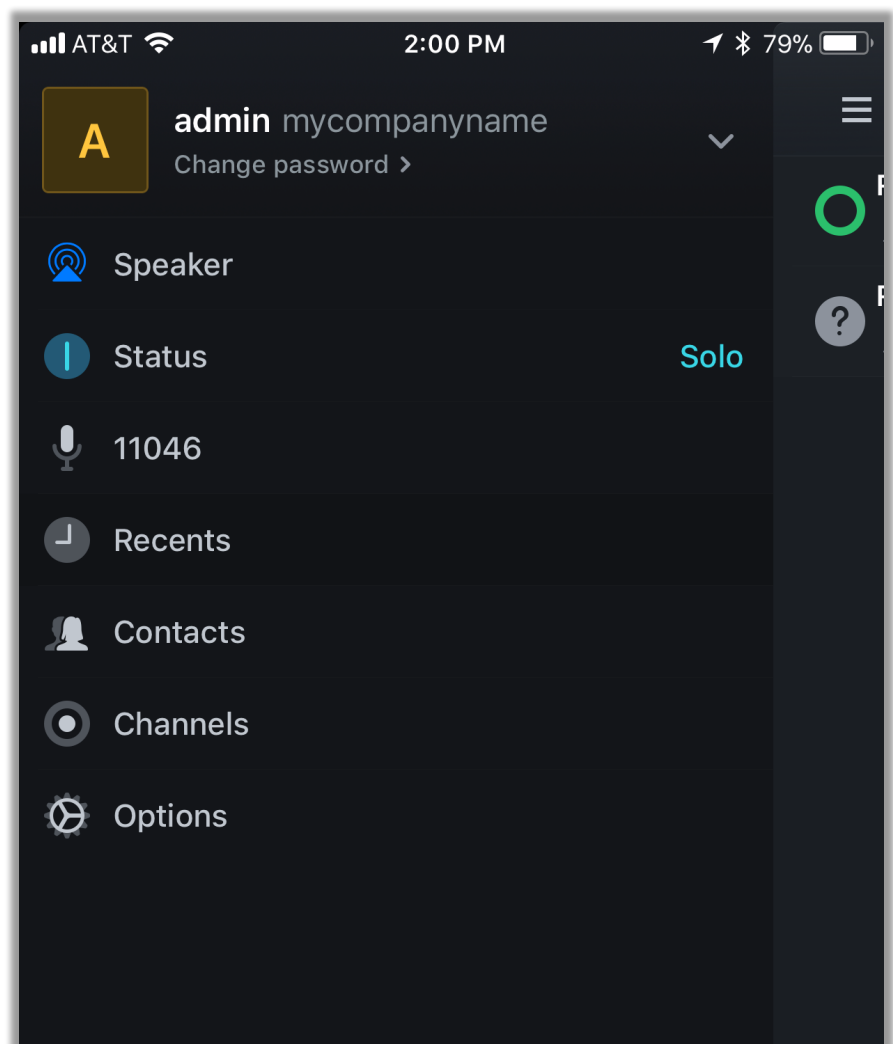




Multiple Admins

Setup to Strategy



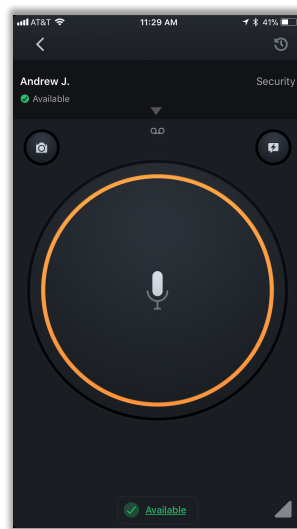
ZelloWork™ is a push-to-talk system for connecting work teams

It's as easy to use as a traditional walkie talkie, but it redefines the model for today's workplace:

It's an app that runs on the smartphones, tablets and desktop PCs supporting Google Android, Apple iOS, Blackberry and Windows.

Goodbye expensive, hard-to-maintain, inconvenient single-purpose radios.

