NetVanta UC Notification Server

"This is a reminder to make your six-month dental checkup appointment." "This is a reminder for your car service appointment tomorrow at 8 am." "Tornadoes have been reported in your area, please take shelter." "There is a power supply failure on Server ADTN12." "Please indicate your satisfaction with your recent repair." You've just been notified by the NetVanta® Unified Communications Notification Server, which provides rapid and automated delivery of emergency notifications as well as routing reminders. This enables you to unleash the power of communications enabled business processes freeing up valuable resources for task which cannot be automated.
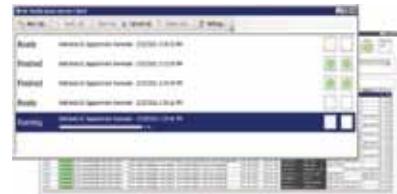
ADTRAN®'s NetVanta Unified Communications Notification Server is an automated notification application designed to deliver outbound information by phone and/or by email. As an extension to ADTRAN's NetVanta Unified Communications, it uses the Out-dialing capabilities of NetVanta UC, in conjunction with the information contained in a customer's database or business process systems to dispatch reminders.

Notifications can be triggered manually, or configured to run automatically based on a preset schedule or event. The Notification Server is capable of determining whether a call is answered by a live person, an automated answering device or fax machine, and follow a pre-configured action or rule (leave a specific message, send a fax, transfer call). Once a call is answered by a live person, the notification specific information is played, and the person can be provided options to confirm receipt, cancel appointments, or transfer to a live person

NetVanta UC Notification Server can integrate with many different types of business process applications (Practice Management Systems, Electronic Medical/ Health Record Systems, CRM Systems), as well as ODBC compliant Databases (SQL Server, Access, MySQL, XLS files, and others) or CSV text files.

Product Features

- Provide customized messaging to large audiences by:
  - ❍ Automating outbound notification calls
  - ❍ Sending email notifications
- Deploy up to 200 simultaneous notification calls (dependant on equipment and licensing)
- Manual or automatic (scheduled or event triggered)
- Password protect outbound messages and announcements
- Integrates with:
  - ❍ Various business process applications
  - ❍ ODBC compliant databases
  - ❍ CSV text files
- Manual or automatic retrieval or selection of contact information for notifications
- Customization of notification "jobs" based on pre-configured criteria and filters:
  - ❍ Number of days in advance of date
  - ❍ Number of call attempts per phone number (up to five phone numbers)
  - ❍ Retry intervals
  - ❍ Notification types (reminders, alerts, events, campaigns, etc)
  - ❍ Locations, procedures, resources and/or personnel for which notification calls should or should not be made
- Configurable "time of day" during which notification calls should or should not be made
- Use text-to-speech to read text data during notification calls

- Ability to:
  - ❍ Use built-in Inbound IVR to record notification messages and initiate notifications or campaigns via touch-tone telephone
  - ❍ Display Caller ID of organization sending notifications
  - ❍ Detect automated answering device and take predefined action (leave message, call next number, transfer, etc)
  - ❍ Detect fax machine and take predefined action (send fax, call next number, transfer, etc)
  - ❍ Update databases or business process applications with data from the notification results
- Provide recipients of notification calls with the options to:
  - ❍ Accept /decline
  - ❍ Confirm receipt and/or their intention to attend
  - ❍ Transfer to a live attendant for tasks such as rescheduling
- Detail logging of notification results: invalid or busy number, not answered, answered by person or machine, answered by fax, and option selected by recipient (confirmed, declined, transfer)
- Multiple options for receiving and reviewing notification results: via automatic email with attachment, within the UCNS Client application, or exporting them to a CSV file

Smart Solutions for a Connected World.

