

METASPHERE MASS ANNOUNCEMENT SERVICE



METASPHERE MASS ANNOUNCEMENT SERVICE MAKES IT EASY TO GET A PRE-RECORDED MESSAGE OUT TO A LARGE NUMBER OF CONTACTS. THE SERVICE IS INVALUABLE, WHETHER YOU'RE A CARRIER, TRYING TO CONTACT ALL SUBSCRIBERS THAT HAVE BILLS OUTSTANDING, OR A SCHOOL PRINCIPAL NOTIFYING PARENTS THAT CLASS IS CANCELED DUE TO BAD WEATHER.

INTUITIVE SERVICE

The Mass Announcement Service automatically places calls to contacts on a predefined contact list, and plays them a pre-recorded message. It can be configured to automatically retry contacts until they have answered and listened to the message, trying repeatedly until either a certain number of call attempts have been made, or an end date/time has been reached. Call attempts can also optionally be restricted to certain days of the week/times of day, to avoid calls being placed at inappropriate hours.

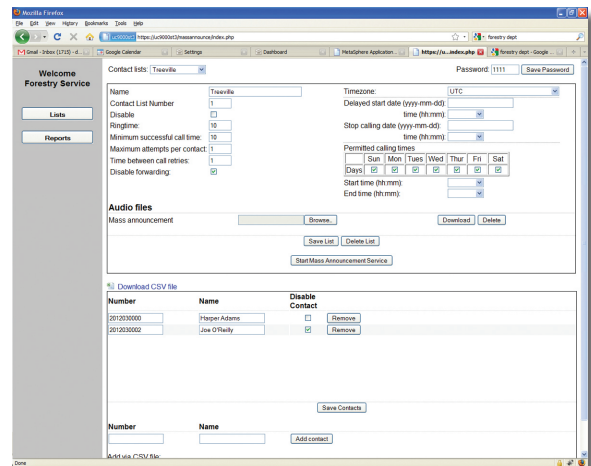
Administrators of Mass Announcement Service access the service via a Web user-interface that enables them to

- configure the list of numbers that should be called when the service is activated, either entering the numbers online, or uploading a CSV file
- upload the announcement that they wish to play
- “activate the service” (start placing calls and playing announcements), or configure a date and time in the future when the service should activate automatically
- configure options such as how long a call attempt should ring before being terminated, how long to wait before retrying an unsuccessful call, and whether call attempts should only be made between certain times (to avoid calling people during unsociable hours)
- view reports showing, for example, which contacts have or have not been successfully contacted.

Users can also record announcements and/or activate the service by dialing into the service via a TUI.

CONFIGURABLE CALLER ID

With Mass Announcement Service, you can optionally configure the caller ID to be signaled when placing calls (at the level of a mass announcement service admin). That allows you to alert the dialed party that the call is an important one (from their child's school, for example). If no caller ID is configured then “anonymous” is signaled instead.



Configure MetaSphere Mass Announcement Service via an intuitive on-screen user-interface.

METASPHERE MASS ANNOUNCEMENT SERVICE SPECIFICATIONS

SERVER HARDWARE

- Metaswitch UX4410 server
- Power:
 - 400W (-48V) power supply
 - AC (UX4410A) or DC (UX4410D)
 - -36 to -72 VDC
- NEBS Level 3 certified
- Can share with Music on Hold, Auto Attendant, Privacy Defender, Firebar and Conference Server subject to aggregate capacity limits

CAPACITY

- 2000 numbers in a single mass announcement list
- 100 contact lists globally
- 10 contact lists per mass announcement admin
- 100 mass announcement admins

PERFORMANCE

- 7200 maximum BHCA
- Two call set-up attempts per second (configurable default)
- No concurrent call maximum

CONTACT LIST IMPORT/EXPORT CAPABILITY

- CSV files

CUSTOMIZATION AND BRANDING

- Brandable with Service Provider logo, colors, fonts, etc.

LANGUAGE SUPPORT

- US English
- Canadian French
- Latin American Spanish
- UK English

ADMIN WEB USER INTERFACE

- Supports Firefox version 2 or 3; Internet Explorer version 6, 7 or 8
- Configure and maintain contact details for responders
- Upload announcements to be played to callers while responders are contacted, and to responders when they answer the calls
- Access detailed usage reports for calls to their Firebar numbers
- Administer other detailed configuration options

ANNOUNCEMENT RECORDING

- Via Web UI
- Via TUI

Date	Duration	Calls made	Calls completed	Calls unanswered	Calls short	Calls busy	Calls failed	End Type
2009-09-21 03:05:20 PM	00:00:26	1	1					Normal
2009-09-21 03:04:20 PM	00:00:26	1	1					Normal
2009-09-21 03:02:00 PM	00:00:15	1	1					Normal
2009-09-21 02:57:59 PM	00:00:16	1	1					Normal
2009-09-21 01:35:31 PM	00:00:27	1	1					Normal
2009-09-21 01:29:59 PM	00:00:26	1	1					Normal
2009-09-21 01:13:57 PM	00:00:16	1	1					Normal
2009-09-21 01:06:14 PM	00:00:28	2	2					Normal
2009-09-21 01:05:40 PM	00:00:17	2	2					Normal

Review completed call reports with the MetaSphere Mass Announcement Server.

RELATED BROCHURES

SEE ALSO:

- MetaSphere Overview
- UX4410