It uses Wi-Fi and cellular data service to connect users worldwide.



Goodbye to range limits and expensive, inflexible carrier PTT plans.

It includes a centralized management console with tools for creating users and groups, tracking participants' availability and location and regulating group and individual behavior.

Goodbye hard-to-navigate and impossible-to-manage communication environments.

In addition to voice communication ZelloWork also supports sending alerts, text messages and photographs.

Goodbye to juggling multiple apps and devices to fully connect.

ZelloWork stores the voice messages, texts and photos that are sent to each user on the user's own device, where anything can be searched for, retrieved and replayed whenever it's safe or convenient to do so.

Goodbye missed and misunderstood messages, and all the safety issues and lost productivity they create.

ZelloWork offers incredibly clear, you-are-there voice quality.

Goodbye to confusion, fatigue and lost time, especially in noisy environments.

When you need multiple ZelloWork admins

Every ZelloWork network has an admin.

Admins are the only network members who can add, modify or delete users, channels, roles, and network settings. The admin by definition is the person who creates the network and is the network's first user.

When an organization is small or has a simple org structure, that initial admin may be all that is required to oversee and manage the ZelloWork network.

But greater scale or complexity often creates a need for multiple admins. Fortunately, ZelloWork is designed to meet the needs of any organization, big or small.

Backup admins

Sometimes there's a need for one or more backup admins, because

- It's no one person's full-time job
- The network has many users and their needs can't be met by a single admin
- Internal sponsorship of ZelloWork is spread across multiple departments or teams
- ZelloWork is used 24x7 and each shift has one or more admins assigned

Dedicated admins

On the other hand, there are times when a network needs not only multiple admins, but dedicated or specialized admins. This could happen when

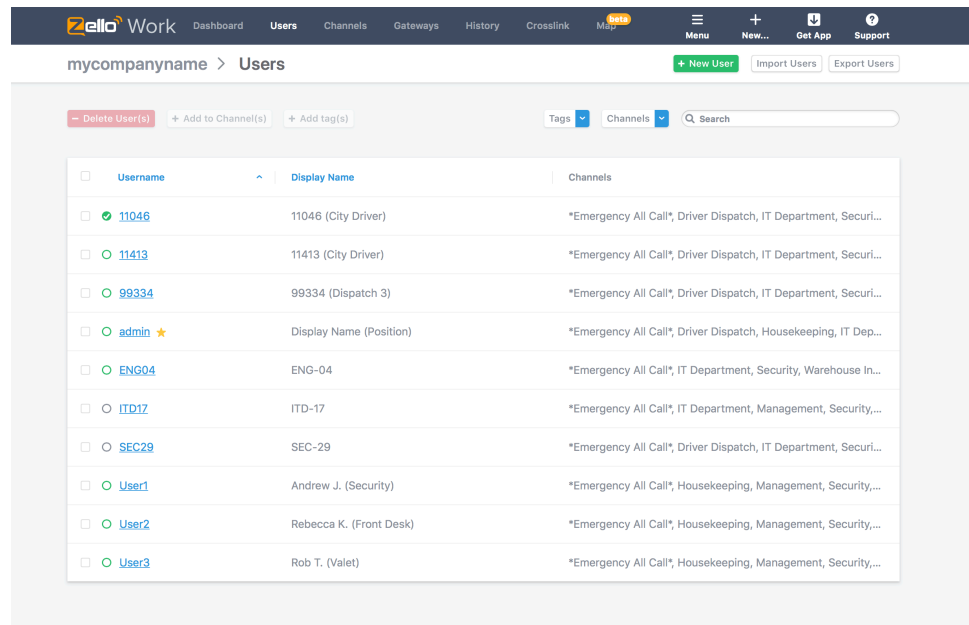
- It's important to assign admin responsibilities to one or more people in each department using the network
- Some aspect of user roles in the network demands an admin with particular expertise
- Accountability for ZelloWork use is important enough to assign individuals to particular users
- The organization is multilingual

Creating new admins

Adding new ZelloWork admins is easy and secure.

