Info Telephone

Notify many people simultaneously with current announcements

Typical Areas of Use

Emergency room: Retrieve last broadcast call as announcement or display text

Citizens' hotline: Current announcements on incidents and protective measures

Information services: Floods, snow depths, traffic jams, etc.

Announcements or event information over the phone

Live transmission of plenary sessions / business meetings by telephone

In critical situations, e. g. in an industrial incident, both internal and external affected parties must constantly be provided with current information. In this situation, the information should be available quickly, easily and across multiple media platforms.

With an automated information system, you can also provide reassurance by keeping all anxious callers up to date and, at the same time, unburden important telephone switchboards.

Give easy access to the latest and crucial information

With the application module 'Info Telephone', you turn DAKS-Pro into an intelligent multichannel announcement device to optimize voice-based information.

By using prerecorded announcements or by recording announcements on the fly, i.e. ad hoc, you can notify many subscribers at the same time. Also, you can call the server to play back live sessions ('Hotline function').

DAKS

*… it's all about **responsibility**!*

Apply up to nine profiles to control the Info Telephone playback of audio feeds

▶ Play prerecorded announcements

Utilize up to 9 different profiles, e. g. "No mal-function", "Malfunction", "Lunch break" etc., to switch quickly between the different info announcements that are stored in DAKS

📢 Current announcements

Record new announcements constantly over the phone, e. g. to keep everybody always up to date with the current troubleshooting or repair work

↻ The last 5 announcements

Retrieve the last 5 alarm announcements and have them played back to you (configure e.g. the time, announcement area, replacement and welcome announcement)

🔊 Audio sources

Use hotline numbers to give access to specific audio sources, e.g. to a radio station

Product Details

⊘ Announcements depending on the caller

- Configure up to 20 sub-profiles for every profile so that targeted announcements are used for specific caller groups, e. g. to provide the right information to the different neighborhood areas of a large chemical plant after an incident
- Here, the caller selects the playback via DDI or in a dialog after a prompt (one-stage IVR)
- Different audio feeds can be played back to in-house and external callers

⊘ Further features

- Play back voice announcements and low frequency sources, incl. welcome/apology messages
- Switch profiles though the Operator-Tool at your monitor-based workstation, over the phone (in a dialogue with display outputs or by dialing special extension numbers), and do so on a time-controlled basis or through digital inputs
- Dynamic channel utilization
- Various processing parameters

Order Information

TNK:DP9L-IT – Application module Info Telephone

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Reliable alerting, information and communication