

Mitel Mass Notification

Award-winning intelligent notification solution

Mitel Mass Notification is an award-winning intelligent customer and employee notification solution that enables faster delivery and acknowledgment of vital information across a wide range of channels and devices to key stakeholders and targeted groups.

Connect with the Right People at the Right Time

From routine day-to-day activities such as billing notices, order status, employee communications and appointment reminders to crisis-oriented events such as outages, recalls, and emergency response, Mitel Mass Notification allows companies to deliver timely information to the right people at the right time, using the recipient's preferred mode of communication.

Key Benefits

- **Optimize Daily Operations**
Automate communications for order status, employee notifications, outages, billing notices, special offers, etc.
- **Improve Customer and Employee Satisfaction**
Deliver real-time, personalized and interactive notifications over the user's channel of choice
- **Reduce Operational Costs**
Proactive customer outreach via their preferred channel reduces up to 75% of call center volumes
- **Drive New Revenue**
Notify customers of promotions, events and limited time offers using their media of choice
- **Enhance Crisis Response**
Respond quickly and accurately to crisis-oriented events; communicate rapidly and clearly to employees and stakeholders
- **Improve Transparency**
Generate real-time reports consisting of auditable records of open, acknowledged and closed issues



Initiate

Trigger notification via the web or a phone call using a landline phone, IP phone, computer or mobile device



Notify

Send voice, audio and text notification to a variety of personal and mass communication devices



Acknowledge

Recipients acknowledge messages by replying via their channel and device of choice



Report

Admin runs real-time reports on broadcast progress: confirmed, unconfirmed, failed



Powering connections



Multi-Modal Features

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| Multi-Point Activation | Flexibly initiate an alert or a page from a landline phone, IP phone, computer or mobile device |
| Advanced Text Notification (SMS) | Send text alerts to mobile phones with the option to request acknowledgment from recipient |
| Computer Desktop Notification | Fast, reliable and intrusive messages to computers, laptops, and digital screens across the campus |
| Divisions | Define roles and permissions based on your corporate structure, groups, etc. |
| Precision IP Paging | Web-based map view to page and broadcast customized messages to speakers and phones with granularity on a campus, building, hallway or room basis |
| SIP Endpoint Support | Speakers, such as BlazePoint™ Talkback IP Speaker, flashers, dry contacts, etc. |
| Text-to-Speech | Send live or pre-recorded text-to-speech messages via SMS, phone, mobile, and overhead paging |
| Find-Me, Live Conferencing | Ensures stakeholders are reached through sequential phone numbers and connected to a live conference call for group discussion and instruction |
| Email | Coordinate email alerts with other mediums as part of a layered notification plan |
| Common Alerting Protocol | Exchange emergency information between CAP-compliant devices and services |
| Social Media Channels | Send messages via social media channels such as Facebook and Twitter |
| Campaign Broadcasts | Personalize messages for each recipient |
| Preconfigured Broadcasts | Create messages and select recipients for routine broadcasts or to communicate quickly during an emergency situation |

Proven Uses

- **Real-Time Communications**
Using channel of choice, customers notify managers and staff of tasks that require immediate action
- **Recalls**
Automate recall notification to key stakeholders where immediate action is required
- **Critical Issues**
Notify stores regarding notices, product issues, policy change
- **Secret Shopper**
Multi-channel tools for secret shoppers to notify managers and staff of tasks that require immediate action
- **Routine Communications**
Notify people to fill shift; billing notices, appointment reminders, order status
- **Outage Notification**
Automated notification for unexpected outages, planned outages and outage restoration
- **Customer Care**
Notifications for welcome messages and appointment reminders
- **Marketing**
Promos, coupons and loyalty programs via customer's media of choice