



XOP Networks
EVERYTHING OVER PACKETS

XOP Networks™ Group Alert and Conference Server™ for Enterprise



Each day presents situations that can benefit from a smart, powerful and efficient communication system to assist organizations in getting information, updates and the ability to communicate in real time to employees, customers and emergency organizations across a wide variety of communication devices and networks.

The ability to communicate to employees in mass can mean the prevention of lost dollars in productivity and revenue as well the safety of employees. This system should convey information quickly and efficiently, be cost effective and provide powerful features to address a crisis situation.

The Group Alert and Conference Server™ from XOP Networks™ is such a system. From handling information updates such as weather alerts, sales meeting updates to emergency group notifications and emergency event conferencing. The Group Alert and Conference Server is a day to day workhorse as well as a key component to your business continuity and disaster recovery plan.

With the Group Alert and Conference Server one call into the system can trigger multiple types of messages including voice, text and email to thousands of individual recipients.

Alert and Inform

- Send messages to hundreds or thousands of employees with one call into the system. Set up multiple message types from text to email to voice
- Alert the sales team of an upcoming conference call or an information request, use the automated response feature for employees to indicate receipt and acknowledgement
- Inform employees of closings, delays or to enact emergency procedures such as moving to an alternate site
- Get in touch with employees with inquiries on picking up additional shifts
- Contact consumers with reminders for late payment, disconnection notices or power outages

Communicate and Confer

- Send text messages and emails while simultaneously sending pre recorded or real time composed voice messages, all from the same system
- Give detailed instructions using voice messages to multiple people with one phone call
- Find Me capabilities continue to locate an individual and deliver the message to multiple numbers. The system will keep trying until message is received and/or acknowledged
- Allow teams members to coordinate while being in different buildings, states or countries
- Scheduling regular conferences such as training or day to day events is easy with tight integration with Microsoft™ Outlook™



Organize and Direct

With Firebar Conferencing, first response teams and safety organizations can conduct conference sessions during emergencies with both internal and external agencies. All Firebar conferences are automatically recorded. A useful tool for training purposes or situation debriefs.

In Emergency Situations;

- Coordinators can alert and bring into a conference all necessary decisions makers from internal and external emergency responder groups including fire, EMS and police
- Perfect for local response teams to coordinate members of all responding groups
- Notify employees via email, text, voice, IM and screen pops
- Additional outside contacts can be stored in the address book and contacted at any time. Link local emergency personnel such as fire, EMS and police with a quick mouse click. Have additional contact information for local hospital, hazardous material and state or federal organizations

For Day to Day Use;

- Conduct daily or weekly conference calls without the expense of per minute service charges
- Quickly update all members of your team with one phone call

The XOP Advantage

- In house solution - Save on monthly recurring charges and external security concerns
- Lower CAPEX - Group alerting and emergency conferencing in the same platform
- Lower OPEX - Use of VoIP minimizes monthly recurring network charges
- Return On Investment - When not handling emergencies, use for day to day conferencing and non-emergency information distribution
- Accurate Message Delivery - Synchronize with user database to define granularity of message delivery
- Multi-modal - Deliver messages in multiple formats for maximum coverage



Messaging Features

Multiple Group Creation: For recurring messages to key groups, pre-load the group names and individual numbers into the system for quick message creation and delivery. Have additional emergency contacts in your address book so no time is lost during a situation.

Multi-modal Message Delivery: The system can deliver voice based notifications via PSTN to landline and cellular phones and through VoIP over the internet. Send text messages via short message service(SMS), email, pagers, instant message(IM) and computer screen pop. Voice and text messages can be sent separately or simultaneously. Enter text information and have the system deliver a voice message via 'text to speech' or record and send a voice message.

Single Phone Call Initiation: Approved administrators can dial into the system and based on the calling number (ANI) and/or the dialed number (DNIS) and message activation pin, initiate a message. This very quick method is secure by the ANI/DNIS/PIN match.

Instantaneous Message Creation: Since it is not possible to predefine messages for every kind of emergency situation, the system allows instantaneous creation of the alert message, at the time the alert is to be sent. The IVR system will prompt the user to record the notification message as part of the triggering process. This allows maximum flexibility in conveying accurate details.

Ease of Recording Messages: A user can record a voice message by dialing into the system and then respond to a few IVR commands. This message is then communicated to the selected individuals or groups. Record and store several different types of messages in advance from standard messages such as a reminder for a monthly meeting to a pre-set emergency message such as a fire drill. Messages can be created and sent in real time to pre-existing groups for special situations when more specific information needs to be communicated.