Any user can be given access to the ZelloWork console, but only by someone who already has been entrusted with admin rights.

Let's say the admin wants to give admin rights to **username 99334**, the dispatcher for all of the company's drivers.

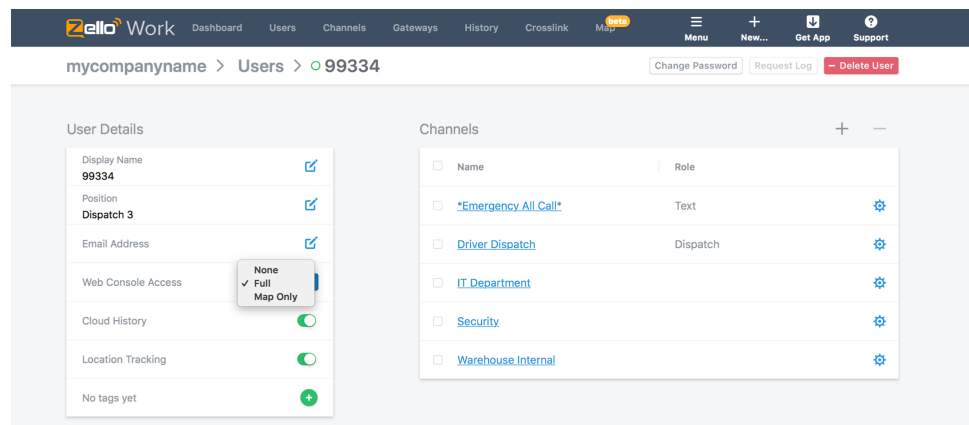


The screenshot shows the ZelloWork console interface. The top navigation bar includes the ZelloWork logo and links to Dashboard, Users, Channels, Gateways, History, Crosslink, and Maps. The main header shows the breadcrumb "mycompanyname > Users" and buttons for "+ New User", "Import Users", and "Export Users". Below the header, there are filters for "Tags" and "Channels" and a search bar. The main content area displays a table of users with columns for Username, Display Name, and Channels.

Username	Display Name	Channels
11046	11046 (City Driver)	*Emergency All Call*, Driver Dispatch, IT Department, Securi...
11413	11413 (City Driver)	*Emergency All Call*, Driver Dispatch, IT Department, Securi...
99334	99334 (Dispatch 3)	*Emergency All Call*, Driver Dispatch, IT Department, Securi...
admin	Display Name (Position)	*Emergency All Call*, Driver Dispatch, Housekeeping, IT Dep...
ENG04	ENG-04	*Emergency All Call*, IT Department, Security, Warehouse In...
ITD17	ITD-17	*Emergency All Call*, IT Department, Management, Security,...
SEC29	SEC-29	*Emergency All Call*, Driver Dispatch, IT Department, Securi...
User1	Andrew J. (Security)	*Emergency All Call*, Housekeeping, Management, Security,...
User2	Rebecca K. (Front Desk)	*Emergency All Call*, Housekeeping, Management, Security,...
User3	Rob T. (Valet)	*Emergency All Call*, Housekeeping, Management, Security,...

These are the steps the admin would take to grant admin rights to username 99334:

- (1) Go into the user's detail screen in the console
- (2) Click on Web Console Access dropdown and grant Full access



The screenshot shows the ZelloWork console interface for the user details of user 99334. The top navigation bar is the same as the previous screenshot. The main header shows the breadcrumb "mycompanyname > Users > 99334" and buttons for "Change Password", "Request Log", and "Delete User". The main content area is divided into two sections: "User Details" and "Channels".

User Details

Display Name	99334
Position	Dispatch 3
Email Address	
Web Console Access	None ✓ Full Map Only
Cloud History	On
Location Tracking	On
No tags yet	+

Channels

Name	Role
Emergency All Call	Text
Driver Dispatch	Dispatch
IT Department	
Security	
Warehouse Internal	

Note that when you return to the Users screen, now there's a star next to username 99334, which signifies their new admin status.

