

# Unite Crowd Com

## Functional Overview

Revision: 1.0

Customer: CCA

### History

Revision	Datum	Change	Author
1.0	29.3.2017	Initial Version	CCA

### Approval

CCA	CCA
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## 1. Introduction

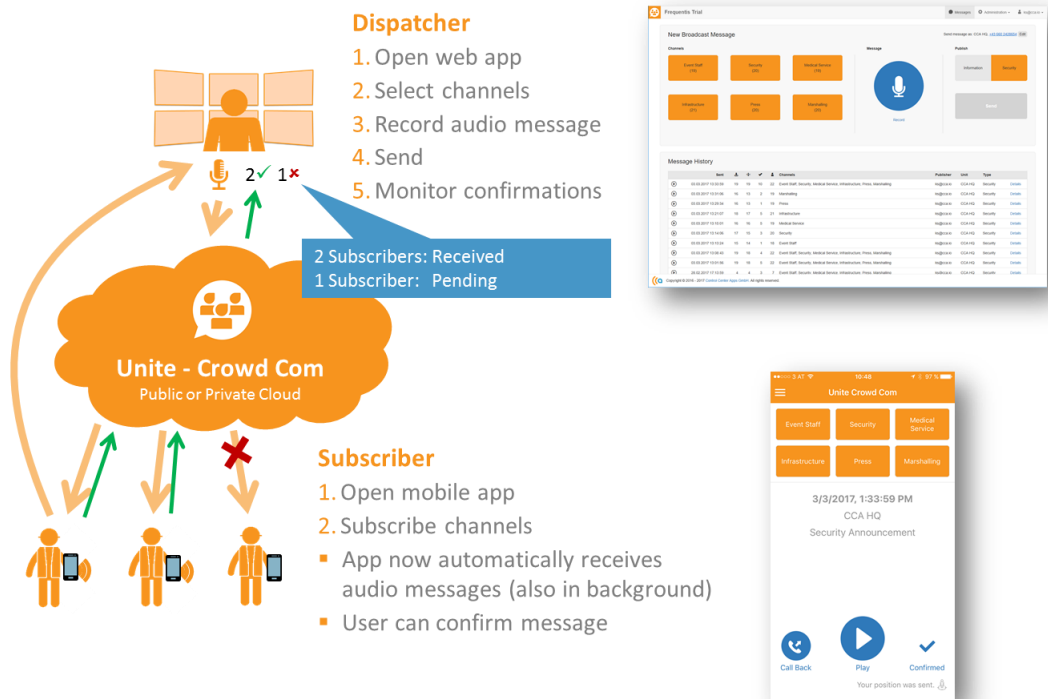
Flood. The local authorities require the help of volunteers and NGOs. For better coordination, they share a Crowd Com activation code via Facebook. Volunteers install and activate the Crowd Com app. Now they receive spoken instructions and announcements directly on their smartphones. It is cold and raining heavily. The volunteers do not have a free hand. So it is good that the announcements are played automatically on the loudspeaker or on the earphones of the smartphone and no action is required to receive them.

For coordinating local operation, the authorities have deployed several small control centers. Using laptops with Internet access, they send announcements to the volunteers in the respective area. In the control centers, they can monitor the coverage of the announcements live. In case of important instructions, they request the volunteers to confirm the announcement. Then Crowd Com shows a map of the locations of those having confirmed the announcement. In case of problems or questions, volunteers can call a contact number transmitted along each announcement to avoid blocking emergency numbers.