ADTRAN®

Popular NetVanta Unified Communications Notification Server Applications:

Appointment Reminders
- Medical Practice appointment reminders— customized to each patient
- Medical Follow-up or check up reminders
- Service Industry appointment reminders
- Automotive appointment reminders

School Notifications
- School closing information
- Cancelled or scheduled changes in classes
- Campus violence
- PTA/PTO meeting reminders
- Early dismissal reminders
- Policy reminders
- Absentee notifications

Emergency and Alert Messaging and Notifications
- Severe weather alerts and warnings
- Police and Fire messages
- Missing children alerts
- Volunteer mobilization
- Health and medical alerts
- Public Safety alerts and warnings
- Community notifications
- Product Recalls
- Service outage notification
- Crime in the Area

Campaigns, Marketing, Sales Calls and Company information
- Webinars
- Robo Calling
- Events

Status of Services
- Lab results
- Orders
- Shipments
- Repair Status
- Product Recalls
- Service Personnel ETA
- Inventory Status
- Flight schedule changes
- Account Balance Status (Outstanding Payment)
- Loan Status
- Irregular Account activity

Automated Surveys

■ Customer Satisfaction

Product Specifications

Integration Options

■ Integration to any ODBC Compliant Database:

❏ SQL Server (2000, 2005, 2008)

❏ MySQL ❏ Oracle

❏ Access ❏ XLS files

❏ Others

■ HL7 Interfaces to most EMR, EHR and Practice Management Systems

■ Integration to many popular CRM and ERP Systems

■ Use of data exported to CSV, TAB or Fixed Length Text Files

■ ODBC Database Capabilities include:

❏ Retrieve, update, add, delete data

❏ Retrieved results navigation (move to first, last, next and previous rows)

❏ Dial for data–similar to dial-by-name

❏ Multimedia–voice, fax and text-to-speech support

❏ Data types–audio, date, day of week, day of year, fax, logical, number, phone number, text, time of day, time range

Out Dial Service Creation Environment Features

■ Drag-and-drop visual service editor

■ Answering Machine Detection

■ Text-to-Speech

■ Dial-by-name or extension

■ Time-of-day/day-of-week schedules

■ Local user time zone support

■ 42 drag-and-drop service elements

■ 16 basic elements

■ 19 advanced elements

■ 7 database elements

■ 27 elements include embedded database integration

■ 23 built-in variables for date, time, parsed calling and

called party numbers, names, matched contact name, unique identifier generation, etc.

Speech Engine

■ Use Text To Speech to read the following text data over the telephone:

❏ Names

❏ Dates and Time

❏ Numbers

❏ Monetary amounts

❏ Special Messages

❏ Addresses

❏ URLs

❏ Database query results

■ Ability to customize Text-to-Speech playback

Server Configuration

■ Hardware (minimum)

❏ **CPU:** Intel Pentium Dual-Core (E2140)

❏ **RAM:** 2GB, 4GB (Windows Small Business Server 2003) and 6GB (Windows Small Business Server 2008)

❏ **Hard drive:** 80GB (usable space)–7,200 RPM

■ Windows Operating Systems Supported:

❏ Windows Small Business Server 2008

❏ Windows Essential Business Server 2008

❏ Windows Server 2008

❏ Windows Server 2003

❏ Windows Small Business Server 2003

❏ Windows XP Professional

■ Network Card minimum: 100 Mbps

■ Peripherals: mouse, keyboard, monitor (opt.), CD ROM

TL19.1270

NetVanta UC Notification Server

Ordering Options

Equipment	Part #
NetVanta Unified Communications Notification Server	1952NSGENG1

- This product is not to be sold as a standalone product, it only applies to customers that already have or are purchasing a base UCS, BCS, ECS or BAS systems.
- Other required products:
  - ❏ Server Platform
  - ❏ ODBC Connector License
  - ❏ Channel Licenses (1 for each simultaneous call)
  - ❏ Text-to Speech (1 per channel)
- Partner must hold UC Specialization, plus have successfully completed the Advanced UC Applications and Services training course, or else they will have to sell Business Integration Services (Professional Services) or ACES UC installation services, and Software Assurance in conjunction with this product.

Benefits

- Organizational cost reduction
- Reduction in lost time
- Increase revenue by reducing appointments no-shows, and making proactive reminders for follow up
- Simple implementation and administration
- Flexible configuration
- Customizable notifications to provide special information or specific instructions
- Record emergency notifications at a moment's notice and deploy
- Flexible scheduling
- Notification reports provides feedback that can help to resolve missed appointment disputes, reduces legal liabilities, and determine required follow up actions
- Quick Return on Investment (ROI)