

Alert ME

The ultimate way to plan and dispatch notifications for incidents, events and disaster plans



Alert ME provides effective ways to issue appropriate alerts based on the occurrence of an event. The application will allow you define inbound triggers and the associated outbound alerts that are then delivered to customers and staff.

Quick returns on your investment

By utilising the latest in Integrated Voice Response (IVR), the **Alert ME** application can

- Eliminate simple repetitive calls to cut call volumes and staff costs
- Generate revenue through subscription services
- Reduce inbound call volumes during incidents
- Enhance customer satisfaction with timely service updates
- Reduce service-restoration times for critical incidents
- Enable staff to concentrate on resolutions whilst keeping them informed

“Alert ME allows us to send messages to large groups of students, from lectures being cancelled to full campus lock-downs”

UK University



Alert ME

The ultimate way to plan and dispatch notifications for incidents, events and disaster plans

Alert ME features & benefits

- **Alert ME** allows you to provide customers and staff with timely notifications and updates.
- **Alert ME's** intranet portal allows users to design and maintain their own notification plans.
- **Alert ME** notifications can be provided using SMS, text-to-speech, email or pre-recorded voice clips.
- **Alert ME** is an ideal way to ensure that tailored notifications get delivery to the relevant people.
- **Alert ME** services can be provided on a subscription basis: for example sports results, or share price movements.
- **Alert ME** is completely scalable, from a few alert messages per day to many thousands.

Alert ME tailored to your needs

The following options can be configured with the **Alert ME** application

- Deliver your customer notifications using SMS, text-to-speech or pre-recorded voice clips.
- Trigger notifications as a result of a phone call, SMS, email, SNMP message or custom event.
- Design and maintain your own alert plan using the application portal.
- Issue message notifications, contacting a large set of individuals as quickly as possible.
- Alert plans can take rotas, time/day, skills and locations into account.
- Include ads and corporate messaging in subscription-based alerts.
- Standard reports available in many formats, including web browser, PDF and Excel.
- Issue escalating alerts notifying one contact at a time until a contact accepts and acknowledges the message.

A Flexible Approach

Alert ME is a key application module within our packaged self-service suite. It can be integrated seamlessly into your existing environment, either as a standalone module or along with other **ME** application modules. These packaged solutions are available either on-premises or as hosted deployments providing reliable, flexible and scalable on-demand services.

About ME

ME is a set of pre-built voice and media enabled applications designed to help organisations improve productivity, extend self-service and empower their workforce.

ME utilises CTI, IVR and SMS to deliver twelve standard applications, ranging from **Pay ME**, which takes secure card payments from customers, to **Schedule ME**, which enables organisations to automate appointment requests.

Each application can be deployed individually to address a specific issue, or applications can be combined to address even the most complex of requirements.

Further information:

If you would like further information on the **Alert ME** solution or any other of the **ME** applications please:

Call us: **+44 (0)800 082 6282**

Email us: info@ctilabs.com

Visit: www.ctilabs.com



Pay ME



Tell ME



Send ME



Alert ME



Ask ME



Q4 ME



ID ME



Remind ME



Schedule ME



Connect ME



Conference ME



Fax ME

Call us: **+44 (0)800 082 6282**

Email us: info@ctilabs.com