

Product Info

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Customer Support FAQ

How do I launch a support ticket?

The best way to launch a support ticket is to email support@ops-com.com. This email is monitored Monday to Friday from 9 a.m. to 5 p.m. EST.

What after-hours support do you provide?

After hours support is limited to critical issues. Critical is defined as system outages or issues that threaten immediate work stoppage. This support is provided by email and is staffed by on-call personnel. Issues will be triaged within 15 minutes and a status notification will be sent to you within 1 hour for Critical issues. This notification will include an estimated time to resolution. The goal is to get you back up and running as quickly as possible with minimal impact on your organization.

How are upgrades delivered?

Upgrades, Hotfixes and new Releases will be assessed by our Project Management Team and rolled out to clients to ensure minimal impact. In most cases, rollouts will be transparent to clients. Release notes are always available on the Upcoming Release page. Typically OPS-COM provides a monthly release of fixes and features. The Upcoming Release page is updated as items are added. We only do rollouts on certain days to ensure that we have a maximum coverage available to support users if issues arise. In the case of a large feature release, we may decide to stage this release to our clients and work directly with them to bring them up quickly and efficiently.

What provisions do you have for training?

New customers get one-on-one system training as per their contract. Extra training hours can be negotiated with your Sales Rep.

The wiki has a full complement of articles, FAQs and videos to help you going forward. The self-guided training agenda is also helpful for learning the system and each client gets a preview environment to use for testing and training. The preview spaces are secured in the same manner as our production/live systems, though they exist in a testing environment.

How is your support team structured?

The support team is staffed with front line and escalation agents. Front line support agents help all customers with support issues by email and Premium support customers by telephone. They also have the ability to do screen sharing if the issues requires it. Escalation points help push fixes through development and manage the customer experience as well as provide guidance to our front line agents.

Do you have online resources, self-help tools?

Yes, we have a public wiki available that contains articles, FAQs, videos and webinars.

What hours is telephone support available?

Telephone Support is available to our Premium customers Mon-Fri 9-5 EST. Standard Plus support clients have email support only during the same hours.

How does your escalation process work?

Issues are escalated when the front line staff has determined through working with the customer and testing that an item is a bug. The escalation manager will assess the bug's severity and the impact it is having on the client and enter the issue into JIRA. JIRA is the system we use to track development work. The issue will be linked through JIRA to the Help Desk conversation. The client will be advised on estimated time to resolution and the Development team will address the bug. Once addressed, it will be passed to the Quality Assurance team for testing. The client will be informed that the issue is addressed and available through the original Support ticket. Please note, depending on the severity of the bug and the availability of a workaround, fix times can range from 1 day to many months.

Product Information Sheets

Welcome to our Information Gallery

Feel free to download our .pdf files to help you better understand the many features and abilities of the **OperationsCommander** platform.

 <p>Why OPS-COM Works</p> <p>There are many parking sources taking advantage of the OperationsCommander platform to manage revenues surpassing \$4 million per year. Our clients include Colleges and Universities, private management firms, municipalities and an airport.</p> <p>Increased Productivity 100% are satisfied with the overall experience of OperationsCommander Parking and Security Management Solution.</p> <ul style="list-style-type: none">Improved Business Management: 76%Improved Work Performance: 70%Improved Time Management: 85% <p>Decreased Overhead All parking and security efforts through the use of the OperationsCommander platform can result in possible savings for every organization.</p> <p>Costs Save with Android technology and cloud-based solutions.</p> <p>Empower Growth The business impact of adding Android with tablet technology can see a significant increase in reporting and support fees which result in more revenue collected than permits and tickets when using OPS-COM's complete solution for parking and violation management.</p> <p>OperationsCommander is the obvious choice for automating your operations. Empower your emerging growth with OPS-COM.</p> <p>Find out how OPS-COM can help make your operations profitable. • 1-855-410-4141 • ops-com.com • info@ops-com.com</p>	 <p>OPERATIONS COMMANDER Parking & Security Management</p> <p>Parking & security management. One system. Fully scalable.</p> <p>When you're making a decision about a security and parking management solution, you don't want to compromise on features. You want a single solution that can give you what you need today with the ability to grow with you as your needs and demands change.</p> <p>At OPS-COM, we've developed an system and modules with that in mind. We're unique in our industry, offering an integration free experience with more options and features than the competition.</p> <p>Everything you need when you need it. No integrations.</p> <ul style="list-style-type: none">✓ Permits, violations, and tickets managed in one✓ Built to enable parking payment options✓ Option for virtual permits or print your own tickets✓ Customizable permit types, lot definitions, working lots, & printing✓ Full dispatch logging, alerts, and alert processes✓ Exceptional customer service with choice of service package✓ Manage locker assignments✓ License plate recognition technology included✓ Drive 24/7 customer access to applications and reports✓ Handheld paid units with LPR & GPS tracking and real-time data✓ Comprehensive reporting and case tracking✓ Complete customer database with email notifications✓ Technical support for training, customizations, and integrations✓ Easy payment provider integration <p>Stay in control with a simplified parking and security system.</p> <p>WWW.OPS-COM.COM 855-410-4141 SALES@OPS-COM.COM</p> <p>ABOUT OPS-COM The OPS-COM platform offers the industry's most advanced parking and security management solution. It's a single platform that can handle the growth of operations through adaptable modules for different parking and security management processes.</p>	 <p>Want more options for ticketing and citation issuance?</p> <p>Streamline Your OPS-COM System with Our New Handhelds</p> <p>Benefits of OPS-COM ViolationAdmin:</p> <ul style="list-style-type: none">✓ Search details button after searching a plate to view Permits, Violations and Chalking History✓ Details about past violations can now be displayed including Unpaid, Paid and Warning Counts shown on the plate as search✓ Includes alarms in LPR (License Plate Recognition) data✓ User friendly "tab format"✓ Ability to see if vehicles are "active" or "inactive"✓ Search permits using only partial permit numbers✓ Provides the latest innovation technology for citation issuance available on any smartphone or wireless tablet✓ Presents easy access for your enforcement personnel✓ Produces quick in the field database queries for vehicle searches and violation histories✓ Synchronizes and issues tickets and warnings effortlessly <p>Why Upgrade to the ViolationAdmin Module? OperationsCommander efficiently streamlines all tickets for you. Our new cloud-based and database technologies to create a more secure and efficient system for your organization.</p> <p>How the ViolationAdmin Module Works for YOU:</p> <ul style="list-style-type: none">• Connect your 4G-LTE system to your tablet• Log in and the system will synchronize with the parking control system (GPS updates to the system)• If all-in coverage is not, each unit can be connected to the mobile network and all updates will be received• In the event that mobile network functionality is not available, the unit will be used until the unit returns to 4G-LTE network range <p>Hold the power of parking security in your hand... Today! Visit us online at ops-com.com for more information.</p> <p>OPERATIONS COMMANDER</p>
<p>Why OPS-COM</p>	<p>One System</p>	<p>Handhelds</p>

