

Pivotel Numbers

Pivotel has been trialling [Pivotel Numbers](#) with the Department of Conservation NZ for the past 6 months and we are now offering this improved messaging service to all Tracertrak customers.



Pivotel Numbers are a dedicated Australian +61 (04) mobile number for Tracertrak workers that can be used to deliver SMS messages directly to and from inReach devices. When sending a message from an inReach device to a mobile number, Tracertrak will deliver that message from the assigned worker's Pivotel Number. This makes it easier for the recipient of the message to know who it was that sent the message and allow the recipient to respond directly to that SMS message, just like a standard mobile SMS conversation. No longer do you have to have every message from remote workers displayed from the same Tracertrak Number, nor will conversations be limited to single replies authored through a website that limits your response.

To contact a worker who is working remotely, you simply send an SMS message directly from a mobile phone, or a message from your SafeWorker App, to that worker's Pivotel Number and Tracertrak will ensure that the message is delivered to the inReach device that the worker is assigned to. When the worker responds, their reply will be delivered into the same message thread, creating a standard SMS conversation. Pivotel Numbers makes messaging in Tracertrak as simple as SMS messaging between mobile phones.

Pivotel Numbers are applicable to the Tracertrak Safeworker App as well as inReach devices. Pivotel Numbers will also be supported on future two-way communications devices when they are supported in Tracertrak.

Pivotel Numbers are offered as a monthly subscription service, charged at \$2.50/number/month. Tracertrak Administrators can enable Pivotel Numbers now in their Tracertrak Portal by:

1. Open the worker configuration screen for the worker you want to allocate a Pivotel Number
2. Select the "Get Number" button below the Pivotel Number field
3. Agree to the service charges displayed in the confirmation window
4. A new Pivotel Number will be provisioned for the worker and displayed in the Pivotel Number field (please wait several seconds).

View and Edit Existing Worker ?
Create New Worker ✕

<p>Worker: Olive</p> <p>First Name *: Olive</p> <p>Surname *: Orange</p> <p>Display Name *: Olive</p> <p>Recipient Address: will be allocated when a compatible device is allocated to this worker.</p> <p>Employee ID *: 4</p> <p>Address: 25 Orange Grove</p> <p>Suburb: Orange County</p> <p>State: California</p> <p>Postcode: 12345</p> <p>Country: USA</p> <p>Citizenship: American</p> <p>Email Address: olive.orange@t3st1ng.or</p> <p>Phone Number: +61 437 000 000</p> <p>Alt. Phone Number: </p> <p>Pivotel Number: </p> <p style="text-align: center; margin-top: 10px;">Get Number</p>	<p>Emergency Contact No.: +61 437 777 777</p> <p>Job Title / Function: VP Field Operations</p> <p>Division / Department: Remote Operations</p> <p>Office Location: California</p> <p>Additional Information</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td><input checked="" type="checkbox"/> Medical Conditions</td> <td>Diabetic</td> </tr> <tr> <td><input checked="" type="checkbox"/> Blood Type</td> <td>O+</td> </tr> <tr> <td><input checked="" type="checkbox"/> Allergies</td> <td>Penecilin</td> </tr> <tr> <td><input checked="" type="checkbox"/> Eye Colour</td> <td>Blue</td> </tr> <tr> <td><input type="checkbox"/> <Label></td> <td><Value></td> </tr> </table>	<input checked="" type="checkbox"/> Medical Conditions	Diabetic	<input checked="" type="checkbox"/> Blood Type	O+	<input checked="" type="checkbox"/> Allergies	Penecilin	<input checked="" type="checkbox"/> Eye Colour	Blue	<input type="checkbox"/> <Label>	<Value>
<input checked="" type="checkbox"/> Medical Conditions	Diabetic										
<input checked="" type="checkbox"/> Blood Type	O+										
<input checked="" type="checkbox"/> Allergies	Penecilin										
<input checked="" type="checkbox"/> Eye Colour	Blue										
<input type="checkbox"/> <Label>	<Value>										

* Required field

Similarly, the Account Administrator can permanently remove Pivotel Numbers from workers through a similar process, selecting the "Cancel Number" button that will be displayed below the Pivotel Number field. Future releases of Tracertrak will allow the transfer of Pivotel Numbers between workers, enabling the possibility of having shared after hours numbers and transitioning numbers between old and new employees.

For any additional information or support regarding Pivotel Numbers, please review the [Pivotel Numbers](#) product page or contact the [Pivotel Customer Care](#) team.

Major Impending Change: Workers + Users = People

It is recognised that the requirement for both Workers and Users in Tracertrak causes unnecessary administrative overheads in the creation and management of user / worker accounts. The Tracertrak team is working towards consolidating Workers and Users into a new classification called People. People will have roles, will be able to login to the Tracertrak console and can be assigned devices.

In the long term, this will make many things simpler in Tracertrak and will also enable some exciting opportunities to further simplify and enhance the Tracertrak experience. However, in the short term, there will be the small task of consolidating Worker and User accounts. To assist with this, the Tracertrak team we will be developing an integrated migration assistant which will identify if a worker and user account are for the same person. Administrators will be able to use the migration tool to migrate the overlapping Worker and User accounts together, maintaining the pertinent account information including any device allocations the worker currently has.

We appreciate this may be a challenge for some customers and we want to assure you that we will be doing our best to minimise any impact this change has on your daily operations and providing you a means of consolidating your worker & user accounts through a simple and intuitive migration experience. If you have any concerns or questions about this migration, please contact michael.roff@pivotel.com.au