



NEIGHBOURHOOD ALERT DEV BOARD UPDATE: 66

Date: 20th December 2022

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View an archive of previous updates [here](#)

Dear «Salutation»
Email: «Email»

With Christmas just around the corner, I just wanted to update you on a couple of key pieces of information and system development that have taken place over the past couple of weeks.

Chris

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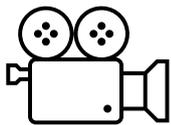
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Last Dev Board Meeting Recording:



As promised, you can use the link below to access a recording of the last Dev Board meeting that took place on 3rd November. Please do share the link with any colleagues who were unable to attend the meeting.

[Click here to access the Dev Board meeting recording.](#)

Image Libraries:



Statistics show that adding an image to an email increases the open rate by over 20%. Also, your list of latest Alerts on your front end website live feed looks far more engaging with relevant images, rather than the default message type icon. If you don't include an image in a message the system automatically uses the message type icon as a less than ideal default image.

V4 makes adding an image to any message very simple, even from the Rapport interface on a mobile device. Because of this, we have added a little prompt to remind your users to include an image if they haven't already, and we will add a "Default Images" folder to enable you/Corporate Comms to add a range of generic images so there is always something suitable to use. You will see this folder in the next few days.

If you need any assistance with updating your default image libraries please do not hesitate to contact support@neighbourhoodalert.co.uk, or simply send us the images you would like to add and we will update your image library for you.



You Haven't Added An Image

"To increase the the number of people that see and read your message, please make it more interesting by adding an image. Use the green button here to quickly add one to the bottom of your alert or use the grey button to go back and add one in a specific place."

Add image

Edit message

Enhanced Reporting:



We have an exciting new update in relation to enhanced reporting (formerly "dashboards").

If you are currently paying for the Redash dashboard solution, alongside any custom dashboard that you require to be created, there is now a new "Enhanced Reporting" section in "Reports" that will be available in the next couple of days.

The link to the video below details one particular feature where you can group any areas together and run the current enhanced reports showing growth, engagement, and, if you have Origins, representation across ethnicities. It is ideal for comparing neighbourhoods and making strategic decisions about where to focus more targeted face-to-face engagement.

If you would like any training or additional reports creating please do let us know.

[Click here to view the enhanced reporting video.](#)

Message Cost Safeguard:



We picked up on an incident last week where a force nearly incurred £800 in text/voice costs from one message.

To prevent anyone from accidentally sending a message to all end-users by text and/or voice message, we have added a new safeguarding measure, and set your system with a maximum message cost of £50 for all users other than System Admins.

We have also added a warning message for anyone creating a message with a text/voice cost more than £15, informing them that the message incurs a cost. This must be acknowledged before the message can be sent.

If you require custom amounts to be assigned to your system roles, please contact support@neighbourhoodalert.co.uk with the relevant amounts.

Please remember that by default, text and/or voice messages are only sent to members who cannot receive a message by email, which vastly reduces the cost.

Role Name	User Tasks					Reporting Options		Message Sending			
	Read Only	User Tasks	Delete Users	Export Users	Neighbourhood Watch	Reporting	Receive KPI Report	Send Messages	Allow Attachments	Save Message Templates	Sending Limit Per Message
MSA	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	£50.00
PCC	✗	✓	✓	✗	✗	✓	✗	✓	✓	✗	£50.00
PCSO	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	£50.00
Police Officer	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	£50.00
Police Staff	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	£50.00
Data Analyst	✓	✓	✗	✓	✗	✓	✓	✗	✗	✗	£0.01
NW Data Analyst	✓	✓	✗	✗	✓	✓	✓	✗	✗	✗	£0.01
System Admin	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A

That just leaves me to wish you a very merry Christmas and a happy new year from us all at VISAV. As ever, please don't hesitate to get in touch if you have any queries.

Kind regards

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