SANGOMA

Urgent Notification

Enhance Communications With Instant & Emergency Messages

The Urgent Notification packaged application sends notifications regarding urgent calls to designated text and email endpoints when triggered by an alert action.

Key Features & Benefits

Monitoring

Monitors Emergency Calls (e911 or configured numbers) to enhance organization's safety plans

Real Time Notifications

Notifies recipients in real time via text and/or email when an emergency call is made

Call Details

Relays call details to recipients including caller extension, caller location, and caller name.

Acknowledgements

Tracks and processes acknowledgements via embedded web links for improved feedback loop and SLA enforcements

Customization

Additional workflow customization available through professional services

Panic Button

Supports dedicated extension setup to function as a "panic" button that sends messages to a response team.

After Hours Availability

After hours SMS and email alerts enabling real-time responses to any event

Use Cases

» *Security threats, lockdowns*

» *Emergency response*

» *Reporting criminal or suspicious activity*

» *Activating severe weather response teams*

» *Activating emergency response plans*

» *Fires & evacuations*

SANG✳MA

Business Voice Slick.En.11042021