ZelloWork

Dashboard

Users

Channels

Gateways

History

Crosslink

MBP

Menu

New...

Get App

Support

mycompanyname > Users

+ New User

Import Users

Export Users

- Delete User(s)

+ Add to Channel(s)

+ Add tag(s)

Tags

Channels

Search

<input type="checkbox"/>	Username	Display Name	Channels
<input type="checkbox"/>	<div><div></div><div>11046</div></div>	11046 (City Driver)	*Emergency All Call*, Driver Dispatch, IT Department, Securi...
<input type="checkbox"/>	<div><div></div><div>11413</div></div>	11413 (City Driver)	*Emergency All Call*, Driver Dispatch, IT Department, Securi...
<input type="checkbox"/>	<div><div></div><div>99334</div><div>★</div></div>	99334 (Dispatch 3)	*Emergency All Call*, Driver Dispatch, IT Department, Securi...
<input type="checkbox"/>	<div><div></div><div>admin</div><div>★</div></div>	Display Name (Position)	*Emergency All Call*, Driver Dispatch, Housekeeping, IT Dep...
<input type="checkbox"/>	<div><div></div><div>ENG04</div></div>	ENG-04	*Emergency All Call*, IT Department, Security, Warehouse In...
<input type="checkbox"/>	<div><div></div><div>ITD17</div></div>	ITD-17	*Emergency All Call*, IT Department, Management, Security,...
<input type="checkbox"/>	<div><div></div><div>SEC29</div></div>	SEC-29	*Emergency All Call*, Driver Dispatch, IT Department, Securi...
<input type="checkbox"/>	<div><div></div><div>User1</div></div>	Andrew J. (Security)	*Emergency All Call*, Housekeeping, Management, Security,...
<input type="checkbox"/>	<div><div></div><div>User2</div></div>	Rebecca K. (Front Desk)	*Emergency All Call*, Housekeeping, Management, Security,...
<input type="checkbox"/>	<div><div></div><div>User3</div></div>	Rob T. (Valet)	*Emergency All Call*, Housekeeping, Management, Security,...

If your goal is to have multiple admins who share responsibility for the entire ZelloWork network, you can repeat these steps until your admin cadre is complete.

But if you want to dedicate admins to particular groups or functions, you'll want to take advantage of ZelloWork **Tags**.

Using Tags

Tags can be assigned to users and channels.

Tags can represent any attribute, including

- role or department
- location
- spoken language
- shift

Importantly, people that share a tag can be treated as a group even if they are from different parts of the organization or belong to different ZelloWork channels.

Finally, Tags provide a powerful and convenient way to associate a defined group of people with one or more named admins.

A simple example of tags

Imagine an organization that has hundreds of employees, among whom are 40 truck drivers. The organization also has three dispatchers, all of whom are technology fluent.

In order to reduce the ZelloWork admin's workload, the company could assign one of the tech-savvy dispatchers as driver team admins.

Making dispatchers admins for just drivers is easy:

- (1) Assign an appropriate tag, say **transport**, to both the drivers and the dispatchers
- (2) Give the dispatchers full console access

Now the dispatchers are admins for the forty drivers that have the **transport** tag, and no one else.

A more complicated example of tags

Now, imagine that 5 of the 40 drivers work the night shift, along with one of the dispatchers. If the company wanted to make the night shift dispatcher an admin for **only** the night shift drivers, they could assign an additional tag - say, **night** - to the six individuals.

