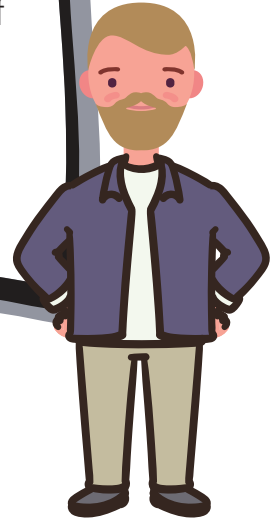# Speak2 Features

Speak2 is much more than an Alexa device, just like software is to a PC, we've built world-class services to improve assisted living communities. But we get it, you don't want to spend the next 6 months and thousands of dollars installing a bloated platform to control TV's, tablets, building HVAC, and your financial system. That's why we made it simple. Simple to install, simple to manage and simple to monetize. That's the Speak2 advantage.

❶ Speak2 Alexa Hospitality Suite

Feature	Description
Device Management	Speak2 sets up and deploys your Alexa devices, monitors if they are on/off and can provide statistics on usage.
Community Skill Management	Community skill groups; we provide a set of skills that are specific to your location, population and we keep it up-to-date and tuned to your community usage. We add 25 skills that are relevant to senior living and keep an eye out for changes and new additions.
Personal Skill Management	We can personalize skills per room/individual. By doing this the Alexa service is suited specifically for the person. E.g., if someone likes Fox news or CNN, we can make the news service specific for that user.
Property Access and Insight	Your IT/maintenance staff have full access to the Alexa console and can view everything regarding the devices, skills, and usage.

●

We have divided the features into
groups based on how they help and
who interacts most with the features.

SPEAK 2

Consumer Features of an Alexa

❷ Alexa Device & Training

Feature	Description
No buttons, swiping or visual barriers	Speaking is much easier than trying to use a smartphone. There is no fear or embarrassment when using an Alexa. We provide materials for training and offer onsite training for a fee.
Date/Time	Easily and quickly get the date/time, something that is important to seniors as they often want to be reminded of the date/time.
Reminders	Medication and appointment reminders are a great skill. These can be set either alone or with family, caregivers or community staff to help keep things on track. These are executed with a reminder tone and a voice-based reminder such as "it is time to take your aspirin".
Notifications	Residents are actively notified when specific items are available, such as announcements, messages or reminders. E.g., if a family member leaves a Speak2 Family or other message, they can be notified by a tone and a yellow ring on the Alexa, so they know something new is there for them.
Alarms	Similar to a traditional alarm clock. Can be set to repeat for specific times and patterns. E.g., set an alarm every Wednesday at 3:00 PM for Bingo.
Lists	Create lists for shopping, things to do, favorite TV shows or things a resident might want to remember when they have a visitor or need help. E.g., create a shopping list to be shared with a caregiver. Or, create a list of things to talk about with my daughter.
News	Community location-based news, national and world news - can be personalized to the community and even the individual in a room.
Weather	Same as above. Can also ask for weather in other places, such as where family members live.
Music/Radio	Radio stations are available at no cost. Talk radio, music and other unique entertainment.
Phone Calls	Depending on community set up. This is a premium-level skill.
Games (Jeopardy, Price is Right)	Entertainment and interactive games keep seniors engaged and active, this can be especially useful in group settings.
Exercise	Skills like 7-Minute Workout, Engage Workout, Senior Stretch. Keep residents engaged and moving.
Meditations/Mental Well Being	Skills like Daily Morning Affirmations, Better Day for Seniors, Senior Moments. These are specifically designed for seniors.
Night Light	This skill can be used to turn on a night light using the Alexa light ring.

③ Speak2 Family

Feature	Description
Send Message	The ability to send a text or voice message to a resident with an Alexa using Speak2. The resident can hear from up to 10 family members at any time, so the difficulty of using a phone is lessened for the resident. They are also more likely to hear from younger loved one's who are less likely to call and more likely to be comfortable using an app to communicate.
Hear responses	Family members can see responses from residents in their app and see a history of dialogue.
Invite Friends & Family	Family can easily add people to contribute messages, so the resident is hearing from a lot of people and feeling more engaged.
All	The app allows users to send messages to multiple people if they are connected to more than one resident.

