

## DAKS-Pro Application Module

# Broadcasting / Alerting

Targeted alerts and notifications via different media and communication devices

From everyday routines and processes, e. g. in hospitals and technical services, or emergency preparedness, to mobilization and evacuation in the event of a crisis situation:

Critical information must reach the right persons and responders quickly, safely and in a targeted manner so that you can bring the best help and relief reliably, be sustainable in your preparedness for and response to incidents, and ensure effective operations.



With DAKS-Pro, targeted individual persons or targeted groups of people are alerted and notified – simultaneously or sequentially and through various media, e. g. through voice or text messages. Also, Broadcast workflows and processes are individually customized to best respond to different trigger situations (e. g. to emergency or routine everyday tasks).

**React faster, increase your overall safety and security, unburden your employees and staff**



Inform the right persons quickly, safely and in a targeted fashion



Start automated operations instantly at the push of a button



Configure processes in advance to best respond to different events



Get accurate details through a wide range of media

# DAKS-Pro processes messages from various alarm initiators



## From nurse call systems in hospitals/nursing homes

Route nurse calls to mobile devices – also with callback directly to the patient's room



## From building control and management systems

Deliver malfunction messages to mobile service technicians



## From alarm and fire alarm systems

Route error messages to fire departments /other emergency responders & evacuate



## From emergency response host computers

Mobilize emergency forces in large scale incidents / warn public / evacuate effectively



## From logistics systems

Route service calls to hotel staff, transportation jobs



## More use cases...

e.g. information between head-offices & branches, loud-speaker messages via PAs...

## Product Details

### Broadcast activation

- Manually by hand, e.g. at the push of a button, via click of the mouse, hotkey or trigger call
- Via contact: ESPA-X, ESPA 4.4.4, contact inputs, LAN-based or serial data interface

### Workflow of Broadcasts

- The system processes Broadcast lists until it has successfully reached the the required number of subscribers (if needed for each skill group), or until the alarm is canceled
- Subscribers who share the same priority level are called in random order
- If the line of a subscriber is busy, or if a subscriber cannot be reached at the moment, the system automatically calls that person again or up to 3 alternative phone numbers
- In some networks, additional features can be used to reach subscribers even faster, e.g. emergency call signaling, intrusion or forced release, ignore call deflection etc.

### Workflows adapted to specific events

- e. g. sequential calling when error is noncritical: the system calls all responders one after the other until one of the targets takes the call – to avoid unnecessary disruption of staff
- e. g. in parallel for critical alarm situations (production failure, personal alarms...): the system alarms all responders quickly and in parallel, where needed with a cancellation message if too many responders were alarmed

### Further features (can be expanded)

- Define 1000 different Broadcast groups
- Up to 1000 subscribers in each Broadcast group
- Run up to 10 Broadcasts at the same time
- With confirmation, PIN-identification
- With up to 5 announcement groups for prerecorded announcements and announcements recorded on the fly (ad hoc)
- With preconfigured and current text messages as well as text messages that are specified by external systems (e. g. with positioning details)

## Order Information

The application Broadcasting / Alerting is automatically included in the DAKS-Pro Basic License.