▷ BrightArrow® Digital Voice Dialer

Parent Notification System for Illuminate ISI

Digital Voice Dialer is a hosted, Web-based automatic dialer and mass notification system. It is a powerful yet easy-to-use auto dialer designed to dial and speak to people on their cell phones, home phones, associated voice mails and answering machines. Digital Voice Dialer also bursts out SMS texts and e-mail messages.

Feature List Overview.

- Quickly calls, e-mails and texts to mass deliver messages to all parents, faculty, and staff.

- Because the system uses top tier phone connections, it delivers crystal clear audio.

- Allows an unrestricted number of phone numbers and e-mail addresses for each student, faculty and staff member.

- An authorized user can submit messages either through the secure Web interface, a smart phone, or by dialing into a toll-free number.

- The user can choose any combination of voice, e-mail and text messages when they create the message that they want to send out.

- **BrightArrow also provides School-Branded Mobile Apps and School/District Websites (additional charges apply).**

For more information, call us at 800-649-9660, say Sales.

> ### Four quick steps to create and launch a message:
>
> 1. Click on the list (or lists) to which you want to send the message,
> 2. Click on Create Message to choose which type of message (any combination of voice, text, e-mail),
> 3. Record or type the message (or both), and
> 4. Click on Send Message Now or Schedule Message.

Parent Notification in Schools.

The BrightArrow system operates from hosted servers located in secure, geographically dispersed locations. The service is available for usage 24x7x365 via its Web interface. It includes a toll-free dial-in number for launching calls by entering the ID and password for pre-configured lists and recording the message during that call.

The system delivers the messages at very fast speeds. For voice calls, the BrightArrow system reliably speaks the full message upon a live answer and leaves a full message after the beep of a voice mail. When it hears a busy signal or no answer, it will retry two more times at 30 minute intervals, or whatever interval you choose.

Welcome to BrightArrow Target!
Logout

~BrightArrow® Technologies, Inc.

MY LISTS

24x7 support:
425-558-2100
(say "Tech Support")
Help

Click directly on the list name (recommended), or select lists and choose an Actions menu item.

* Select an Action *

Minutes Used: 61; Available: 939

Select	Sent	Message	Size	Detail	List Name
☐	8/15/13	1/2/15	1276	🖉	Adams Elementary - All Students (sync)
☐	---	3/17/15	346	🖉	Adams Elementary Faculty and Staff
☐	---	3/23/15	160	🖉	Adams Elementary Grade 1 [Nancy]
☐	---	2/4/15	162	🖉	Adams Elementary Grade 2
☐	---	3/23/15	153	🖉	Adams Elementary Grade 3
☐	---	4/6/15	149	🖉	Adams Elementary Grade 4
☐	3/20/15	2/6/15	8/10	🖉	Daily Attendance Calls
☐	---	1/14/14	24/25	🖉	Daily Tardies
☐	---	4/13/15	1/3	🖉	Emails for Report Cards: Parents
☐	1/22/15	1/22/15	2/3	🖉	Emergency Alert Team
☐	---	None	8	🖉	Free Community Portal {Free Portal}
☐	---	10/9/14	2	🖉	Lunch Balance Negative
☐	---	2/4/15	4	🖉	Parent Portal for Adams Elementary

User Accounts.

You can create an unlimited number of users to separate and control access to different groups, lists, and reports.

Each account can be assigned a default Caller ID, such as the building site's phone number or an attendance hotline, and that number can be overridden by authorized users if necessary.

Since there is an unlimited number of user accounts, teachers can have their own logins to send messages to their students' parents.

Database Integration.

Integrated with or can import from most student information systems, including **real-time Illuminate integration.**

~BrightArrow®
Technologies, Inc.

GROUPS

Groups and Subgroups.

A distribution list can be separated into subgroups based on contact characteristics, such as grade or teacher.

A user can check or uncheck any members of a group for an ad-hoc subset of the group for a notification.

Duplicate phone numbers are not called – the dial report identifies each as "Duplicate: Not Called."

Operations such as creating or launching a message can be done for multiple lists at once.

EDITING LISTS

Editing Lists and Contacts.

Users can add, remove, or change settings on lists for which they have permissions.

A user can edit an existing contact simply by adding, editing, or deleting contacts, or temporarily disabling individual contacts they do not want to call.

Each contact can have many phone numbers and e-mail addresses. For voice calls, you can choose whether to call all numbers for a student, specific numbers, or call each number until the message is delivered.

Message Creation and Delivery.

The system can deliver thousands of simultaneous calls.

MESSAGE CREATION

Voice Messages can be: (1) Pre-recorded using the user's telephone, (2) Spoken using a computer voice from a typed message, or (3) A multi-part message that may mix pre-recorded, typed, and generated parts (such as a student's name and absent periods in an attendance call or dollar amounts in a tuition balance due call).

While recording a message over the telephone, a user can play it back and re-record during that call or listen to it and replace it afterwards.

An authorized user can designate the start and end times for a message, or can send it immediately.

The message page includes a notepad for transcribing and saving the message contents.

When delivering the message, the system displays the Caller ID of the school or a user-provided phone.

Uses a uniquely reliable algorithm for accurately detecting when to speak a message to a live person as well as to a voice mail message, assuring that the voice speaks immediately and always leaves a full message.

Voice message recipients can replay the message by pressing the Star Key.

Allows a "No Call List," plus a mechanism for preventing the accidental scheduling of calls late at night.

A "CC" feature allows specific administrators to receive all notifications sent to selected lists.

Multi-language: Over 20 languages.

Messages that are typed in English can be translated to and spoken in supported non-English languages.

Reports.

Transmission reports, available immediately upon the notification commencing, show details for each message attempted, including a summary and graph.

Any phone number, e-mail or name can be searched within a single report or spanning all reports.

If you choose, you can have the report automatically e-mailed to any number of administrators.
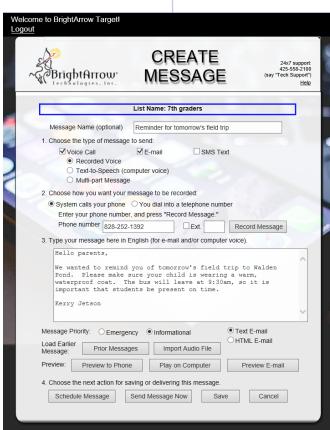

Parent Portal

An optional Parent Portal for the purpose of retrieving prior messages and updating notification numbers and e-mails can be made available to parents.

A report is available of changes made by parents so that the your system administrator can retrofit those changes back into your SIS if they choose.

Emergency and Anti-Bullying Hotline

Your school can have a dedicated phone number specifically for the purpose of two-way emergency notification.

Students are provided a special phone number to call or text. The voice or text message is immediately distributed to those designated as the Emergency Response Team. If anybody on that response team replies to the text or voice message, the originator receives the reply, as does the other members of the response team.

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