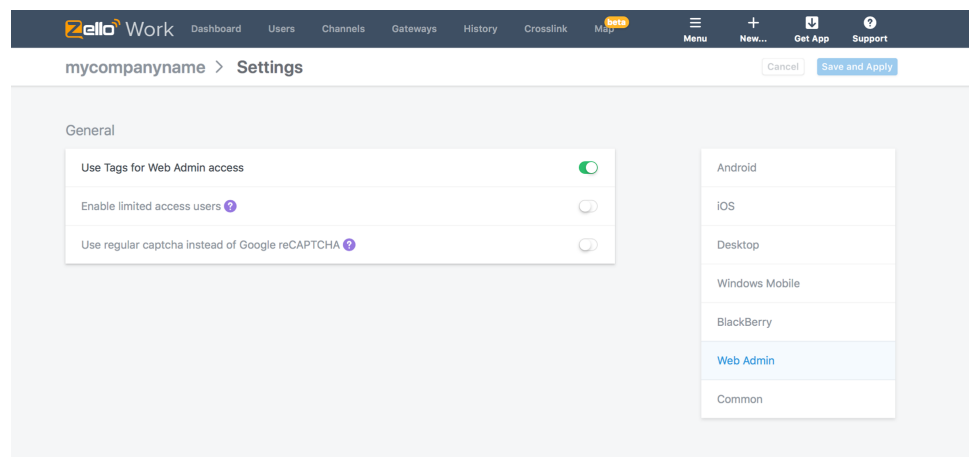
The day shift dispatchers would still have admin rights to *all* drivers, since they all share the **transport** tag. But with the additional **night** tag, the night shift dispatcher would only be able to view or modify the night shift drivers' accounts in the console. The night shift dispatcher's second tag would bar him from viewing day shift drivers' accounts.

Assigning tags

ZelloWork provides multiple ways to assign tags.

Tag use has to be turned on in the console

- (1) Go to the Settings menu item.
- (2) Select the Web Admin tab on the Settings screen.
- (3) If it is not already selected, select the **Use Tags for Web Admin access** slider.

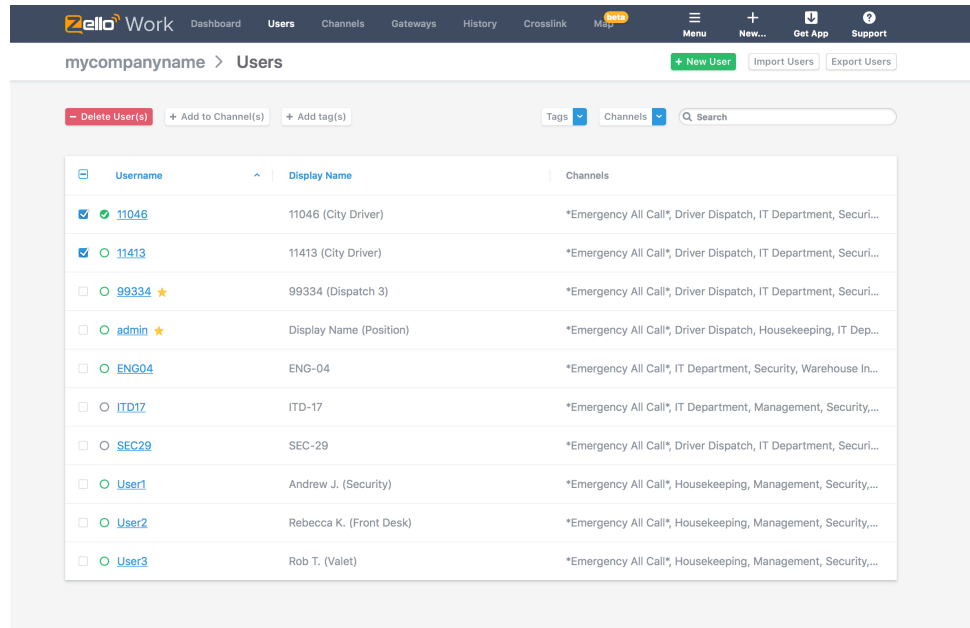


With this setting turned on, ZelloWork will detect and react appropriately to Tag assignments.

