

JAZZWARE

Multi-channel Alerting for Critical Events for Legacy PBX Properties

Real-Time Alerting for Critical Events

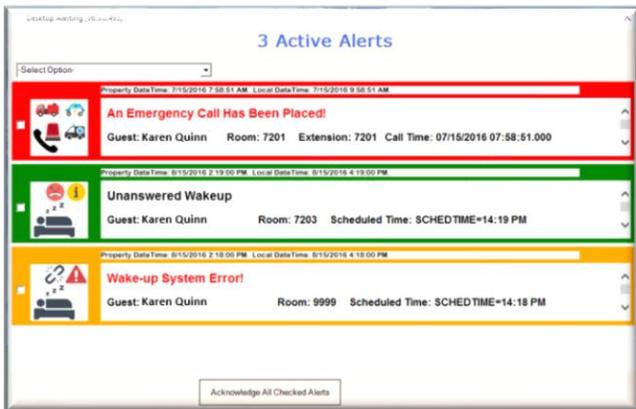
Managers and operational staff utilize Jazzware Alerting to initiate timely and effective responses to emergency (911) and operational events at their facility.

- **Health and Safety Alerts**

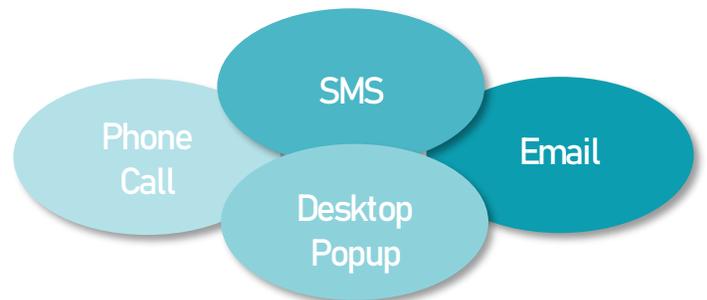
Provide staff with the necessary information to **expedite urgent or emergency service dispatch** when an emergency call is placed from property extensions

- **Operational Alerts**

Inform staff of systems or service errors including **unanswered or missed wake-up calls** to avoid costly complaints, loss of revenue, reimbursements and negative reviews



Multi-Channel Distribution



Jazzware alerts can be delivered across multiple channels including SMS, audible phone call, desktop popup and email. The alerts are configurable by alert type and may include:

Content

- Property
- Extension or room impacted
- Name associated with the extension
- Date and time of the event
- Special instructions for staff

Alert recipients

Acknowledgement Requirements

- Number of times to repeat the alert
- Frequency of the alert

How it Works

CDR Based Emergency Call Alerting

Jazzware's call detail record (CDR) interface receives calling information from the PBX. Jazzware then processes the call detail records and recognizes when an emergency call has been placed based on the digits dialed, which are configurable to accommodate any country. Jazzware will then send out alerts from the multi-channel alerting platform to the configured recipients.

PBX Printer Feed Based Wake-up Alerting

Jazzware's Edge ESB device can be configured to receive the wake-up activity information that is typically directed to a wake-up printer. Jazzware will display the wake-up activity in the Jazzware portal and make decisions based on the information it receives. When Jazzware receives a wake-up activity record from the PBX that indicates there has been a system error, Jazzware will recognize the error and send out an error alert. When Jazzware receives a status update indicating the guest did not answer the wake-up call, Jazzware will send out an unanswered wake-up alert (if desired). Additionally, Jazzware acts as a secondary wake-up monitoring system as it

keeps track of scheduled wake-up calls and if it does not receive a status update from the PBX within a specified period, an alert will be sent accordingly.

PBX Telemangement Interface Based Wake-up Alerting

Alternatively, Jazzware's PBX telemangement interface* can receive wake-up information from the PBX. And, as with the PBX printer feed based wake-alerting, Jazzware will recognize and alert on unanswered wake-up calls, wake-up error messages, and lack of status from the PBX.

CDR Based Wake-up Alerting

Lastly, similar to the CDR based emergency alerting, Jazzware can receive wake-up information via CDR*. Jazzware will process the records and alert on unanswered wake-up calls, wake-up errors and lack of wake-up status messages from the PBX.

** Depends on PBX capabilities*

Contact Us

Contact us for more information on how Jazzware can provide reliable, affordable, multi-channel alerting for your property.

Jazzware

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