④ Speak2 Pals

Feature	Description
Community Messages	A community/group-based set of volunteers to contribute messages to the entire community. Creates a more connected community.
Distribute Pals messaging	Activities Director/Other Staff can "Approve" messages from community pals and make them available to any resident in the community. If message is not suited for entire community, it can be rejected. Messages can be listened to in group setting or by individuals in their rooms.
Activities Director Roadmap	Through our Activities Portal, we provide group activity outlines and roadmaps for the AD to use as a weekly group activity with residents, specifically with Speak2 Pals messages and how to execute.
Speak2 Pals Guides	As part of our Speak2Family.com site, we provide online and printable guides for various community groups and individuals, with suggestions on the kinds of messages that are helpful, things to talk about like Top 5 lists, and a way for anyone to contribute suggestions and successful ideas.

❺ Speak2 Live

Feature	Description
Request Dashboard	See all resident requests live in real-time.
Sort/Filter	Sort and Filter requests based on any criteria. E.g., see how many requests for a certain department, a certain resident or staff member. This can also be done for any given time period.
Staff Notifications	Quickly and easily have staff notified in real-time of requests via the Speak2 app. The app can be run on any device, and depending on the service level, Speak2 can provide devices.
Staff management	Easily assign staff to a department - these can be generic names like "Nurse 1", "Nurse 2" or specific people. We can also integrate to PCC or other systems to pull in staff information.
Pull Cord/Pendant integration (Premium)	We can integrate your existing system to Speak so you have one console and app for response.
Request Resolution Process	Using our app or any web browser, staff can "accept" a request, service that request and close that request - measuring sentiment if needed - using the Speak2 system. All timestamps and details are logged automatically.
Standard request dashboard	This dashboard display information requests. Items such as menu, activities, FAQs, or other one-directional information that is specific to the community is captured here.
Departments	Departments and contact information for departments is easily captured here and very flexible to alter on the fly. E.g., if the contact number for a department changes, it is easily updated here.
Service Types.	This is where the service type of a request is configured. It is preset to our standard set up but is a very flexible system. It can be as simple as just sending a request to the entire staff at once, or having requests routed to specific individuals.
Escalations	You can determine if the Service Type should escalate after a certain period of time to another department. E.g., a nurse request that goes unaddressed after 20 minutes sends a SMS and/or email to the front desk or ED.
Family Notifications	You can determine at the Service Level whether a specific service type should send notifications to family contacts (this is also controllable at the specific resident level). E.g., a nurse request can be enabled for family notifications, and then specific residents are on/off to receive those notifications. It can be none, all, or some. The default is "off" and Speak2 can enable these on your behalf.
Contacts	This is where you can manage resident contacts for the purposes of notifying them of a specific request. E.g., you may have a family member disputing how often their loved one asks for help. You can add them as a contact, and they can get a text and/or email when requests are made to illustrate to them how often your staff attends to their needs. This can also be an opportunity to show them how quickly you resolve issues or any other data you may wish to share. The default behavior is "off", and this can be turned on/off in only a few clicks or by request to Speak2.

❺ Speak2 Live Cont...

Feature	Description
Daily Activities	Your daily activities can be input so that residents can ask via an Alexa about the day's activities.
Menu	Your menu can be input so that residents can ask via an Alexa about the day's activities.
FAQs	Your FAQs can be input so that residents can ask via an Alexa about the day's activities.
Reports	A simple report mechanism allows you to drill into whatever data you like and either view on screen or export to a spreadsheet.

❻ Integrations

Feature	Description
Resident Information with PCC	Have all of your resident information sync to and from Speak2 into PCC.
Resident requests sync to PCC	Have resident requests and pull cord/pendant information written into patient record in PCC.
Resident sync with Eldermark	Resident information shared to and from Eldermark.
Other	Speak2 is a very flexible system and can likely integrate to any system you are using. E.g., if you use a system to manage your activities, visuals, or informational portals, Speak2 can sync data with those systems.
Lights (Premium)	Smart Home technology can be made available in a Community as a special project.
TV Control (Premium)	If desired, an individual can purchase an upgraded device and control their TV.

Speak2 Rocks and Portraits

❼ Speak2 Rocks Portal

Feature	Description
Video Guides	We provide video tutorials for using the Speak2 system
Support	We provide a support forum and direct support link for any questions or issues that may come up. We are available 8:00 AM - 9:00 PM EST
Printable Guides	We provide printable materials for staff, residents and executives on order to maximize usage and the ease of adoption of Speak2.
AD Section with Activity outlines	We provide outlines for activities for your Activities Director to use for the adoption and training of Alexa. E.g., a session on "How to Set Reminders" is useful for a group activity. Along with that activity we provide handouts for resident to use privately and as reminders of how to use Alexa. Our goal is to minimize your staff's need to train and make residents independent with their Alexa.
Speak2 Rock Stars	We jointly identify residents with advanced technical or communication skills and invite them to volunteer for the team and be our resident Speak2 Rock Star. They are resident trainers, who can handle questions and provide individualized help when needed, and have a more direct line to the Speak2 team.

