

UNIVERGE® SV8100 Broadcast Messaging



At a Glance

- Broadcasts reminder messages to clients
- Reduces missed appointments and last minute cancellations
- Sends out mass notifications to alert a community of events, meetings or emergencies
- Provides an easy-to-use graphical user interface for scheduling, editing and updating messages
- Customizable for any office/industry and can be utilized for a diverse range of uses
- Increases customer satisfaction

Overview

Time and resource management are easy when reminders and messages are provided to us. When appointments or events are missed or due dates have passed, it can result in scheduling inefficiencies, low attendance and lost revenue.

With NEC's UNIVERGE SV8100 Broadcast Messaging, you can provide valuable reminders and informational messages to your customers or community. This can yield significant benefits for everyone involved by reducing missed appointments and improving scheduling efficiency which results in increased revenue and customer satisfaction.

Solution

Reminds Customers of Appointments/Promotions/Events

Broadcast Messaging provides your clients/community with reminders about their previously scheduled appointments or upcoming meetings, promotions and events. It reduces missed appointments and last minute cancellations and increases attendance at meetings and events by instructing the phone system to automatically call clients and remind them of their upcoming appointments/events.

How Broadcast Messaging Works

- **Out Bound Call - New Call**
 - **If call is answered:**
 - Main greeting plays: Hello this is a broadcast message from (name of your business). Your appointment with (person name) is scheduled for (Time and Date).
 - If your customer presses:
 - "1", the message will repeat
 - If the customer presses anything other than "1", they will receive a message stating "that was an invalid entry". After the incorrect digit is pressed three times, the call is terminated.

- If the call is unanswered:

- If a new call goes unanswered (after one minute) the call is marked as “NO ANSWER” in the database and the call is ended at that time.
- The Broadcast Message call has a configurable retry setting that will continue to attempt to deliver the message based on your set requirements. Once the call has been retried the set amount of times, it will not try to call again.

How to Configure Broadcast Messaging

Broadcast Messaging has a built in web server that provides a graphical user interface for configuration. The Graphical User Interface (GUI) allows you to schedule appointment reminders simply by editing the existing schedules and update the existing messages that are played to the party when they answer the call. These new voice messages are loaded in the Broadcast Messaging server through the GUI.

While most broadcast messages are often used in medical, dental and veterinary offices, any office, school or even community can benefit from this solution. This solution may be configured to support various offices or communities/groups.

Configurable to Support Specific Business Needs

Broadcast Messaging is a multifaceted solution that supports outbound reminder service/appointment calls, mass notifications to groups or communities that supply current and up to the minute information, and promotional or advertisement calls to reach new or potential clients. See the table below for all the different ways to take advantage of this solution.

Organization Type	Possible Applications		
Healthcare:	<ul style="list-style-type: none"> • Remind patients about: <ul style="list-style-type: none"> - Upcoming appointments - Annual check-ups - School vaccination requirements - Flu shot availability 	<ul style="list-style-type: none"> - Upcoming visit instructions - Prescription refills - Required account payments • Inform patient lab results are ready • Send personalized patient messages 	<ul style="list-style-type: none"> • Required payments • Perform insurance inquiries • Perform billing inquiries • Send patients birthday greetings
K-12 Schools:	<ul style="list-style-type: none"> • Notify parents of: <ul style="list-style-type: none"> - Absence/truancy - Report card issuance - Area predators - Grade drop criteria 	<ul style="list-style-type: none"> • Provide reminders about: <ul style="list-style-type: none"> - Homework - Paperwork - Fund raising - Report cards 	
Higher Education:	<ul style="list-style-type: none"> • Notify staff and students of: <ul style="list-style-type: none"> - Emergency situation - On and off-campus events - Information on registration 	<ul style="list-style-type: none"> • Request missing information from prospective students' applications • Inform about available career services 	
Government:	<ul style="list-style-type: none"> • Notify constituents of: <ul style="list-style-type: none"> - Emergencies - Town meetings - Voting locations 	<ul style="list-style-type: none"> - Council meetings - Amber alerts - Missing persons reports - Upcoming elections 	<ul style="list-style-type: none"> • Provide reminders regarding: <ul style="list-style-type: none"> - City dump/recycling day - Street/sanitation work - Street closures for special events
Hospitality and Retail:	<ul style="list-style-type: none"> • Inform customers of: <ul style="list-style-type: none"> - Promotions and special offers - Membership, subscription or service renewals - New products or services - Product upgrades 	<ul style="list-style-type: none"> • Send event invitations • Send reminders about reservations • Remind customers of warranty expiration 	

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