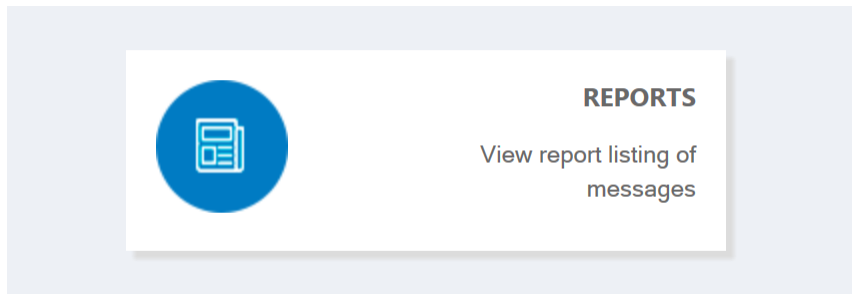
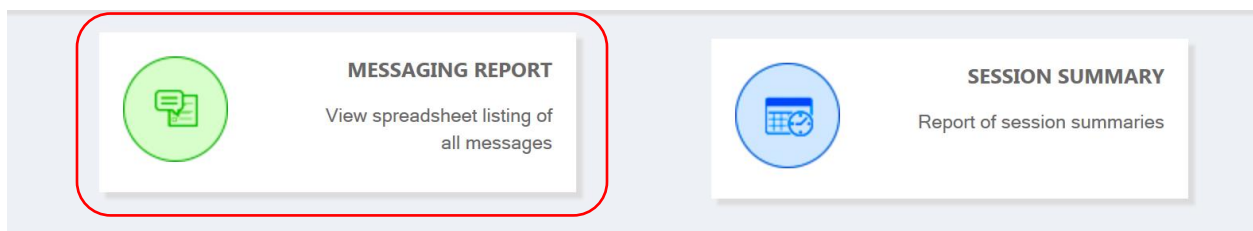


AGENT 511 & MMS

Login to the Agent511 reporting tool for your agency.



After you login your home screen will bring you to a button that you can click on that says "Reports". You will then need to click on "Messaging Report".



You can search for the MMS multiple ways. You can type in the phone number or search for key words as well.

CID ↑	Sender	Recipient	Message	Carrier	Date/Time
	<input type="text"/>		<input type="text"/>	Select ↓	From : 07/03/2020 9:00 PM To : 08/03/2020 9:00 PM CHANGE DATES

If you'd like to search by number place the callers number in the "Sender" column. Be mindful of the "Time and Date" column make sure it is set for the dates and times you would like to look for.

You can also search by key word. All media links will say "Media" then provide a link. You can click on the link to view the MMS or click on the link to save the multimedia.

CID ↑	Sender	Recipient	Message	Carrier	Date/Time	Status
	<div><div>3462609030</div><div>3462609030</div></div>		<input type="text"/>	Select ↓	From : 07/03/2020 9:00 PM To : 08/03/2020 9:00 PM CHANGE DATES	
101373	ft_bend_ct6	FT Bend	Mindi with GHC 911 w [link]	SIP	07-30-2020 14:10:56 CDT	DEL
101373	7132934099	3462609030	fb do you need ems [link]	ATT	07-30-2020 14:11:51 CDT	DEL
101373	3462609030	ft_bend_ct6	Please hit your requ [link]	ATT	07-30-2020 14:12:14 CDT	DEL
101373	7132934099	3462609030	This is 9-1-1. Pleas [link]	ATT	07-30-2020 14:12:37 CDT	DEL
101373	ft_bend_ct6	3462609030	An additional text h [link]	ATT	07-30-2020 14:12:38 CDT	DEL
101373	ft_bend_ct6	3462609030	MMS request sent to you	ATT	07-30-2020 14:12:38 CDT	DEL
101373	3462609030	7132934099	Media - https://textblue911.com/demo/media/download/eHppYip4anhUQms9	ATT	07-30-2020 14:14:15 CDT	DEL

You can type Media in to the Message column and see all texts that have media attached for the specified time search.

CID ↑	Sender	Recipient	Message	Carrier	Date/Time	Status
	<input type="text"/>		<input type="text" value="media"/>	Select ↓	From : 07/03/2020 9:00 PM To : 08/03/2020 9:00 PM CHANGE DATES	
100962	3467629149	FT Bend	Valerie Heintzman	SIP	07-29-2020 00:42:06 CDT	DEL
101373	3462609030	7132934099	Media - https://textblue911.com/demo/media/download/eHppYlp4anhUQms9	ATT	07-30-2020 14:14:15 CDT	DEL
101373	3462609030	7132934099	Media - https://textblue911.com/demo/media/download/K0Jia2IMVnhTaWc9	ATT	07-30-2020 14:14:22 CDT	DEL

You can also search for “MMS request” which is what is sent to the citizen when the TCO hits the request MMS button. You will be able to see all times the TCOs in your center requested MMS for the specified time period.

CID ↑	Sender	Recipient	Message	Carrier	Date/Time	Status
	<input type="text"/>		<input type="text" value="MMS request"/>	Select ↓	From : 07/03/2020 9:00 PM To : 08/03/2020 9:00 PM CHANGE DATES	
101373	ft_bend_ct6	3462609030	MMS request sent to	ATT	07-30-2020 14:12:38 CDT	DEL

Agent511- Link

<https://textblue911.com/demo/admin?newUI=true&lang=en-US>