



Omni Intelligence FAQ – What Is A Contact? What Is a Group?

Introduction

With specific regards to OI, Contacts are not quite what you expect.

OI is licensed for a specific number of contacts. Typically this will be less than five.

Instructions

In OI terms, a group is a collection of contacts.

A Group has the following fields available:

1. Name of group
2. Members in Group
3. Owner of Group

IN OI terms, a contact is someone who will be emailed a report or someone who can be contacted if something is escalated.

A contact has the following fields available to describe them:

1. Username
2. Phone Number
3. Email address
4. Owner (eg – manager)

What are accounts then?

Accounts are people who log in to OI. There may be lots of accounts, one or more per staff member even. There is no restriction on accounts, nor is there a fee related to the number of accounts.

What are accounts used for?

- Seeing real time analytics information
- Running reports
- Viewing them on screen