Assign Tags to a block of ZelloWork users

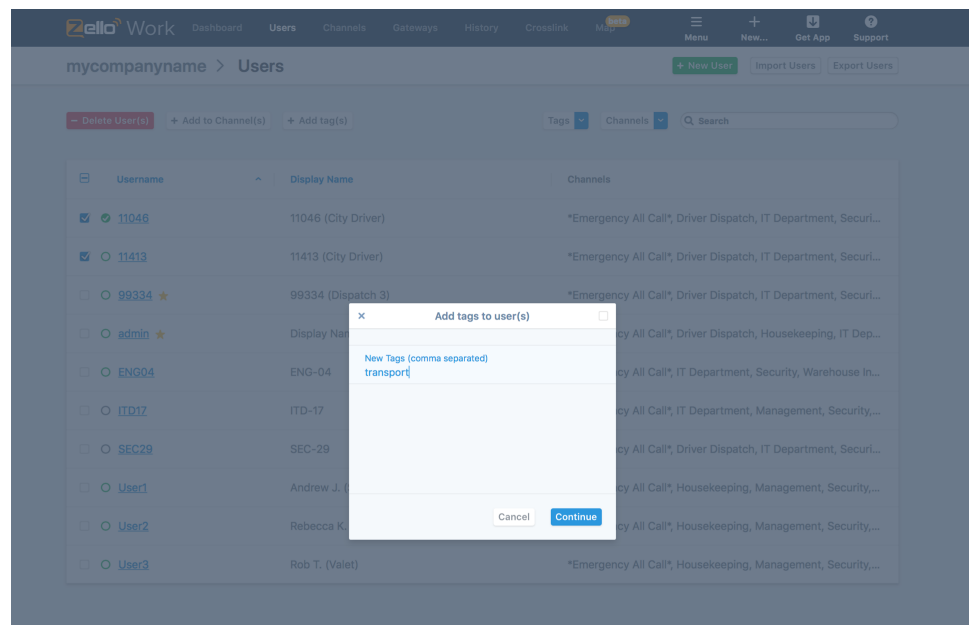
Tags can be assigned to multiple users at once:

- (1) Go to the Users screen in the console
- (2) Select the check boxes of the appropriate Users



- (3) Click on the **+ Add tag(s)** button

- (4) Type in one or more tags in the popup that appears

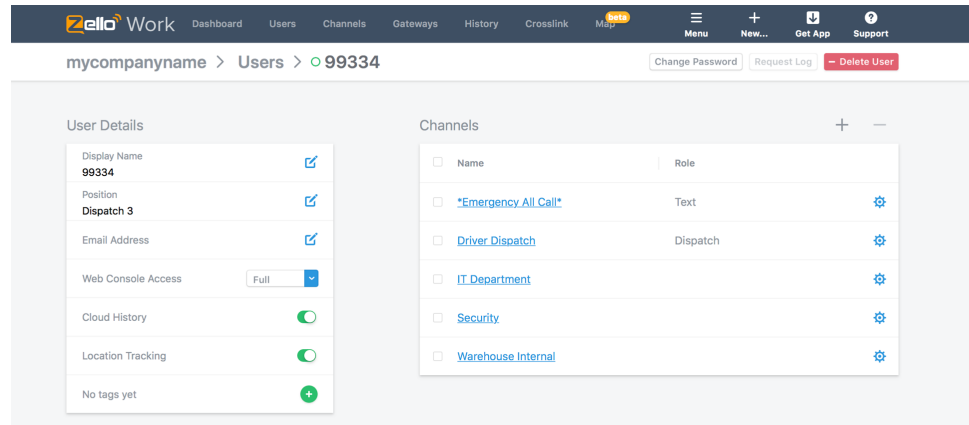


Note that the users' tag assignments now appear next to their names in the Users screen.

