate to testing V4. Any amount of testing and feedback, however small, you can find the time for will go a long way in the overall consultation process.

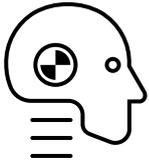
### Message Creation:



Thank you to Carole Woodall from Derbyshire Police for being the first of our force partners to create and send a test message from V4 which was successfully delivered to 1,388 email addresses in the Derbyshire area. We hope to see lots more test messages being sent over the coming weeks.

We will be sending a national message this week to the test users to ensure they are continuing to receive test messages during the consultation process.

## End-User Feedback:



We have already received some great feedback from the end-user test group direct to us via the feedback email address. To be clear, when your test recipients submit feedback to you via the email reply process, **we do not see all of this feedback and it is your role to collate this** and submit anything you feel relevant to us in the usual way to [feedback@neighbourhoodalert.co.uk](mailto:feedback@neighbourhoodalert.co.uk). Here is an example of some great feedback received via the system to Carole's message:

The screenshot shows the Neighbourhood Alert interface. At the top, there is a navigation bar with the logo and menu items: Home, User tasks, Messages, Reporting, NHW, Admin management, Site configuration, Surveys, and Log out. Below this, a message thread is displayed. The thread starts with a message from Beverley Davis on 24/04/2020 at 09:24. The message content is: "1st test message. Tested on 24/04/2020 @ 9:00 am using an iPad iOS 12.4.6. All buttons and links worked as expected. Reply Button - when part way through recording a reply if you return to the original email message and press the reply button again to link back (instead of navigating back to the browser manually) the screen refreshes and the original message is lost. Message - a little too concise. ;)". Below this is a reply from Beverley Davis on 24/04/2020 at 09:38:46 GMT. The reply content is: "1st test message. Tested on 24/04/2020. @ 09:30 am using an iPad iOS 12.4.6. Rate a Message - Unable to reduce the 'thumbs up' rating to one. Default is two, system not clear that a thumbs down can be given. Feedback selection works as expected. Feedback selection options are more negative than positive." At the bottom of the thread, there is a button that says "Reply to Beverley Davis".

To view replies to your messages simply navigate to the 'Message Console'. If the speech icon is highlighted yellow it indicates replies have been received. You can view (and respond to if necessary) the individual replies by clicking on the icon:

The screenshot shows the Neighbourhood Alert interface. At the top, there is a navigation bar with the logo and menu items: Home, User tasks, Messages, Reporting, NHW, Admin management, Site configuration, Surveys, and Log out. Below this, there is a search bar. Below the search bar, there is a table with columns for Status and Message. The table contains one row with the following data: Status: #8622 created by Carole Woodall (Police, Admin, Derbyshire) @ 14:07 on 23/04/2020; Message: Theft. To the right of the message, there is a speech icon highlighted yellow, indicating that replies have been received. A tooltip next to the speech icon says: "This message has 18 replies. 18 replies are open. 0 replies are closed." Below the speech icon, there is a star icon.

Thank you to those of you who have already sent us your feedback, we look forward to receiving comments from the rest of the group in due course.

That's it for this week. As always please don't hesitate to get in touch if you have any queries.

Kind regards

**Chris Davis**

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