

**American  
Red Cross**

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**Volunteer Connection:  
Communication Center  
Requirements Document**

Release 1.0

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Revision History

Revision	Date of Release	Author

## **Statement on Volunteer Connection**

Volunteer Connection is...

### **Business Case:**

National Administrators need to be able to send and track global messages to volunteers and employees across the organization outside of the system. Specific groups, positions, and locations in the organization may need to be sent different communications, so they need a way to select and narrow down different types of members in the organization. Administrators also should be able to select one or more multiple different channels of communication commonly used by the organization, which the messages can be sent through including: (1) Email, (2) Text Message, and (3) App Notification. Recipients should also be able to respond to the communication if required. There should also be a menu for administrators that shows the sent messages, their responses, and various information about them.

### **Communication Center/Manager:**

The Communication Center enables national administrators create and disperse messages to anyone within the organization. They can communicate with all members or select different groups, titles, regions within the organization to communicate with. They can also choose which channels the messages are sent and when they are send. After creating messages in different formats, they can add forms or surveys to get a response from recipients. The Communication Manager enables administrators to manage these sent/scheduled messages and see responses.

## **Volunteer Connection – Communication Center/Manager General Requirements**

- Only Communication Center Administrator or a Disaster Communication Administrator can create communications.
- Enables administrators to send communications to all accounts.
- Also enables administrators to select and filter accounts the following criteria:
  - Hierarchies
  - Global Positions
  - Global Positions Definitions
  - Statuses
  - Global Access Groups
- Multiple filters can be applied. In a single criterion they will be applied with an “OR” statement, but in multiple criteria, it will filter with “AND” statement.
- Enable administrators to limit the accounts based on location.
- Allows administrators to enter a specific address and select a mileage range around that address to limit the communication to.
- Creates a list of accounts based on filter criteria and radius limitations.
- Allows administrators to deselect specific accounts from the list of recipients.
- Allows administrators to label the communication with a name.
- Enables them to select one or multiple communication channels and format the messages based on selection, including:
  - Text Message
  - App Push Notification

- Email
  - Web/Mobil Notification
- For Text Messages, enables them to select a billing account for who will be charged for sending the messages.
- Allows administrators to select whether to send message immediately or select a date, time, and time zone in the future to send the message.
- Enables administrator to attach a survey (from Survey Monkey) or form (from Form Builder 2.0) to the communication for recipients to reply to.
- Creates and send the communications to all the recipients selected based on all the options selected.
- Creates a table of all the sent and scheduled communications including the following information:
  - Communication Name
  - Hierarchy
  - Category
  - Sent By
  - Send Date
  - Sent
  - Responses
- Enables the administrator to see a list of the responses.
- Enables the administrator to see statistics related to the communication, such as the rate of responses.