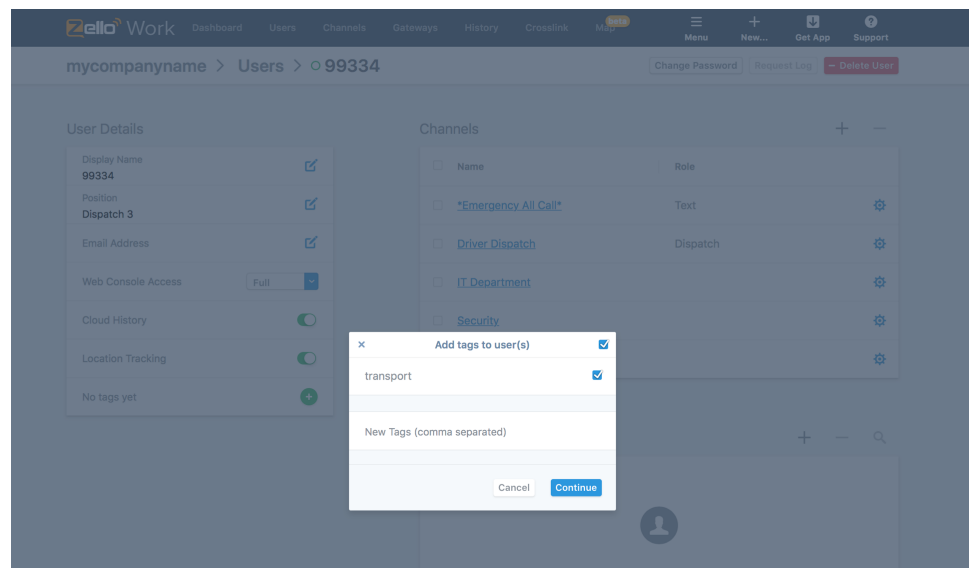
Assign tags to individual users

Tags can also be assigned to individual users from their respective Detail screens:

- (1) Navigate to the appropriate User Detail screen in the console

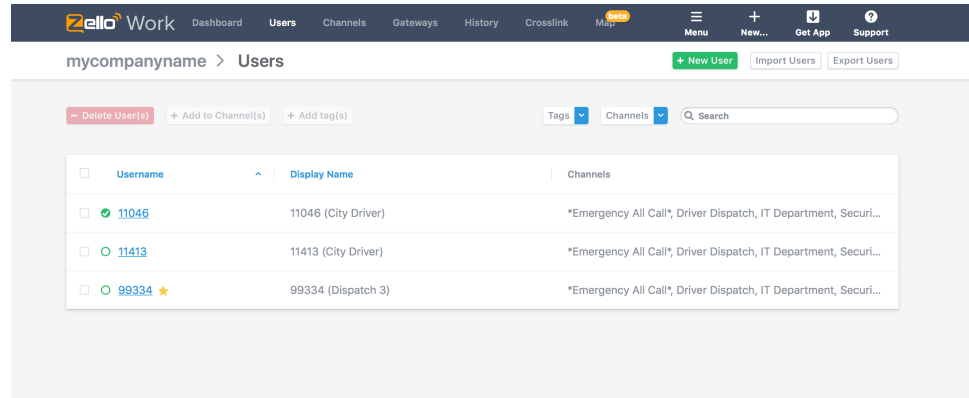


- (2) Click on the add tags symbol at the bottom of the User Details
- (3) Enter, or select, the appropriate tag[s] in the popup



