M&M Micro Systems, Inc.

iSOMS

Import Inmate

Phone Calls

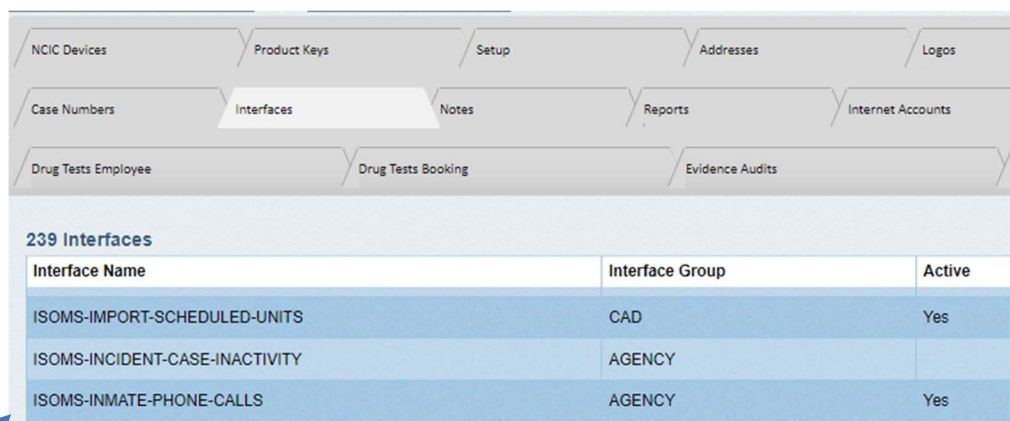This interface document shows how to configure and run importing Inmate Phone Calls for investigation.

This is a two-part process,
1. Import the CSV file of Inmate Calls (based on exact document specs)
2. Run the report for the evaluation.

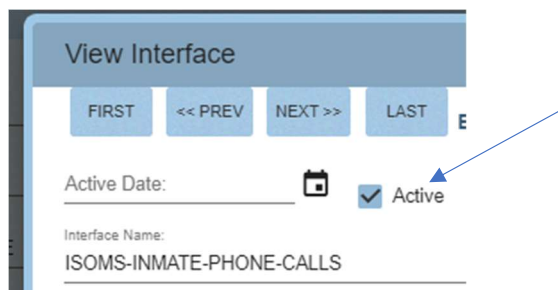First step is to turn on the interface in company setup.
Interfaces tab
Find and Select **ISOMS-INMATE-PHONE-CALLS**

NCIC Devices	Product Keys	Setup	Addresses	Logos
Case Numbers	Interfaces	Notes	Reports	Internet Accounts
Drug Tests Employee		Drug Tests Booking	Evidence Audits	Si

239 Interfaces

Interface Name	Interface Group	Active	
ISOMS-IMPORT-SCHEDULED-UNITS	CAD	Yes	
ISOMS-INCIDENT-CASE-INACTIVITY	AGENCY		
ISOMS-INMATE-PHONE-CALLS	AGENCY	Yes	

All that is needed is to check the Active box and click save.

View Interface

FIRST	<< PREV	NEXT >>	LAST	E

Active Date: ☐ ☑ Active

Interface Name:
ISOMS-INMATE-PHONE-CALLS

Next is exporting your calls from your inmate phone system to CSV.
The file can be anything, just must end in .CSV

Example: *InmateCallLog.Csv*

You will have edit that created file to add Header and Formatting "**EXACTLY**" like below, if the header row is missing or incorrect in anyway it will not process.

1. File name can be anything, just must end in .CSV and cannot be more than 50 characters in length(total)
2. Column Names must match exactly (no extra spacing)
3. Must have exactly six (6) columns (no more, no less)
4. All columns must contact data and be in the correct format
5. None of the Columns can have a "Comma" in the text

Format Rules:
Call Date must be in MM/DD/YYY HH:MM (military time format) local time
Destination (the phone number the inmate called, must be only numbers and be 10 numbers in length
Duration (length of call), if your phone provider does not export this, they can be 0:00 (must be H:MM) format.

```
CallDate,Destination,JacketNumber,LastName,FirstName,Duration
03/11/2024 13:53,8653804600,26573,Rhodey,Randall,0:51
03/11/2024 13:50,8653804600,16510,Patterson,Joshua,0:58
03/11/2024 13:43,8653804600,31139,Copeland,Daniel,2:04
03/11/2024 13:37,8653804600,10074,Griffith,Odie,11:58
03/11/2024 13:36,8653804600,93247,Levine,James,10:55
03/11/2024 13:32,8653804600,94810,Gruber,Raeqwan,0:31
03/11/2024 13:24,8653804600,44477,Roach,Vincent,0:33
03/11/2024 13:18,8653804600,71898,Reese,Stephanie,1:19
```

