HipLink®

Filter Module

HipLink offers a Filter Module to filter messages throughout the application. Based on the conditions defined in a filter, a particular action is taken to *pass, suppress* or to *throttle* messages.

One of the benefits of this tool is that messages can be directed to specific Receivers while other nonrelevent Receivers can be blocked from getting these messages. Duplicate messages can also be blocked in the event that they have already been delivered. The Filter tool provides more defined control of the messages communicated throughout the system.

The Filter tool can be used as a feature of the HipLink desktop GUI for messaging or within a API integrated application, such as a dispatch software system or network monitoring.

THE POWER OF USING FILTERS

One of the uses of the HipLink filters is to eliminate duplicate messages. If a message is sent out more than one time, filters can prevent the recipient from receiving the same message multiple times. A fire chief who is managing a critical situation, for example, would not want to be distracted with duplicate messages being sent to groups he belongs to once he is on scene.

Another common use is to control messages during an IT *Event Storm* such as a system offline that is generating error messages every few seconds. Using filters, HipLink will deliver the first message, then suppress others for a specified period of time. Rules can also be set up in the filters to act as a "Dirty Word" filter to suppress messages that contain obscenities.

The Filter tool empowers a company to better manage their communications and the flow of notifications.

FILTER ACTIONS

There are a series of actions that can be set-up for filtering. They include:

- PASS - the message is passed to Receivers
- SUPPRESS - the message is blocked from going through
- THROTTLE - the message has set limits, such as the number of messages to be sent in an allotted time. It further filters messages that "contain" defined text or are "duplicates."

When the filter conditions and actions are defined, the Filter Record can be saved.

A sequencing of filters is maintained so that the filter listed at the top gets executed first and then the next one, and so on. The option of multiple filters allows the User to fine tune how messages are managed.

API FILTERS FOR INTEGRATED SYSTEMS

API Filters are used to filter the messages sent to HipLink Receivers via an API. These filters are applied on CLI Users. The System Administrator can apply filters to prevent the CLI Users from sending messages on the basis of various conditions.

For example, HipLink filters can be leveraged for messages sent via a computer aided dispatch (CAD) system that is integrated with HipLink. Once the filters are created and saved, filtering is automated.

TRACKING AND ACCOUNTABILITY

Filtered messages are shown in the HipLink reports and tracking views along with all of the other HipLink messages so that receipt of the message can be verified. These reports are helpful to troubleshoot any issues and to confirm that messages have been sent, delivered, and viewed.

Contact HipLink to learn how customers are using Filters.

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