



InterCall's CrisisConnect Online



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Every company, large or small, public or private, runs the risk of facing a crisis. Integrating easy-to-access communication tools as part of your crisis communication plan helps to quickly control the spread of inaccurate information about the crisis and minimizes negative impact.

InterCall's CrisisConnect Online, powered by MIR3, is a web-based critical communications tool that helps you take control of your messaging so you can connect with employees, customers, vendors or PR and legal teams in a moment's notice through email, voice, fax, pager or text broadcasts.

MANAGE YOUR COMMUNICATIONS RIGHT FROM YOUR LAPTOP OR PHONE

Having CrisisConnect Online available at any time means you no longer have to rely on a third party vendor to manage your broadcasts. You can maintain contact lists of three or a thousand people, including names, email addresses and phone numbers, which can be uploaded in advance. In the event of an emergency, messages to recipients can be recorded from any phone or created online and sent to your saved distribution lists. Within seconds of sending the messages, you can track who has received your notification and who has yet to be informed.

With CrisisConnect Online you can:

- + Deliver personalized, time-sensitive communication alerts on-the-fly from any phone or through the CrisisConnect Online web interface using text-to-speech recognition technologies, create a recording of your voice over the phone or upload a pre-recorded audio file.
- + Coordinate broadcasts that can reach recipients simultaneously via multiple channels (telephone, email, fax and pagers) to increase response rates.
- + Contact recipients at numerous phone numbers, prioritizing the order in which they are dialed.
- + Start a conference call automatically with recipients who have been reached by phone, providing dial-in information in your transmission.
- + View reports that provide immediate transmission details and track the notification process real-time.

CRISISCONNECT ONLINE FEATURES

CrisisConnect Online has built-in features to make it easy for you to quickly disseminate information to employees, vendors, customers or crisis management teams.

- + **Online Recipient Profiles** – Upload pertinent contact information for each individual you'll need to communicate with in emergency situations. Multiple phone numbers can be stored for each recipient and prioritized in the order they should be dialed. Lists can range in size from two recipients to thousands, and multiple lists or distribution groups can be created to send customized communications at once to entire teams.

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- + **Broadcast Services** – Communicate to your crisis response team, employees or customers through email, voice, fax, pager or text broadcasts. Messages for email, voice, fax, pager and text messages can be created in advance through the CrisisConnect Online web tool and stored for emergency situations. Should a crisis occur, stored messages can be used or new messages can be created on-the-fly through the online web tool or from any phone and then launched to your online recipient list.
- + **Broadcast Methods** – Determine which type of broadcast method you want to use based on what it will be used for and how it terminates once it has been sent to recipients.
 - Without response options
 - With response options using polling (question and response)
 - First response method – escalates through designated recipients until a positive response is received.
 - Call-out – launches notification to a group of individuals and halts once the requested number of positive responses is met.
- + **Broadcast Set-Up** – Choose how you would like to deliver each broadcast and to whom by making selections from within the CrisisConnect Online web interface. Options include: send a message to an alternate contact if the primary recipient does not respond, leave a message for an answering machine, set number of attempts or duration of the attempt sequence and/or customize the number from which you send your message. Additionally you have the ability to pre-schedule notifications to be sent one time, daily, weekly or monthly, along with the ability to set priority by method and device.
- + **Text-to-Speech Recognition** – Type a message to recipients from within the CrisisConnect Online web system that will be delivered clearly in a professional, pre-recorded voice to your recipients. Messages are typed phonetically allowing you to control the delivery of your message.
- + **Recipient Locate** – Have your voice broadcast message locate recipients using a hierarchy of contact numbers listed for each person. Recipients will be contacted in the order specified; i.e. first their cell, then work, then home, if priority is set.
- + **Recipient Interactive Options** – Define a series of follow-up questions/response options, which allows recipients of the notification to be polled with follow-up questions, contingent upon answers to the previous question.
 - Follow up – System follows up with additional questions based upon the recipient response.
 - Call Bridge – Immediately connects recipients into a conference call or to a one-on-one phone call.
 - Cascading – Launches recipients into another notification based on their response.
- + **Bulletin Board** – Post a critical message for inbound retrieval and change the content at a moment's notice, providing informative updates to key players. You can have up to five messages posted at any time, and each message board corresponds with a specific dial-in number. Additional charges will apply.
- + **Online Reporting** – Track the distribution of your email, voice, fax, pager or text broadcast message online through the CrisisConnect Online reporting system. Receive immediate feedback of transmission details and select the Rebroadcast option to resend your transmission on-the-fly.