

# How the service works



**1** A user logs on.



**2** An alert is triggered.



**3** The incident is examined by a behaviour analyst.



**4** They determine if it's genuine or not.

## Key to incident categories

- A** Illegal, life threatening (telephone call).
- B** Serious e.g. bullying, mental health, racism, pornography (daily report).
- C** Less serious e.g. profanities, vulgarities (weekly report).

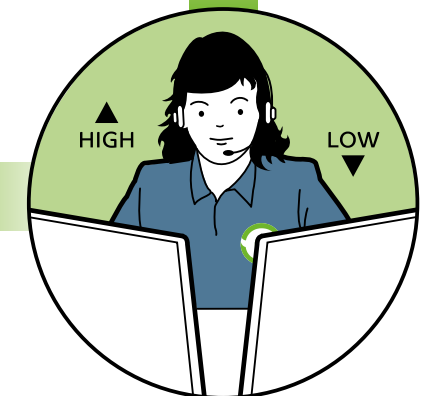
Note, incident categories can be tailored when requested.



**7** **Category B** incidents are reported that day by email. **Category C** incidents are detailed in a weekly round-up report, by email.



**6** **Category A** incidents are reported immediately by telephone, and within a report that is emailed the same day.



**5** Genuine incidents are assigned a threat level. See key to incident categories opposite.