

## *Operator Responses*

The Operator Response screen is used to create and store pre-defined operator response strings. These strings are stored in the database and will be available for selection in the other CardAccess screens. The operator has the choice of attaching these strings as his responses to CardAccess Events/Alerts upon their occurrence.

### *Accessing Operator Responses Screen*

- In CardAccess main screen, click on Administration menu to display the menu items.
- Click on Operator Responses menu item in the list.

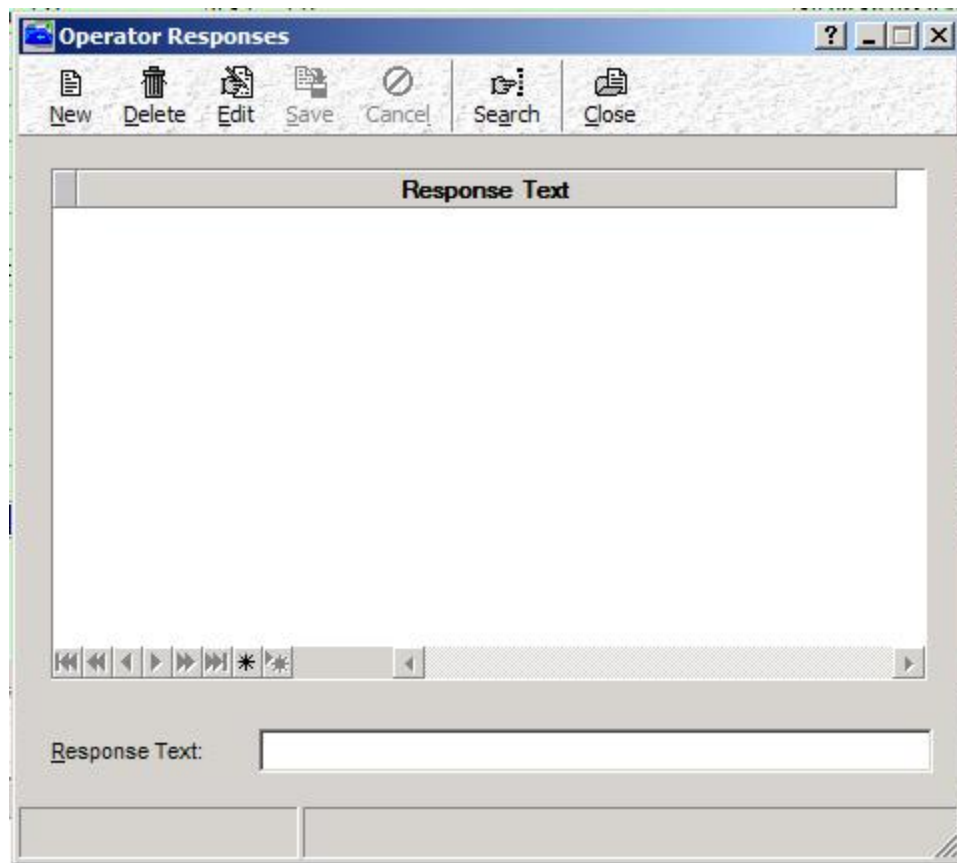


Fig. 43.1. The 'Operator Responses' screen.

## *Creating an Operator Response String*

Follow the steps below to create an operator response string:

- Open ‘Operator Responses’ screen by clicking on Administration->Operator Responses menu options in CardAccess main screen.
- Click on New button in the toolbar.
- Type in a response string of choice in the Response Text field provided at the bottom of the screen.

A screenshot of a software interface showing a text input field. The field is labeled "Response Text:" on the left side. The input area is empty and has a light gray border.

**Fig. 43.2.** The ‘Response Text’ field.

*Note:* There are no restrictions on the type of content that can be included in an operator response string. The ‘Response Text’ field allows a maximum character 256 characters (including special characters).

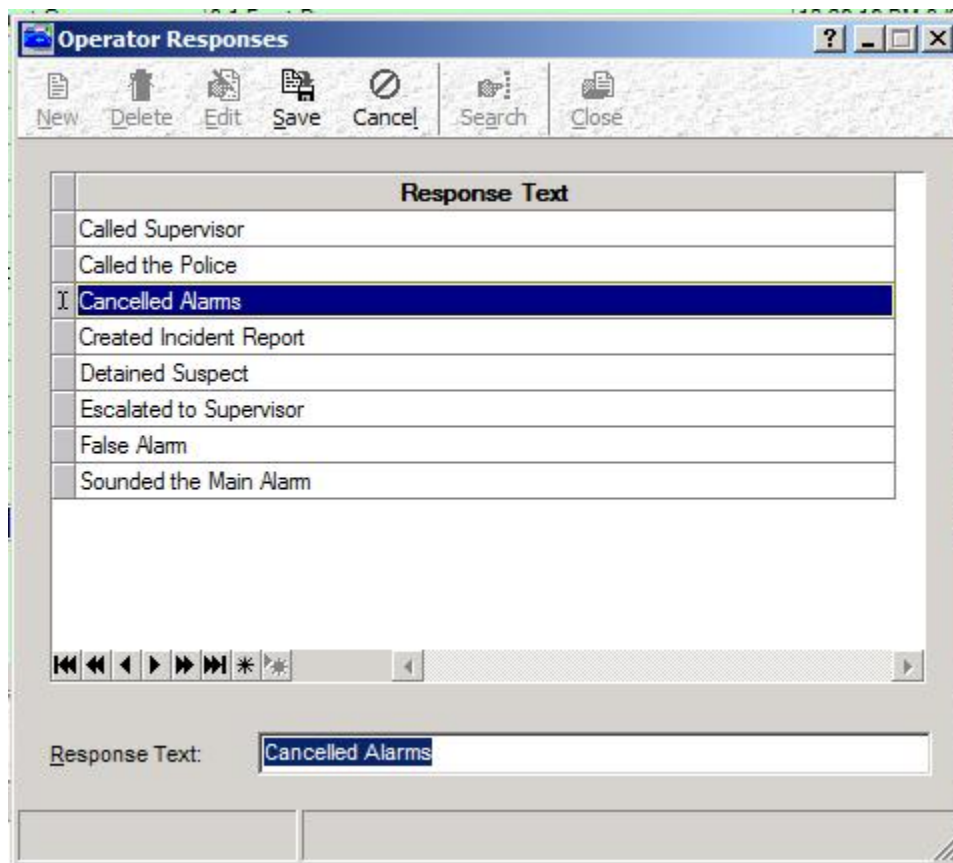
- Click on Save button in the toolbar to save the response string.
- Click on Close button to close the screen.