The admin's console experience

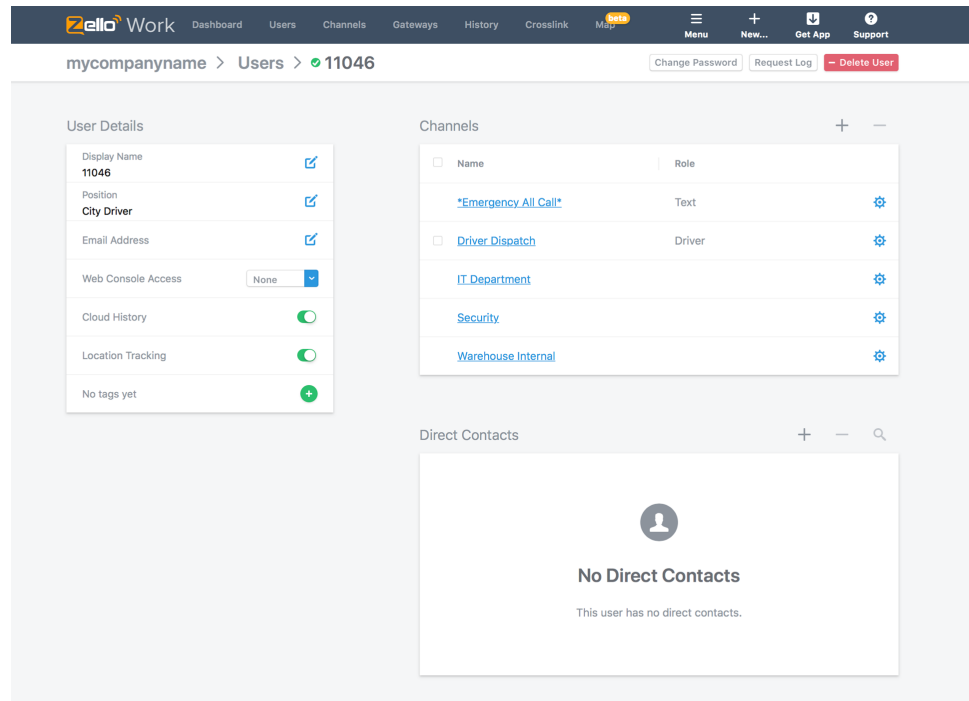
Upon logging into ZelloWork, username 99334 has an admin's view of just the users with the **transport** tag. Clicking on the Users menu item brings up this view:



In other words, this admin's view of users in the console is limited to the two drivers and the admin's own user record.

Clicking on one of the users brings up their User Details screen. From here the admin has full admin rights over this user.

Note that in this view the user has no tags assigned. The admin for this "tag group" can only add **new** tags to users, which serves only to limit the admin's authority. From here the admin is not permitted to expand his or her authority, by, say, removing tags from users.



Assigning tags to ZelloWork channels

Channels accept tags in the same way that Users do.

Tags can be assigned to blocks of channels from the Channels screen.

Tags can also be assigned to individual channels from the appropriate Channel Details screen.

zello

Work

Dashboard

Users

Channels

Gateways

History

Crosslink

Maps

Menu

New...

Get App

Support

mycompanyname > Channels > Driver Dispatch

~ Delete Channel

Channel Details

Channel Type

Team

transport

Users

All roles

Name

Display Name

Role

11046

11046

Driver

11413

11413

Driver

99334

99334

Dispatch

admin

Display Name

Dispatch

SEC29

SEC-29

Driver

Roles

Name

Speaks to:

Dispatch

Speaks to anyone

Driver

Dispatch

As with users, admins with one or more tags assigned to them can only access and manage those channels that have the same tag or tags.

zello

Work

Dashboard

Users

Channels

Gateways

History

Crosslink

Maps

Menu

New...

Get App

Support

mycompanyname > Channels

+ New Channel

~ Delete Channels

+ Add tag(s)

Tags

Search

Name

Channel Type

Users


Driver Dispatch

Team

5

When an admin and a channel have one or more tags in common, that admin has the usual rights and capabilities with respect to that channel. The admin can

- Change the channel type
- Assign tags to the channel
- Create or modify roles in that channel
- Delete users from the channel
- Add any users to the channel that the admin has a view of

 Dashboard Users Channels Gateways History Crosslink beta

Menu New... Get App Support

mycompanyname > Channels > Driver Dispatch - Delete Channel

Channel Details

Channel Type
Team

No tags yet

Users All roles

<input type="checkbox"/>	Name	Display Name	Role	
<input type="checkbox"/>	11046	11046	Driver	
<input type="checkbox"/>	11413	11413	Driver	
<input type="checkbox"/>	99334	99334	Dispatch	

Roles

<input type="checkbox"/>	Name	Speaks to:	
<input type="checkbox"/>	Dispatch	Speaks to anyone	
<input type="checkbox"/>	Driver	Dispatch	



We make the world's most popular Push-To-Talk software.

ZelloWork™ is used in trucking, logistics, hospitality, retail, manufacturing, construction, and a dozen other industries.

And nearly 120 million people worldwide use our consumer app, **Zello™**, to connect one-on-one, enjoy a live group conversation or stay in touch during emergencies.

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