This feature is a two-part process, 1-Import the CSV file, wait for email that is has processed, 2-Print Report
Currently this feature is located in Employee Records, Under Topics Menu
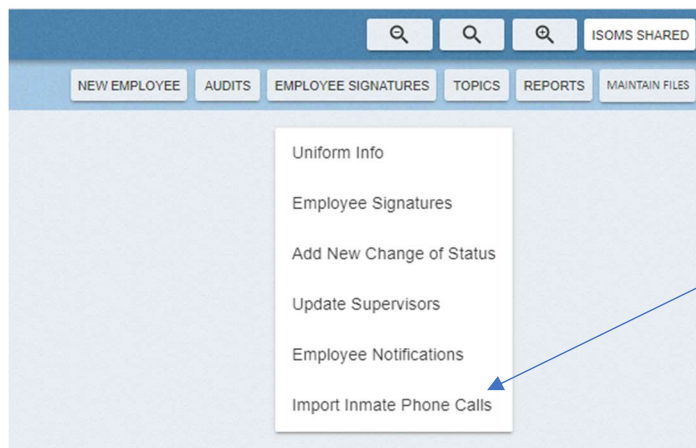
Click Select file and then browse for the CSV File and select it. Then click Upload
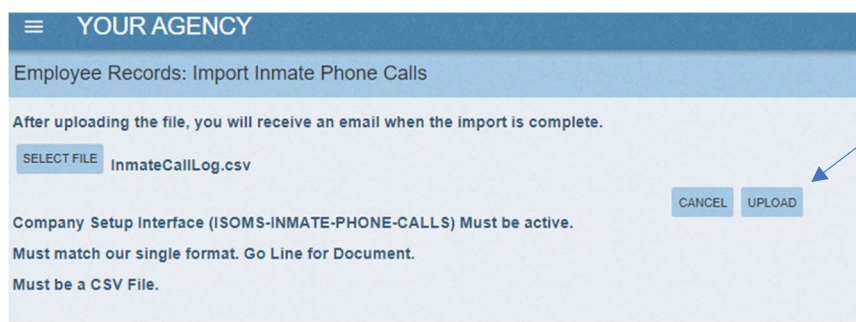
The system will send an email to the user that uploaded file.
There is also an Email Event if you want a group to know about it,
Email Event Name: **ISOMS-INMATE-PHONE-CALLS**

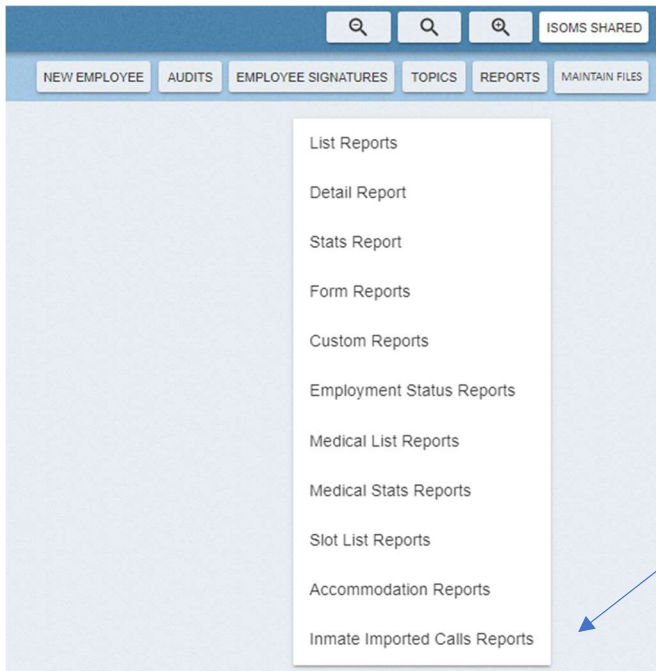Rows Evaluated are phone record rows + header row
Imported are actual imported records. My sample shows 0 as this file as already been imported
Records Existing. When processing if the Date/Time/Number/Jacket already has been imported it will skip
Records Invalid. Any record not meeting the formatting rules

Running the report
In employee records, Reports, **Inmate Imported Calls Report**

Report Styles

List By Inmate Name/Jacket

Group By Program

Group By Name

Group By Duration of Call

Group By Phone Number

Evaluate All Employee Phones – If checked will look at all phone numbers connected to employee. Home, Personal Cell, Emergency contact. If not checked, will only check Work Phone and Work Cell.