

Automated Message Delivery System

An inexpensive software-based broadcast messaging solution

Benefits:

- Software-based broadcast messaging solution scales easily for organizations of all sizes
- Anywhere, anytime access — requires only a browser and phone to manage broadcasts
- Reach target audiences without using costly third-party services
- Deliver broadcasts to land mobile radios, overhead paging systems, PBX speaker phones, base station radios, surveillance cameras, and push-to-talk devices
- Works with existing voice networks using SIP or TDM connections
- Deploy using VoIP services from telephone providers and ISPs and integrate with existing infrastructure and integrated business applications
- Support custom integration with existing applications using standards-based APIs
- Easy to administer and use with no client downloads for low TCO

Benefits by Industry:

Financial Services

- Investment bulletins
- Stock quotes
- Business news

Healthcare Providers

- Appointment reminders
- Health tips
- Clinic wellness seminars

Education

- School closings/delays
- Parent-school communication for school emergencies and transportation issues
- Event and activity reminders;

Local Government

- Event notifications
- Construction projects with location and time frame
- Utility service interruptions with affected areas and duration

Professional Services

- Customer support bulletins
- Warm calling to customer base
- Service reminders

Public Safety

- Weather updates
- Emergency alerts
- Evacuation plans and updates

Sporting and Entertainment

- Game cancellations and delays to ticket holders
- Availability of season and playoff tickets and other special events
- Value-added service offered to sponsors for marketing activities

Features:**User Interface**

- Standalone or accessible via the OmniTouch My Teamwork™ interface
- Record outgoing messages using any telephone or upload recordings from any location (i.e. outside AMDS platform)
- Schedule and manage broadcasts via multiple supported browsers
- Upload call lists locally or from CRM, ERP, and SFA applications
- Create and edit call groups
- Review recordings using playback options (via phone or PC/sound card)
- User-accessible call lists and recordings

Message Delivery

- User specifies start and stop times
- Sets priority level-emergency, urgent, normal (default), low (release 6.0)
- Choose delivery to live person or live person/voice mail
- Request message receipt confirmation and option to join conference (release 6.0)
- Call retries on delivery failure

Reporting

- User accessible and administrator call logs
- Date/time, number, result, group, duration, and recording

Application Development

- Runs on the SIP to-the-core Advanced Communications Server (ACS) with SIP and XML APIs to support custom applications
- Integrate with ERP, CRM, and SFA systems and email applications