Similarly, other pre-defined operator response strings can be created. All of the strings created will be available as selection options for ‘Response message’ control in [Events Response](#) screen.

## *Editing an Operator Response String*

Follow the steps below to edit an operator response string:

- **Open ‘Operator Responses’ screen by clicking on Administration->Operator Responses menu options in CardAccess main screen.**
- **Under ‘Response Text’ area, click on the response string you wish to edit. Upon clicking, the response string you selected will be displayed in the ‘Response Text’ field.**
- **Click on Edit button in the toolbar. Upon clicking, the response string will be highlighted in the ‘Response Text’ field, and keyboard cursor can be seen blinking at the end of the highlighted string.**



**Fig. 43.3. Editing an operator response string.**

- **Make the desired changes to the response string.**
- **Click on Save button in the toolbar to save the changes.**
- **Click on Close button to close the screen.**

### *Deleting an Operator Response String*

- **Open ‘Operator Responses’ screen by clicking on Administration->Operator Responses menu options in CardAccess main screen.**
- **Under ‘Response Text’ area, click on the response string you wish to delete.**
- **Click on Delete button in the toolbar. Upon clicking, the following message box will be displayed.**



**Fig. 43.4. Message box displayed before deleting an operator response string.**

- **After confirming, click on Yes button in the message box to delete the selected operator response string.**
- **Click on Close button to close the screen.**

### *'Operator Responses' Screen Navigation Bar*

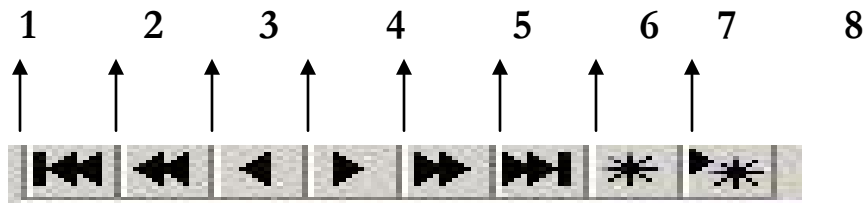


Fig. 43.5. The 'Operator Responses' screen navigation bar.

The 'Operator Responses' screen navigation bar can be found above the 'Response Text' field in the screen. The arrows of the bar can be used for viewing older/newer/bookmarked records in the screen. In figure 43.5, we have numbered the arrow buttons of the bar to provide simpler explanation. The functions of the arrow buttons are as follows:

- *Arrow 1:* Placing the mouse cursor over arrow 1 will display the message *First record*. Accordingly, clicking on this arrow will highlight the very first operator response string in the screen.
- *Arrow 2:* Placing the mouse cursor over arrow 2 will display the message *Prior page*. Accordingly, clicking on this arrow will highlight the last string in page previous to the current page, containing the highlighted operator response string.
- *Arrow 3:* Placing the mouse cursor over arrow 3 will display the message *Prior record*. Accordingly, clicking on this arrow will highlight the string previous to the currently highlighted operator response string.
- *Arrow 4:* Placing the mouse cursor over arrow 4 will display the message *Next record*. Accordingly, clicking on this arrow will highlight the string appearing after the currently highlighted operator response string.
- *Arrow 5:* Placing the mouse cursor over arrow 5 will display the message *Next page*. Accordingly, clicking on this arrow will highlight the first

string in the page appearing after the current page, containing the highlighted operator response string.

- *Arrow 6:* Placing the mouse cursor over arrow 6 will display the message *Last record*. Accordingly, clicking on this arrow will highlight the last operator response string in the screen.
- *Arrow 7:* Placing the mouse cursor over arrow 7 will display the message *Save Bookmark*. Clicking on this arrow will bookmark the highlighted operator response string.
- *Arrow 8:* Placing the mouse cursor over arrow 8 will display the message *Goto Bookmark*. Clicking on this arrow will highlight the previously bookmarked operator response string.

