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