

Beacon Notification Solutions



Beacon Notification Solutions integrate existing Remedy™ applications to a notification solution that is focused on maintainability, and ease of use. We offer enterprise notifications that support domestic and international delivery with verification.

- ⇨ Easily Integrate with current Remedy™ applications
- ⇨ Simplified developer integration
- ⇨ Leverage existing field data in Remedy™ forms as part of the delivered IVR message
- ⇨ Automatic Text-to-Voice conversion on out-bound IVR notification
- ⇨ In-bound Notification response may be used to trigger additional workflow, including additional notifications
- ⇨ Improve notification delivery, response and tracking
- ⇨ Reduce Capital Costs

Remedy™ Integration

No "Special" Hardware Required
 Remedy™ application independence
 Text field conversion text-to-voice
 IVR message - field data insertion allowed
 PIN assignment
 PIN authorization option via IVR

Notification Devices Supported

Phone (land-based)
 Cellular
 SMS

Notification Delivery Flexibility

Simple
Single device notified per user
 Multiple
Multiple device notification per user
 all user devices (simultaneously)
Multiple device notification per user
 sequential notification sent per user in order based on 1st device notification response (i.e. no response triggers the next notification to the next device, etc.)

Triggered Notification Validated Notification response

In-bound email may be used to trigger an out-bound notification
Interaction with person notified (i.e. Message Received, or "Yes, I will do this", or "No, I can't respond")
 Validation via IVR input (no PIN)
 Validation via IVR input PIN
Notification response (maybe used to trigger additional notifications)
 Validation feedback maybe plugged into Remedy system to drive ticket assignments and update ticket processes

Reporting Services billing

Domestic Delivery
 International Delivery
 On-line usage and activity tracking



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