

### OVERVIEW

Call Alert is a web based application that will automatically send e-mail or text and audio notification to Cisco IP phones when a Specific Number is dialed, or when a Specific User dials a number. The system administrator first defines triggers which match source and/or destination phone numbers. Then, actions are defined which determine whether an e-mail is sent or a phone(s) is messaged. Finally, templates which are associated with an action can be easily created to define the message that is sent. Call Alert also integrates with leading IP Camera vendors to allow delivery of snapshots to IP Phones.

### FEATURES & BENEFITS

Due to growing public concern surrounding security issues, Syn-Apps continues to enhance the features and functionality of Call Alert to increase security, usability, and responsiveness during emergency situations. Call Alert provides the following functionalities to fulfill any call notification requirement.

- » **Proactive Event Notification:** Notify specific users when any number is dialed
  - » **E-mail Notifications:** Specified personnel will be notified via e-mail and/or SMS text when a specific number is dialed
  - » **IP Phone Messages:** Send text and tone based notifications to any XML enabled phone on the network
    - » Message the Source Phone
    - » Message the Target Phone
- » **Message Templates:** Alert messages contain information such as:
  - » Phone Extension
  - » Floor and Room Number (User Location)
  - » User Name
  - » Date & Time
  - » Any other pertinent information as defined by the administrator
- » **Call Tracking:** Monitor specific users and/or dialed digits to track phone usage. Administrators can monitor users with respect to:
  - » Specific numbers users are dialing (i.e. monitor all 911 calls)
  - » Calls to specific users (i.e. monitor calls to ext. XXXX)
- » **Increase Campus Security:** Notify Campus Security of an outgoing '911' call and send critical information regarding the location of the emergency via text and audio notification. This capability reduces response time and takes the guesswork out of locating the emergency on campus

### Application Server Requirements:

- » Microsoft.NET 1.1
- » Windows 2000 or 2003 Server
- » Syn-Apps Core Components
- » Microsoft IIS
- » 1GB of system memory
- » 2.0 ghz or greater Pentium 4 class Processor

### CUCM Support:

- » Express
- » 3.x
- » 4.X
- » 5.X
- » 6.X
- » 7.X

### Cisco Phone Compatibility:

- » 7905/06
- » 7911/12
- » 7920/21
- » 7930/31/35
- » 7940/41/42/45
- » 7960/61/62/65
- » 7970/71/75
- » IP Communicator

## TYPICAL USES

Call Alert is applicable in all environments; from small businesses to large corporation, from public to private sectors. Call Alert will ensure accurate call notification in the case of an emergency or for any call monitoring requirement. Call Alert has proven most effective in the following verticals:

- » Education K-12
- » Higher Education
- » Retail
- » Manufacturing
- » Legal
- » Construction
- » IT Services
- » Hospitality
- » Healthcare
- » Financial
- » Government
- » Transportation
- » Other

## About Syn-Apps

Developing IP Communication applications since 1999 and deploying more than four million endpoints, Syn-Apps is singularly focused on delivering complete enterprise notification solutions. To further our customers' successes, we leverage industry alliances with leaders such as Cisco Systems, Microsoft, AT&T, and Qwest, as well as our network of 500+ channel partners / resellers.

## Contact Us

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