

# ▶ BrightArrow® Digital Voice Dialer

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

## OVERVIEW

Digital Voice Dialer is BrightArrow's mass notification system to quickly deliver large quantities of voice calls, emails, and text messages.

Digital Voice Dialer's feature-rich web interface, using hosted servers, reliably sends messages at a much lower price than other notification services.

For important messages, emails alone are usually insufficient. Emails get buried and go unnoticed, or end up in SPAM filters. In addition, people don't always check their emails frequently enough to receive urgent information.

Telephone calls remain the most reliable way to reach somebody with urgent or important information, as people will either answer their phone or check their voice mails periodically. Text messaging is also a very effective means of notification people with important and urgent messages.

Digital Voice Dialer delivers an easy-to-use interface for retrieving phone numbers and emails from your database, and notifying groups of people of event reminders, venue/time changes, appointment reminders, fees due, products or services available, or even emergency conditions. It includes remote functions to launch voice notifications by calling a toll-free phone number.

The BrightArrow Target Mobile app, included with a subscription, lets you create and send messages from any iPhone or Android device.

The software automatically dials and/or texts a predefined list of phone numbers. For voice calls, it speaks an audio message to the recipient or their voice mail. It also reliably delivers emails messages.

If your message is important and must be delivered in a timely fashion, Digital Voice Dialer is the best solution for you.

## BENEFITS

Features an easy-to-use Target Web interface, and can also initiate messages from Smart Phone apps and a toll-free number.

Calls, e-mails and texts to mass deliver messages to any predefined list of people.

Delivers thousands of messages within minutes.

Customizable voice messages are typed or recorded, and can include the callee's names, appointment times, amounts due,

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 e-mail 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."

Rich set of features for managing lists, settings, and subsets of the lists.

## HIGHLIGHTED FEATURES



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# ▶ Details: BrightArrow Digital Voice Dialer

## ▶ 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 that our special Easter service starts Sunday at 9:30am*



## ▶ USAGE IN FAITH ORGANIZATIONS

Churches, synagogues, temples, mosques use the Digital Voice Dialer to connect with their communities. It's a simple, low-cost, effective way to reach every member of the congregation in an instant.

Some common uses in faith organizations include:

- Prayer chains
- Calls the congregation to remind them of special times for services
- Announcements of other events and activities
- Reaches out to prospective and infrequent-attending parishioners with a personal invitation
- Committee meeting reminders
- Volunteer activity reminders, or calling asking for additional volunteers
- Reminder calls for payments on pledges or donation commitments
- Calls to remind of time changes in services, or invitations to attend special weekday service
- Children activity reminders (Sunday school events as well as special activities)
- Appointment reminders for meetings with the pastor, staff, or volunteers
- Weather-related delays and cancellations

## ▶ DETAILED FEATURE LIST

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

- **BrightArrow Target** Web interface to easily manage lists, record messages, and launch dials.
- Can include any combination of phone numbers and e-mails for the right mix of voice, e-mail 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 e-mailed 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.
- Messages are recorded by the system using your telephone.
- Delivers messages to cell phones, home phones, or e-mails.
- 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 (such as 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; admin user sees them all.



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