

CareText SMS, web browser based Diary Booking and SMS Messaging System

The screenshot displays the CareText SMS web browser interface. At the top, the browser address bar shows 'RAGS Diary | Month View'. The main content area features a calendar for December 2008, with a sidebar on the left showing a monthly overview and a 'Tasks' section. The calendar grid shows shifts for various staff members across the days of the month. Below the calendar, there is a search bar for '36 Beatrice Road' and a 'Go to' button. A text input field contains the message ', are u available?'. Below this, there are buttons for 'Clear', 'site', '<Date', and 'r u ?'. A table of textbacks is visible, with columns for 'Origin', 'Name', and 'Reply'. The textbacks include messages from '36 Beatrice Road', 'Brad Split', 'Mike Thompson', and 'Honeysuckle Weeks'. At the bottom, there is a staff list with filters for 'BANK STAFF', 'HEALTH & SAFETY', 'Mornings Only', 'Afternoons Only', 'Evenings Only', and gender selection ('Either', 'Male', 'Female').

The **CareText SMS Web Diary** is designed for any organisation that needs to contact staff or customers efficiently and book them into locations. It features a web browser based diary, filtered staff list and SMS message box with associated replies (or textbacks). With a navigation page above the diary any number of locations can have assigned their own diary page. The staff list on the individual diary pages can be filtered for example to a region, bank or out of hours staff, particular skills or preferences, male or female. Typically, staff are selected and an SMS message sent to request their availability for a shift. A grid of textbacks shows the replies back to these messages. Then a textback can be selected and that person booked into a date and time slot in the diary. Optionally an SMS confirmation 'u r assigned' message can be sent back to the person selected.

Other features of the diary page:

- Day view shows in detail the shifts with notes throughout a selected day.
- Task lists for maintaining 'To Do' lists for authorised people to monitor

Other features of total system:

- Secure login based on roles, e.g.: admin, supervisor, booker, sms, reports, per region
- Bar chart reports on SMS textbacks, print to pdf, using Crystal reports web component
- SQL Server database, web pages written in asp.net for IIS server web site
- Sent Messages page with textbacks synchronised to each Sent Message

From the diary page, send a message to one or many based on a filter. Textback replies are shown on the same page. Simply select a Textback then click 'New'. This automatically fills in the booking details for the person who texted back. Click 'Save and Close' and they are booked. You simply edit the booking anytime by clicking on it. Maintenance pages include full edit of Homes (or property rentals , tables in a restaurant, lecture theatres, classrooms, boats for hire etc, etc..) and Personnel tables (Staff, temporary workers, maintenance engineers, or customers?)

Alternatively, view all the sent messages and their textbacks on one simple synchronised page:

[\[Reynard Home Page\]](#) [\[CareText Summary Page\]](#)

All Textbacks for: Southwark Assign Selected Show All in region Southwark in last 30 days

Select	Received At	Origin	Destination	Reply	Event Ref	Name	ID
Select	25/12/2008 17:00:04			No problem, thanks	09/12/2008 16:18:36@NotDate+Southwark+1+	Brad Split	22
Select	25/12/2008 17:00:03			Thanks, just finishing a drink in the local, be there in 5mins	09/12/2008 16:19:20@NotDate+Southwark+1+	Mike Thompson	17
Select	25/12/2008 17:00:02			OK, standing by	09/12/2008 16:20:00@NotDate+Southwark+1+	Honeysuckle Weeks	23
Select	25/12/2008 17:00:01			Be there in 30mins, please text location of stopcock	09/12/2008 16:20:48@NotDate+Southwark+1+	Brad Split	22

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Sent Messages for ALL: Show Detail

Select	Delete	Sent at	Messages Sent	CID	Number Sent	Event Ref
Select	Delete	09/12/2008 16:21:30	We've just had a cancellation, are you still interested in a table tonight?	17	1	09/12/2008 16:21:30@NotDate+Southwark+1+
Select	Delete	09/12/2008 16:20:48	36 Beatrice Road, Water leak, can you get there? textback immediately please	17	1	09/12/2008 16:20:48@NotDate+Southwark+1+
Select	Delete	09/12/2008 16:20:00	Crisis over, please stand down	23	1	09/12/2008 16:20:00@NotDate+Southwark+1+
Select	Delete	09/12/2008 16:19:20	Your table is now ready	23	1	09/12/2008 16:19:20@NotDate+Southwark+1+
Select	Delete	09/12/2008 16:18:36	36 Beatrice Road. Can you cover tonight?	23	1	09/12/2008 16:18:36@NotDate+Southwark+1+
Select	Delete	09/12/2008 16:17:47	36 Beatrice Road 25/12/08, security alarm, immediate response	17	1	09/12/2008 16:17:47@25/12/08+Southwark+1+
Select	Delete	09/12/2008 16:16:30	36 Beatrice Road , are u available? 01/01/09	17	1	09/12/2008 16:16:30@01/01/09+Southwark+1+
Select	Delete	09/12/2008 15:25:40	36 Beatrice Road , are u available? late shift	17	1	09/12/2008 15:25:40@25/12/08+Southwark+1+

The RAGS Web Diary is THE general purpose booking solution with integrated SMS 2-way messaging. Can be installed very quickly to a web site running IIS and asp.net. Database is SQL Server Express.