- Home
- Users
- Groups
- Conferences
- Group Alerts
- Firebar Conferences
- Realview
- Prerecorded Messages
- Reports
- Manage Profile
- Help
- Log out

Defined Group Alerts

Add

Delete

ID	Total	Done	Not Done	Subject	Type	Status	Edit	Delete
12	1	0	1	Emergency Building 1	Dialin	PIN=21929; Not triggered yet	Edit	<input type="checkbox"/>
13	1	0	1	Emergency Building 2	Dialin	PIN=95902; Not triggered yet	Edit	<input type="checkbox"/>
14	1	0	1	Delay-Weather	Dialin	PIN=47810; Not triggered yet	Edit	<input type="checkbox"/>
15	1	0	1	Contingency Plan Alert	Dialin	PIN=66439; Not triggered yet	Edit	<input type="checkbox"/>
16	1	0	1	Emergency Response Team	Dialin	PIN=83668; Not triggered yet	Edit	<input type="checkbox"/>
17	1	0	1	Late Payment Notice	Dialin	PIN=50955; Not triggered yet	Edit	<input type="checkbox"/>
18	1	0	1	Weekly Sales Conf Call	Dialin	PIN=80265; Not triggered yet	Edit	<input type="checkbox"/>

Caller ID Insertion: Specify a caller ID number to be sent along with the outgoing voice message. This distinguishes emergency calls from non-emergency calls. By storing this number in a mobile phone address book, the name "Emergency Call" can be displayed when an emergency message is being received.

Text to Speech Based Message Creation: A web-based user interface can be accessed from anywhere via the internet making it easier to administer messaging sessions. Messages can be created via 'text to speech' conversion technology.

Message Preview: Links to the recorded messages are displayed in the user's account area on the system. With a click of their mouse, the user can listen to and if needed re-record the message. A great way to set up weekly or monthly reminder messages as well as basic group alert messages.

Built in 'Find-me' Capability: The system will attempt to deliver voice messages to a user's listed contact numbers in succession. This assures that the intended party receives a message without clogging the network with unnecessary repetitive phone calls.

Recurring Calls: For messages that need to be sent out periodically, the system provides the flexibility of setting up messaging sessions on an hourly, daily, weekly or monthly schedule. This can be a great time saver when sending out a meeting reminder to multiple people.

Message Delivery with Feedback (voting): The system allows provisioning of feedback based upon DTMF digit inputs. A message recipient can indicate his/her preference by pressing DTMF digits. For example, after hearing the announcement, the recipient may be asked to press '1' if he/she will attend a meeting, or '2' if not. The system automatically tallies all the digits and summarizes the results and posts them in the user's account.

Multiple Message Delivery Modes

On the Fly Message Delivery: Create call-out groups in advance using the web based user interface. When needed simply call into the system, provide the activation pin, record a message and then press # to initiate message delivery. The system will instantaneously start delivering the recorded message to all members of the group.

Pre-recorded Message Delivery: Record and store multiple messages ahead of time. When needed, call into the system, provide the activation pin, and then press # to initiate message delivery. The system will instantaneously start delivering the pre-recorded message to all members of the group.

Email Triggered Voice Message Delivery: A user or a computer can send an email to the system with specifics of the message that needs to be delivered. The system will parse the email for information, convert text to speech and then will deliver the selected message to the members of the desired group.

Scheduled Message Delivery: After recording one or more messages, a user can schedule the delivery of messages during a preferred time window. Additional filters are available that control the message delivery.

Answering Machine Detection: Using sophisticated algorithms to detect answering machines, the system can be configured to either leave a message for the recipient or move to the next number in sequence.

System Features

Flexible Database: Multiple ways for entering contact information into large databases is provided. Information can be entered manually or by downloading files in CSV or other popular database formats.

Synchronization with External Databases Using LDAP: The system's LDAP client allows periodic synchronization with external databases such as Microsoft® Active Directory that support LDAP servers. This allows automatic updates to various call-out groups configured on the system.

Voice Quality: The system uses state-of-the-art hardware with extensive Digital Signal Processing based algorithms that result in crystal clear audio quality.

Scalable Number of Ports: The system can be equipped from one T1/E1 (24/30 ports) to 10 T1s (240/300 ports) in one industrial grade chassis. For higher densities ATCA and Compact PCI based chassis options are available.

User Interface Customization: The template driven user interface can be customized (logo, colors, etc.) to an organization's brand.

Real Time Status Reporting: View messaging sessions in real time. See the status of each call as it is being made and the overall status of the entire messaging session. The system provides a graphical view of the percentage of call completions, calls answered by answering machines and undelivered attempts.

Real Time Call Session Management: Web-based controls for managing call sessions in real time are provided in an easy to use control panel. With a few mouse clicks a user can at any point stop and then re-start a call session.

Call Activity Report: Call activity reports are automatically created capturing all call processing events associated with the messaging session as the calls are dialed out. The report is then posted in the user's account for future reference.

High Availability Architecture: The system can be deployed in geographically separated locations in a 1:1 hot standby configuration. Automatic database replication between locations, along with disk-mirrored hard drives in RAID-1 configuration ensures maximum uptime.

Automatic Health and Usage reports: The system will send automatic reports to the system administrator on a periodic basis. The reports provide valuable data about the overall health of the system and system usage in the period specified.

Backup and Restore: Backup of all critical configuration data including user information, database, scheduling information, recorded messages is done automatically. The backup can be performed at predetermined times or on demand.

Remote Management Access: A separate management interface is available that can be accessed over the Internet for routine performance checks on the system.



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