



EVENT
BROADCASTING
SYSTEM

Outbound Automation

Enhancing the functionality of the contact center
by utilizing multi-purpose dialing technology





Event Broadcasting System

- ✓ Automated dialing system functionality
- ✓ Multiple broadcast media support
- ✓ PBX and Carrier integration
- ✓ Unlimited database scalability

The Voice4net EBS system

The Voice4net EBS system is a state-of-the-art database driven telephony environment that provides call centers and public agencies the capability to broadcast time critical information to response teams quickly via the telephone.



The V4-EBS is foundationed on a solid design and architecture that has been used to broadcast voice messages to tens of thousands of participants in marketing and survey programs. Voice4net has developed that same successful design into an industrial strength platform that can perform mission critical tasks such as emergency broadcasting.

The V4-EBS may be configured as an intelligent dispatch system. Calls are either initiated by the IVR (Interactive Voice Response) or accepted from the outside and distributed in an intelligent fashion to emergency response teams (i.e. direct connect to pager, cell phone or email). This powerful IVR functionality allows the customer to create predefined data collection so that callers can perform self-helpfunctions without speaking with your emergency response members. This is accomplished by making simple selections using the keypad on their phone sets.

Also, response team members may be automatically connected to an emergency conference call to allow immediate planning and response strategy discussions.

As the emergency broadcast unfolds, team members can always reconnect to the conference call, because it stays in session as long as required, allowing team members to access the call as needed. The conference host can even get people connected to the call “on demand” with the touch of a few buttons on the keypad. This feature is extremely powerful and essential for the constant contact that may be required during an emergency situation.

The V4-EBS telephony platform is managed via a standard web browser and may be accessed by any secure location on the network. Unlimited broadcast lists can be created, and detailed descriptions and call strategies are maintained per list.

Unlimited phone numbers within the broadcast list may be defined or uploaded from existing standard contact databases.

Contact information is not limited to just pagers or cell phones. Several pieces of contact data may be maintained for each user in an expansive phonebook-style application. E-mail, home phone, cell phone, work phone, voicemail and other important contact strategies may be employed for each broadcast in any combination.



Once the system is defined, all that is required is for the user to place a simple phone call to the secured number, enter a security code, record a message, and choose the broadcast list. Broadcasts are just as easily initiated via the browser interface and pre-recorded messages may be stored for use with any broadcast event. Broadcast "Events" are stored permanently for future use and for historical reporting to review success rates and emergency drill procedures.

The platform is completely managed via a browser-style interface and can be remotely administered via secure HTTP connections or from anywhere inside the secure Intranet of an organization. The platform follows industry standard security procedures and can be customized to fit well within the IT and Telecom shared environments.

Automated Dialing

The EBS platform also may be configured as an automated dialing system. This allows the system to be used for notification and reminders. It also allows outbound contact centers to combine inbound IVR applications with outbound dialing applications for economy of scale. PBX or carrier lines can be used to allow for savings on monthly carrier costs and to eliminate the need for multiple ports/phones per agent. ACD integration may also be configured on certain phone systems to allow for load balancing and monitoring as well as tight integration with the Voice4net screen pop product (SPPS) for enhanced agent communications from the desktop.

APPLICATIONS INCLUDED IN THE EVENT BROADCASTING SYSTEM

<p>Utility or service outages</p> 	<p>Emergency Response team notification</p> 	<p>Community health related emergencies</p> 	<p>Outbound contact centers</p> 
<p>Severe weather warnings</p> 	<p>School closings, bus schedules</p> 	<p>Community Alerts</p> 	<p>Emergency drill & preparedness review</p> 
<p>Appointment Notification/Reminders</p> 	<p>Automated Surveys</p> 	<p>EBS</p> <p>EVENT BROADCASTING SYSTEM</p>	

Our Customer Premise Platform™ Is Your Interactive Telephony Solution



*...this device, with the right use,
is more powerful
than we ever imagined...*

—Alexander Graham Bell



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