

IntelliAlert

FACILITATING EMERGENCY NOTIFICATION





IntelliAlert

When every second counts, a tested emergency notification plan is critical to the safety and wellbeing of your entire community. However, without a reliable automated system, you risk human error and long delays that unnecessarily endanger lives, property, and your organization's financial future.

The Amcom™ IntelliAlert™* solution speeds emergency notification by allowing designated staff to launch notifications from any location using speech recognition, IntelliDesk™, or a Web browser. User authentication ensures that only qualified users can launch the emergency.

> BENEFITS

- **Increases safety** by ensuring reliable emergency procedures are activated during times of increased stress and chaos.
- **Saves critical time** by contacting the right emergency personnel as quickly as possible.
- **Provides notification flexibility** by allowing notification to be launched from anywhere at any time.
- **Ensures response** by requesting confirmation of notification receipt.
- **Assists in planning** by requesting estimated time of arrival (ETA) to an emergency for each notification.
- **Launches more than one emergency procedure** at a time to an unlimited number of recipients across multiple modes of delivery, including phone, cell phone, pager, PDA, and VoIP.
- **Provides real-time monitoring** of launches and responses with Web-based administration tool.
- **Keeps a historical record** of all notifications and responses.
- **Includes reliable support 24/7/365** to ensure your system is working at peak performance.

* Amcom Software, Inc. acquired SDC Solutions in February 2009. IntelliAlert is the newly renamed product previously called IntelliSPEECH ENS.



> DESCRIPTION

IntelliAlert's main function is to initiate emergency notifications and monitor the status of the event in progress. The system is also able to send text messages, place outbound calls, receive inbound calls, and process responses.

The content of the text and voice messages contain emergency event details. Text messages may additionally contain specific instructions to call back into the system for further details or to provide a response. Recipients of a text message who are instructed to call back to the system hear a corresponding voice message.

Voice messages can be either pre-recorded or ad hoc. These notify the party of emergency event details. Additionally, some messages include instructions which the recipient needs to follow and respond to accordingly.

Requested responses generally regard the recipient's availability to acknowledge and respond to the emergency along with estimated time of arrival. In some situations, there is no request for response, and, in others, a simple response of 'yes' or 'no' may be required.

> EMERGENCY NOTIFICATION INITIATION

The system-initiated emergencies can be performed by an authorized user in two ways:

- Calling in to one of the inbound channels.
- Accessing the IntelliAlert Launch Monitor.
- Accessing via the IntelliDesk Emergency Procedures module.

Each emergency is predefined through IntelliAlert. When the authorized user has entered the proper emergency code the emergency is launched.

> EMERGENCY RESPONSE OPTIONS

IntelliAlert procedures can be configured to support varying levels of response requirements. The level of response is configured at the time the emergency is defined in IntelliAlert. The response can be collected either at the time of a successful out-calling or by a call back to the IntelliAlert response line in response to a text message instruction.

An emergency may have one of the following response types:

- No response needed, just play the message.
- Will you respond, yes/no?
- Do you acknowledge receipt of the message, yes/no?
- If you can respond, what is your ETA?

In addition, all calls can optionally support some form of recipient authentication, i.e., employee ID, PIN, password, or voiceprint.

How It Works

- User calls the IntelliAlert line and authenticates himself/herself to initiate emergency processing.
- IntelliAlert offers a list of pre-defined emergencies.
- User follows voice prompts to select pre-recorded message or records a new message to play when the call is answered.
- Outgoing lines call pre-defined list of individuals and play emergency message upon answer.
- IntelliAlert automatically retries unanswered contact attempts at predefined intervals.
- Transaction log is created to verify the receipt of each message for every outcall processed.
- Pre-defined contact list can be easily updated in real time and is immediately available for processing.

About Amcom Software

Amcom Software provides technology solutions for organizations that depend on speed, accuracy, and productivity to manage mission-critical, day-to-day, emergency and event-driven communications. Amcom Software's advanced solutions for call center communications, emergency management, wireless messaging middleware, and paging infrastructure are used by thousands of leading organizations in hospitality, healthcare, education, business, and government. Amcom's recent acquisitions of Commtech Wireless and SDC Solutions, along with the additions of Xtend Communications and Telident E911 solutions, further solidify the company's market leadership.



Integrate. Automate. Communicate.

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