❾ Speak2 Portraits (beta)

Feature	Description
Collect Story	By opening Speak2 Portraits, a question is asked of the Resident related to their interests, past accomplishments, future accomplishments, favorite things, etc. The resident is able to answer in real-time or they can pause and reflect to answer the same questions later (or skip).
Hear Story	The resident and their family can hear their own story played back, and other stories from other residents across the country.
Family Web	Individual stories can be posted to the Speak2 Family web site if opted-in by family (cost TBD).
Family Skill	Through the Public Speak2 Skill, families can hear the story of their loved one or others upon command.
Family Video (Premium)	A featured video can be produced and provided at a separate cost.

Speak2 Skill Selection

There are so many skills to choose from, the full list is here, and it can be searched for specific items.

https://www.amazon.com/alexa-skills/b?ie=UTF8&node=13727921011

Below are the standard skills we apply for a new community.

***Note we will also select "local" skills if available, such as local news & weather local radio stations, etc..

News

Weather

Music & Radio

Wellness & Senior Focuss

ALEXA, WHAT'S IN THE NEWS

ALEXA, TELL ME THE WEATHER

ALEXA, PLAY ME OLDIES

ALEXA, SET ALARM FOR 3:00

Commands

I need a nurse
send a nurse
get a nurse
can I have a nurse
can I get a nurse
I've fallen
send someone, I've fallen
I need medical assistance
I need assistance
my husband has fallen
my wife has fallen
I need:
nursing staff
medical attention
medical personnel
medical assistance
Alexa, send:
Nursing staff
medical attention
medical assistance
a nurse
me nurses
me a nurse
a nurse
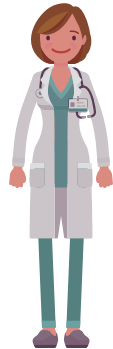
I need Housekeeping
there is a big mess
we have a mess
I made a mess
there is a mess
There's a mess
I have a mess
I had an accident
There is a big accident
I have a stain
I have a spill
I need
dishwashing
housekeeping
dry cleaning
washing
cleaners
laundry
cleaning
Send (me)
dry cleaning
me cleaners
me laundry
me housekeeping

What's on the Menu
What is todays menu
What's todays:
lunch
refreshments
meals
snacks
brunch
dinner
supper
breakfast
drinks

What are todays events
What are todays activities
Is there anything happening today?
Are there any activities today?
Is there anything going on today?
movies
crafts
gatherings
get-togethers
picnics
recreational activities
social activities
trips
yoga
bingo

I need maintenance
send me maintenance
a repair is required
maintenance is required
something needs repair
something needs maintenance
something stopped
Something isn't working
Something is broken
a repair is needed.

FAQs

Q. Can I use Drop-In or video calls?

A. Not at this time. Target date for this feature is Q4, 2020. The reason is that Amazon has not enabled these features for their Alexa for Hospitality Suite. Drop-In and video calls come with some privacy concerns that Amazon is securing.

Q. Can I have Audible or Amazon Music, Pandora, etc?

A. There is no way to connect a "personal" account to a business account at this time, but it is scheduled for availbility in Q3 2020 from Amazon. The Alexa devices for a business do not have the ability to collect payment "per person" as of yet. Amazon is building a way for a user to connect their personal account to their business-managed device.

Q. How will this effect my WiFi?

A. Alexa devices do not take up much WiFi for basic uses. We have seen cases where multiple people strreaming music can impact WiFi, but even then, it is typcially minimal. That said, we highly recommend having a specific and separate Voice network that limits total bandwidth so that it is secure and separate.

Q. What about security, aren't these listening all the time?

A. Alexa devices do not "listen" all the time. There are over 100 million Alexas in market. It would be impossible for all of them to be lisetning all of the time. Alexa is "woken up" when it hears it's wake word (Alexa, Compueter or Echo). It then listens for a command between 5-20 seconds. That commands is sent to Amazon servers to determine the best way to answer the command. It is similar to typing a search into a browser and sending your query to Google.

Q. Can I use Smart automation, like turning on lights, etc.?

A. Yes, the system is set up to use smart technology. This is handled as a specific and separate project as it typcially has very individualized requirements. We would expect to work wth your maintenance staff to execute these features.