- IT, Service Engineers, Finance, Education, Construction, Healthcare, Security, Leisure
- Temporary, Out of Hours, Rapid Response, Staff in a Hurry, Consultants
- Housing Management, Property Maintenance, Surveying, Building services, Care Homes
- Training rooms, Classrooms, Lecture Theatres
- Teaching assistants, Nursery staff, Social workers, Residential Care workers
- Holiday Rentals, Boat Rentals, Restaurants

The website features secure login:

The image shows a website's navigation menu on the left and a login form on the right. The navigation menu is a vertical list of red buttons with white text, organized into four sections: 'Home' (Home), 'Membership' (Create User Account, Show my shifts, Guestbook), 'Roles' (Manage Roles, Users and Roles, Create Account (with Roles), Role-Based Authorization), and 'User Administration' (Manage Users, User Info). The login form is titled 'Login' and contains fields for Username (mike), Password (masked with dots), and Email (mike@reynard.co.uk). There is a 'Remember me next time.' checkbox with a green checkmark, and a 'Log In' button. Below the form, there is a link: 'Not registered yet? Create an account!'.

Administrators can manage users by Roles such as Admin, Supervisor, SMS sender, Booker, Reports, per region, view my shifts only. Users can discuss the bookings in the Guestbook or create Tasks for assigned personnel to monitor progress:

The image shows a task management interface. At the top right, it says 'Calendar | RAGS Diary'. Below this is a toolbar with 'Edit' (pencil icon) and 'Delete' (X icon) buttons. On the far right is an 'Rss Feed' button with an RSS icon. The main content area displays task details: 'Subject: Read about the Diary Booking', 'Starts On: 06 December 2008', 'Due On: 06 December 2008', 'Status: Not Started', 'Priority: Normal', and 'Complete: 0%' (with a progress bar). The 'Description:' field contains a detailed text about creating bookings and managing tasks.

Users can set up Rss Feeds to receive updates of tasks and Bookings.

From: 11/12/2008

December 2008						
Mo	Tu	We	Th	Fr	Sa	Su
24	25	26	27	28	29	30
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

To: 25/12/2008

December 2008						
Mo	Tu	We	Th	Fr	Sa	Su
24	25	26	27	28	29	30
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Show Bookings

- 36 Bertrum Road
- Amazon Lily Care
- Begonia Lodge
- Canterbury Care

- Ashworth, Victoria
- Brown, Elizabeth
- Buchanan, Steven
- Callahan, Laura

All homes Staff only

[Homes Choice] [Reynard Home Page] <PCode ->Multimap

Start Date	End Date	Start Time	End Time	Location	Assigned	Notes
17/12/2008	17/12/2008	8:00 AM	4:00 PM	36 Bertrum Road, {Southwark}	Thompson, Mike (17)	Thompson, Mike (17)
18/12/2008	19/12/2008	8:00 AM	4:00 PM	36 Bertrum Road, Southwark	Thompson, Mike (17)	Thompson, Mike (17)
24/12/2008	24/12/2008	8:00 PM	2:00 AM	36 Bertrum Road, Southwark	Split, Brad (22)	Split, Brad (22)
24/12/2008	24/12/2008	2:00 PM	8:00 PM	36 Bertrum Road, Southwark	Weeks, Honeysuckle (23)	Weeks, Honeysuckle (23)
25/12/2008	25/12/2008	8:00 AM	6:00 PM	36 Bertrum Road, Southwark	Thompson, Mike (17)	Thompson, Mike (17) Will cover all of Christmas Day, please leave mince pies and a turkey sandwich.

11/12/2008 -> 25/12/2008, 36 Bertrum Road

Authorised personnel can view their shifts. They can filter between dates and show the shifts for a single person or a single location or all locations.

Persons can use the PCode ->Multimap function to print out a street location map of the site they are booked to.

There is full add/edit of Personnel and Locations for persons logged on as Supervisors with fast find functions on Name, Address, Post Code.

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See the demo at: <http://www.reynard.co.uk/diary.aspx> or textbacks at: <http://www.reynard.co.uk/textmess.aspx> ,
RAGS – Reynardine Availability Graphing Systems