ParkAdmin

ViolationAdm in

IncidentAdmin

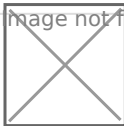
Text2ParkMe

Temp Permits

OPS-COM
LPR

OPS-COM Glossary of Terms

Detailed Definitions

Primary Driver	<p>The designation of Primary Driver is put in place to identify the owner of a vehicle in most cases. A vehicle can be in the system under two user profiles however there should only be one primary driver.</p> <p>The Primary Driver will receive communication from the system such as violation notices. There is a nightly script that runs which will designate primary driver to any vehicle that has been added to the system.</p> <p>If there is no Primary Driver on a vehicle when an appeal is launched, the person launching the appeal will be automatically designated as the Primary Driver.</p>
DNTT	<p>A DNTT Note (Do Not Ticket or Tow) information is used to notify enforcement officers that a particular vehicle should not receive any violations in a particular lot, during a particular date and time.</p>
Multiple Offences	<p>An administrator can add multiple Offences to a single Violation (ticket).</p>
Spoiled	<p>This is used to cancel a manual ticket if an officer has started to write a manual violation and then VOIDS it. This could occur when an officer makes a mistake on the ticket or the person at fault comes back to their vehicle and moves it. The violation is marked "Spoiled" as paper violations are incrementally numbered and must be accounted for.</p>
User Profile icon	<p>Image not found or type unknown</p>  <p>This is the icon that is used to link back to the User Profile information</p>

Rollover	<p>A rollover is an action taken at the end of a term/year, in which all assigned permits for a select group (i.e staff/faculty) are carried over to the next term/year. This means that a faculty member with Permit A1 for the fall term, will continue to have Permit A1 in the winter term, as the permit was part of a rollover.</p> <p>Rollovers may be applied to all permits (in this case: parking) or to a selected group of permits. Admins may choose to rollover permits (carry the permit to the next term) while automatically deducting the cost of the permit (or charging individuals – payroll deduction usually in the case of faculty) OR they can choose to not do any rollovers.</p> <p>Rollover is an optional function and does not HAVE to happen, but makes the assignment of permits much easier if a selected group of users (ex. Full time staff/faculty) continue to carry the same permit, rather than being reassigned a new permit every term.</p>
Merge Users	<p>Merge Users is a process in OPS-COM that allows administrators to take two user profiles (usually one has been created in error) and merge (combine, blend) the two user profiles into one user. All user information including history will be merged to the new user.</p>
Merge Vehicles	<p>Merge Vehicles is a process in OPS-COM that allows administrators to take two vehicles and merge them into one. This will correct vehicle duplicates that can be problematic for enforcement.</p>
Common Lot	<p>A Common Lot is not defined by user type, for example, a Bicycle lot. It doesn't matter if you're staff/faculty or student - you can park there if you have a bike, therefore it is a common lot.</p>
Midnight List	<p>The Midnight list shows all permits and lockers that are reserved but have not been paid for. These items will be released back to available stock each day at midnight.</p>

Lot Groups	<p>A lot group is a method to group similar lots. A lot may ONLY belong to 1 group. Lot groups exist to allow similar lots to be seen as 1 single entity for enforcement. For example: Lot 1, Lot 3, and Lot 5 are all student parking lots.</p> <ul style="list-style-type: none"> <ul style="list-style-type: none"> Lots 1, 3, & 5 may belong to one lot group, called "Student Lots". This allows officers to see that they are all student parking lots, essentially as a single entity. Individually, these lots may have their own zones applied to them, but they may only belong to one lot group.
RBAC- Role-Based Access Control	<p>Through RBAC, you can control what end-users can do at both broad and granular levels. You can designate whether the user is an administrator, a specialist user, or an end-user, and align roles and access permissions with your employees' positions in the organization. We utilize RBAC in OPS-COM to control access to functionality in the system.</p>
Mobility (New Parking Lexicon)	<p>A term that is quickly growing more popular as a replacement to the Parking & Transportation Dept. Many are rebranding as Mobility departments or referring to their Mobility Plan.</p>
Curbside Management (New Parking Lexicon)	<p>Curbside management is a new term cropping up in Parking and violations. Seems to be pushed by the Smart City, Internet of Things groups. It refers to street parking and management of the street real-estate.</p>