grouptalk

User Status

Introduction

The user status feature is a way for users to signal their status to other users (both mobile and dispatcher). The statuses available to a user is predefined by an administrator and each status has both a name (e.g. "Available") and optionally a colour. The status of a user is clearly displayed to all other users.

Requirements

- GroupTalk for Android version 3.5.51 or later

- GroupTalk Dispatcher version 2.0.5 or later

Configuring statuses in the web admin

To make the status feature available to users an admin needs to configure which statuses that are available to different users. This is done through the use of statuses, status groups and user categories in the web admin (admin.grouptalk.com).

Statuses

A status should indicate a state that a user can be in ("Available", "Busy", "On route", "Arrived at scene" etc). Colours can optionally also be assigned to the status and is then used to colour text and background so that statuses can be recognised at a glance.
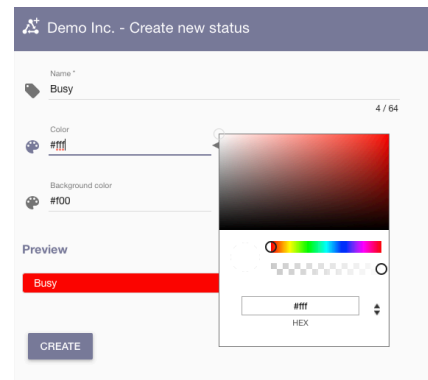
To manage statuses, select the "Statuses" menu item in the navigation menu on the left. Create a new status by clicking on the plus-icon in the upper right corner (circled in red in the image). Fill in the name of the status. A good name usually indicates a state rather than an action or object, but use case may vary.

To make a status easier to identify colours can be used. Both foreground (text) color and background color can optionally be set to give the status a distinct look.

Click on "Create" when finished to create the status.

Status Groups

A status group is used to collect all statuses that should be available to users in some (or all) user categories. To setup status groups, select the "Status groups" menu item in the left menu and click on the create icon in the upper left to create a new group.

Now give the status group a name. The name is never visible outside the admin and is only used to describe the collection of statuses within the admin.

Then drag the statuses that you want to include in the group from the "Available statuses" column into the "Included statuses" column. The order of the statuses is not relevant.

Note that a single status can be included in multiple status groups. Avoid creating multiple statuses with the same name, reuse instead.
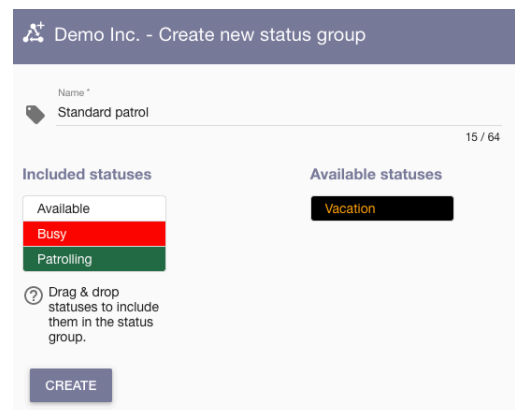
User categories

User categories are used to specify which status group users should have access to. Like most other things in GroupTalk you assign the status group to a user category rather than directly to individual users. Select the "User categories" menu item in the left hand menu and edit a user category that you want to assign a status group to. Then click on the "Status group" field to select which status group users in this category should use. A user category can only have a single status group assigned.

All users in the category will now be able to select among the statuses in the assigned status group.

CONFIGURATION

User categories

Status group
Not set

Status group
Standard patrol

CANCEL   UPDATE
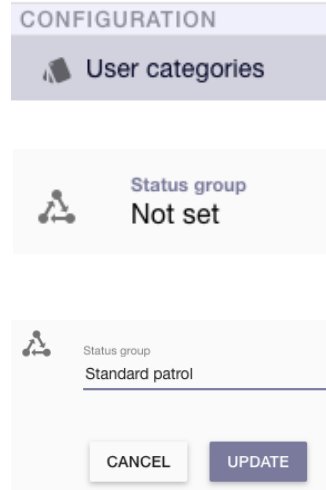
Status in the mobile app

A mobile user can set his or her own status by clicking on the status button and then select one of the available statuses from the dialog. The selected status will then be displayed on the status button. The status will also immediately be visible to other users.
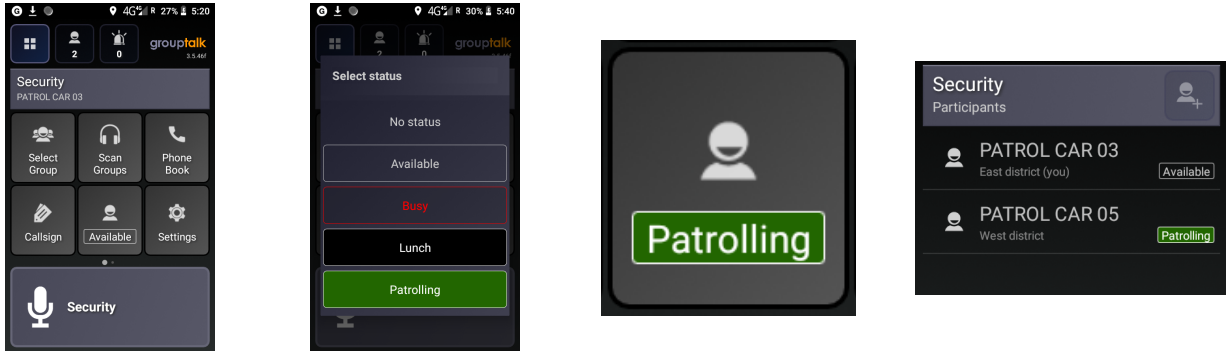

The status of other users can be seen both in the phone book and in the participant list of a PTT group. Note that the status of a mobile user can also be changed by a dispatcher, but a mobile user cannot change the status of other users.

If the user has not been assigned a status group via the user's user category, no button for status will be displayed.

Status in the web dispatcher

A dispatcher can change his own status (if available) by clicking on the status icon the menu bar.
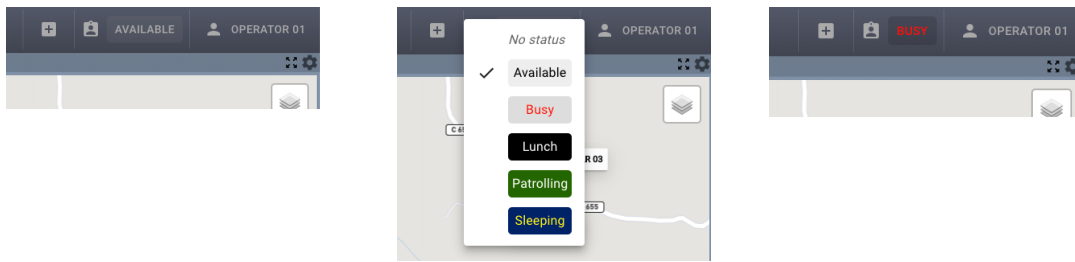
The status of other users will be displayed on various places in the dispatcher: among contacts, in queue and panic alarm tickets, participants in PTT groups as well as on maps.
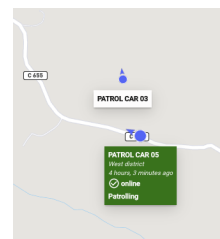
To change the status of another user, click on the user. If the user has any assigned statuses, an option to change the status will be shown.

Note that the status feature is only available in version 2 of the web dispatcher.