BrightArrow® Digital Voice Dialer

The world's easiest and most cost-effective mass notification system

OVERVIEW

Digital Voice Dialer is BrightArrow's mass notification solution for delivering voice, text and email messages to large numbers of people quickly. It includes the **BrightArrow Target** hosted web interface, delivering reliable and instant voice notification at a much lower price and with more reliable results than other services.

Digital Voice Dialer can load phone numbers and email addresses from your existing data sources, such as your practice management system. It can be scheduled to automatically call daily for purposes such as appointment reminders, event announcements, weather cancellations, collections, or just about any other announcement that you need to make to a large number of people at once.

The system automatically dials a pre-defined list of phone numbers and speaks an audio message to the recipient or their voice mail. It also delivers SMS texts and email messages.

The message can include any combination of customized chosen information, such as the call recipient's name, the time of the appointment, the dollars owed, and even special instructions that may vary from call to call.

If a live person answers, it speaks immediately. If an answering machine or voice mail answers, it reliably leaves the full message after the beep. If there is no answer, the system will call back a few times after a user-programmable wait period.

The BrightArrow improves attendance at scheduled appointments, and can run automatically and hands-free.

With over fifteen years of extensive product development and state-of-the-art voice technology, BrightArrow delivers one of the most flexible and powerful healthcare notification systems available anywhere.

For pricing information, or to schedule a live webinar demo, please call us at 800-649-9660 and say "Sales."

BENEFITS

Features an easy-to-use Target Web interface for fast access from anywhere.

Calls, emails and texts to mass deliver messages to any pre-defined list of people.

Delivers tens of thousands of calls quickly.

Messages can be sent from the BrightArrow mobile app (iPhone, Android)

Can integrate directly with your contact database for automated synchronization

HIGHLIGHTED FEATURES

Import function to quickly populate dial lists with data from your contact database

Messages can be composed of recorded audio or Text-to-Speech for speaking names

Dial lists can be pre-scheduled, and even automatically delivered daily

System can manage any number of lists

Dial results are delivered to an administrator in an easy to read email report

***Fast and accurate* detection of human voice vs. an answering machine, thus reliably delivering full messages**

Auto-redial for "busy" or "ring no answer"

Web interface for easy usage, with alternative dial-in toll-free number and mobile apps, giving several ways to send messages

VOICE DETECTION

Unique to Digital Voice Dialer is BrightArrow's proprietary **automatic voice detection** to intelligently distinguish between a live person answering the phone versus an answering machine. The accuracy of determining when to speak the message is significantly higher than other services; therefore the percentage of messages delivered is the highest on the market.

Remember your appointment at 2pm tomorrow with Ms. Hyu
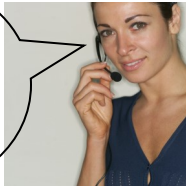
Examples of usage:

- Reach out to existing customers, prospects and partners to generate new sales

- Notify customers of limited-time offers with an option to act

- Automatically call business prospects from list to generate incoming sales flow

- Call groups of people to assemble them for projects or contract opportunities

- Notification of special events

- Reminders of scheduled volunteer activities

- Weather-related announcements

- Urgent reminders or cancellations

DETAILED FEATURE LIST

With over fifteen years of underlying product development, BrightArrow Digital Voice Dialer offers one of the most flexible and powerful notification systems available anywhere. **Features include:**

- **Lets you send any combination of voice calls, text messages, emails, and social media posts.**
- ***BrightArrow Target*** Web interface to easily manage lists, record messages, and launch dials.
- Can include any combination of phone numbers and emails for the right mix of voice, email and text messages.
- Ability to pre-schedule dials, or launch them immediately.
- Rich data mapping features to read text file (comma-delimited) lists, and can even accept database (ODBC) commands.
- Detailed reports are emailed upon completion of the dial, showing every call attempted, with the name, number, time, whether the message was delivered, and if not delivered, the reason for non-delivery.
- Call bursts can be initiated via dial-in, at any time from anywhere by authorized users, even during Internet outages.
- Mobile app for iPhone and Android lets you create an d send a message from your SmartPhone.
- Messages are recorded by the system using your telephone.
- Delivers messages to cell phones, home phones, or emails.
- Voice messages can optionally use a computer-generated voice to speak callee-specific details such as the appointment times, names, dollars, or dates.
- Can automatically play different messages for different languages.
- Allows an unlimited numbers of groups for dialing subset lists.
- Automated logic for hands-free synchronization of groups with the latest contacts and numbers.
- Regularly scheduled calls like appointment reminders or collections calls can occur automatically.
- Any number of users can be created; a user can access the system without seeing other users' list;

MY LISTS

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

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

* Select an Action *

Minutes Used: 2,014; Available: 2,986

Select	Sent	Message	Size	Detail and List Name
☐	11/29/14	11/29/14	1	Water shut down
☐	6/20/14	4/7/14	3	Appointments for Beachside Facility
☐	---	2/4/12	25	Appointments for Franklin Clinic
☐	---	None	1	Building Specific Alerts (linked) [PAOptInLists]
☐	---	11/27/11	2	Emergency Response Team
☐	---	None	2	Future Notifications (linked) [PAOptInLists]
☐	---	None	94	Maxwell Group Session Reminders
☐	---	5/1/12	3	Overdue Payments
☐	---	6/20/13	248	Prescription Reminders
☐	4/22/13	7/2/13	1	Request substitute nurse
☐	---	5/7/12	2	Shasta River Health Center
☐	1/21/15	1/21/15	3	Weather cancellation

For More Information...

Phone: 800-649-9660
Email: Sales@BrightArrow.com
www.brightarrow.com

BrightArrow Technologies, Inc.
PO Box 7493
Bellevue, WA 98008