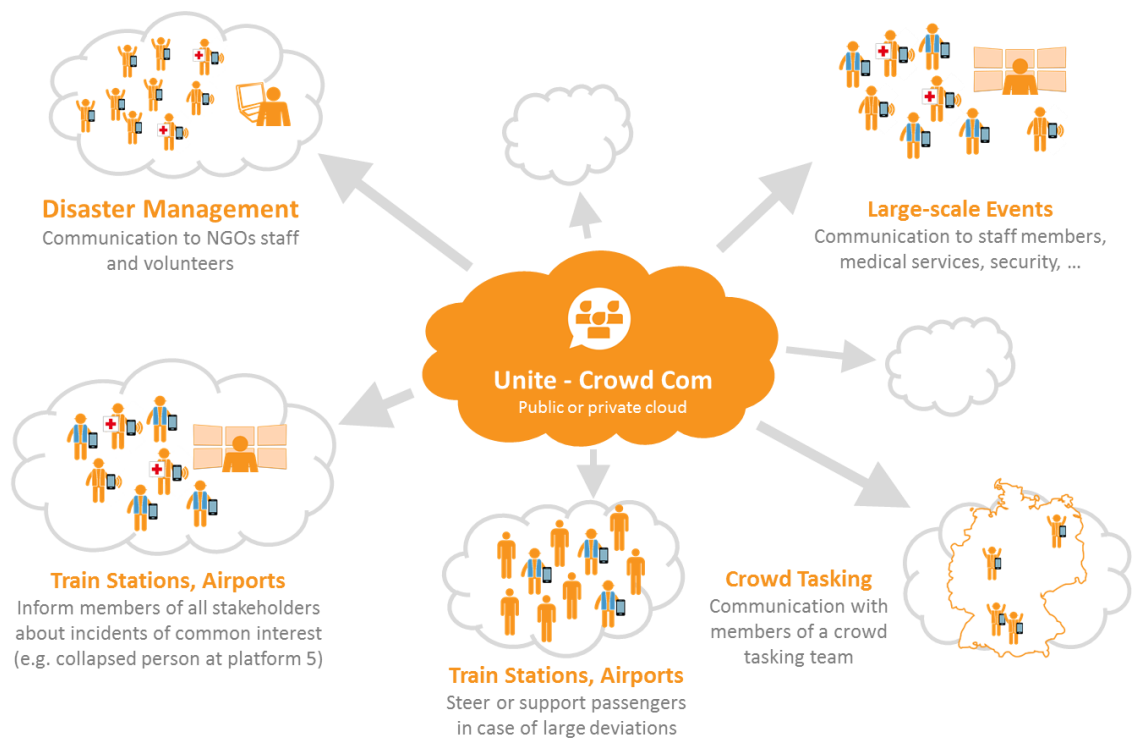
## 2. Functional Overview

Unite Crowd Com is a multi-tenant cloud service. Using a web app, a user (dispatcher) can trigger automatic playback of spoken announcements on subscribers' smartphones that are fitted with a respective mobile app (iOS and Android).

Unite Crowd Com keeps track of each subscriber and shows how many have received or confirmed an announcement. A detailed view shows the concrete users having received or confirmed an announcement. A map shows the position of those subscribers having confirmed. By the push of a button the subscriber can call back.



### 3. Use Cases



## 4. Web Dispatcher

	Basic	Professional	Professional Volunteer
<b>Web Dispatcher for Control Center</b>			
<b>Announcements</b>			
Maximum number of channels	3	6	6
Channel names freely configurable	Y	Y	Y
Channels can be made available to anonymous subscribers	N	N	Y <sup>2)</sup>
Live display of number of subscribers per channel	Y	Y	Y
Live display of number of anonymous subscribers per channel	N	N	Y <sup>2)</sup>
Recording of announcements supporting audio check	Y	Y	Y
Transmission of announcement type	Y	Y	Y
Transmission of announcement unit and callback number	Y	Y	Y
Announcements to anonymous subscribers	N	N	Y <sup>2)</sup>
Transmission of announcements to smartphones via Monitored Push <sup>1)</sup>	Y	Y	Y
<b>History</b>			
History of the last 20 announcements	Y	Y	Y
Replay of announcements	Y	Y	Y
Live display of transmission status	Y	Y	Y
Number of successful transmissions / signalizations to registered subscribers	Y	Y	Y
Number of successful transmissions / signalizations to anonymous subscribers	N	N	Y <sup>2)</sup>
Number of confirmations of registered subscribers	Y	Y	Y
Number of confirmations of anonymous subscribers	N	N	Y <sup>2)</sup>
List of subscribers having confirmed the announcements	N	Y	Y
Map view	N	Y	Y
Position of registered subscribers having confirmed the announcements	N	Y	Y
Position of anonymous subscribers having confirmed the announcements	N	N	Y <sup>2)</sup>
<b>User Management</b>			
List of registered subscribers	Y	Y	Y
Add subscribers by simply pasting email addresses	Y	Y	Y
Automatically generated emails to new users containing activation links	Y	Y	Y
Manual trigger for resending activation links	Y	Y	Y
Delete subscribers	Y	Y	Y

1) The transmission of announcements to mobile devices depends on the availability of the respective notification services of Google/Apple and on the underlying data network as well as on the status of the receiving device. In particular, weak / missing mobile network or WIFI coverage or limitations of mobiles in certain modes like „Deep Sleep“ or with low battery may delay or prevent the transmission of announcements. CCA makes use of special mechanisms to increase the reliability. Nevertheless CCA does not guarantee the transmission of announcements to devices under all circumstances.

2) Under development, short term available

## 5. Mobile App

	Basic	Professional	Professional Volunteer
<b>Mobile App for Subscribers</b>			
<b>App Login</b>			
Login using user credentials	Y	Y	Y
Login via email-provided link	Y	Y	Y
Anonymous login	N	N	Y <sup>2)</sup>
<b>Announcements</b>			
Subscription of announcement channels	Y	Y	Y
Anonymous subscribers restricted to enabled channels	N	N	Y
Automatic replay of received announcements without requiring user action <sup>1)</sup>	Y	Y	Y
Signalization of received announcements via user notification	Y	Y	Y
Announcements show date / time, unit and type	Y	Y	Y
Repeat announcement	Y	Y	Y
Confirm announcement	Y	Y	Y
Send position upon confirmation	N	Y	Y

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- 2) Under development, available in the short term.

## 6. Access

<b>Web Dispatcher</b>	
Internet Browser <sup>3)</sup>	<a href="https://crowdcom.io">https://crowdcom.io</a>
<b>Mobile App</b>	
iOS <sup>4)</sup>	<a href="https://itunes.apple.com/at/app/unite-crowd-com/id1139205753?mt=8">https://itunes.apple.com/at/app/unite-crowd-com/id1139205753?mt=8</a>
Android <sup>4)</sup>	<a href="https://play.google.com/store/apps/details?id=io.cca.crowdcom">https://play.google.com/store/apps/details?id=io.cca.crowdcom</a>

- 3) Supports current revisions of Google Chrome and Microsoft Edge.  
Microsoft Internet Explorer is not supported.
- 4) Supports the last 2 Major Releases. No support for jailbroken iOS devices, rooted Android devices or devices running alternative firmware. In case certain Minor Releases contain serious issues endangering the proper functionality of the app, CCA is free to exclude those from support. CCA focuses on support for popular devices - operating system combinations. CCA does not guarantee the support of all devices even in case they meet the minimum requirements for the operating system.