

Product Datasheet

Voice Alert



Directory

Phone Directory
Jabber UDS Server
Web Directory
IPS Popup / Reverse Lookup
Personal Directory
H350 Video Conf directory
Corporate Speed Dials
ClickNDial

Alerting

Voice Alert
IPS Pager

Admin tools

Morning Check
Phone Remote
Phone Robot
Provisioning
Phone Deployment
CMS Admin & Selfcare
Extension Mobility Report

Manager Assistant

IP Phone / Jabber Interface

Productivity tools

IPS Phone Config
IPS Alarm Callback
IPS Lock
Wakeup Call
Missed Call Alerter
Conference Center
Busy Alerter Callback
Desktop Popup
Finesse Gadgets
Spark Bot

Attendant Console / IVR / Group

Tannounce
Line Group Manager
Silent Monitoring

Extension Mobility tools

TSSO
Delog / Relog
Pin & Password Manager

Recording

Call Recording
Recording Notification

1 Voice Alert Description

1.1 Services and features

Voice Alert is an alert management application for **Cisco Unified Communication Manager** and **Microsoft Teams**.

Voice Alert may be used to alert automatically a list of internal or external recipients and play a recorded audio message alert or send text messages to IP Phones or Microsoft Teams users.

Voice Alert can also send SMS, emails or Fax and can play audio on SIP Speakers.

You can also create a conference on-the-fly with all the destinations, to handle crisis management.

Voice Alert can check that the call/message was indeed taken into account and otherwise repeat the call or escalate.

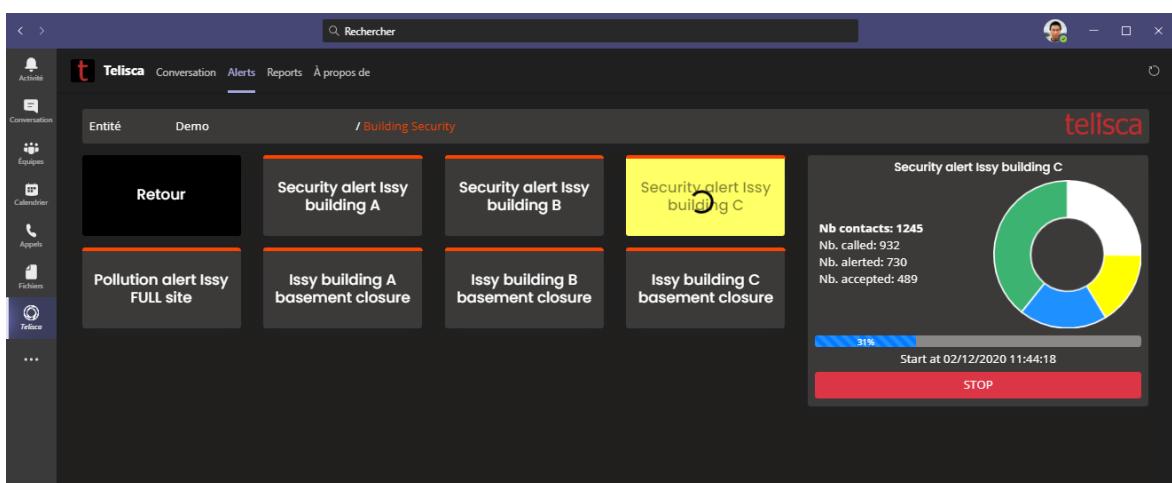
Voice Alert displays a dashboard and generates reports that can be sent to supervisors.

1.2 Different usages

- Breakdown: When a machine breaks down, it may automatically raise an alert by a dry contact. This will alert the maintenance team, either by a text message or a call until, one of them accepts it.
- Security alert: A standard desk agent may raise an alert by pressing a panic button. The security team is alerted by a call on her IP phone or mobile phone and acknowledge.
- Crisis management: Allows to create automatically a conference between participants to take urgent decisions.
- Evacuation alert: The security agents trigger an alert from a web control panel. All the employees of the building are alerted by a call on their IP Phone or on Microsoft Teams. The audio message is also played in the corridors by SIP speakers.
- Isolated worker: If a worker falls down, its DECT phone may generate automatically a call to a Voice Alert entry point. This will generate them an alert to the security teams.

1.3 Alert triggering

An authorized user can display a Web control panel to start, monitor or stop alerts. Alerts can be organized in alerts' groups. A dashboard shows the alert progress.



The alert may be triggered by calling a directory number (by just pressing a Speed Dial phone button), from an authorized calling number. The alert is selected according to the number dialed

(one number per alert), or according to the calling numbers. A DTMF code may be also required to confirm the alert.

The alert can furthermore be triggered by a dry contact, such as by pressing a button or a machine relay. The interface is accomplished by a dry contact/IP converters (see ControlByWeb).

Finally, the alert can be triggered from a third party application:

- By calling an URL, from an authorized calling IP address.
- By creating a text file.

1.4 Target lists, distribution modes

The administration is used to define different alerts with a specific audio message, text message, recipients list, distribution and recycle modes.

The recipient list can be defined as:

- A list of users (with several directory numbers)
- A list of directory numbers or Microsoft Teams URI,
- A selection of users from a filtered directory (AD, LDAP, database, text file)
- A selection of IP address rangers
- A list of IP Phones,
- A selection of device pools,
- A selection of Locations,

The list is browsed in order to mix the different destinations with different selection criteria (for example to avoid calling all building A, then building B).

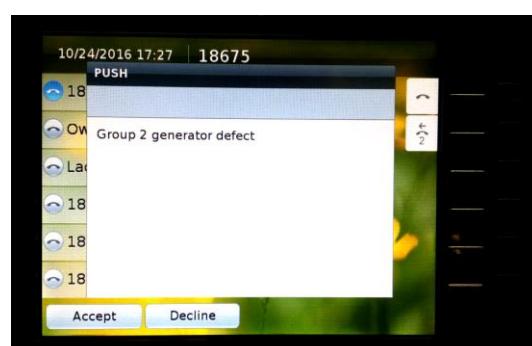
It is possible to associate two list types for example one for internal IP phone and a list of directory numbers for mobile phones.

Different distribution modes are available:

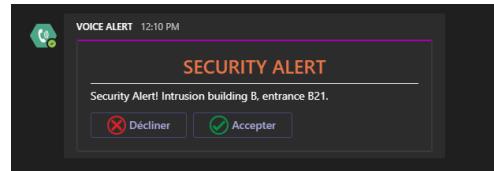
- Broadcast: recipients are called simultaneously,
- Successive: the numbers are called in order. When a call is accepted, the alert is terminated.
- Broadcast on contact, successive on directory numbers per contact,
- Conference mode,
- If the dialed number is busy, it is possible to drop the call, in order to play the alert (CUCM),
- Numbers transferred to external lines are not called (CUCM).

The alert can be considered as accepted, when:

- The call is answered before a defined response delay,
- The communication duration reaches a minimum length defined,
- The recipient has entered a DTMF validation code.
- The text notification is confirmed via the screen of the IP Phone.

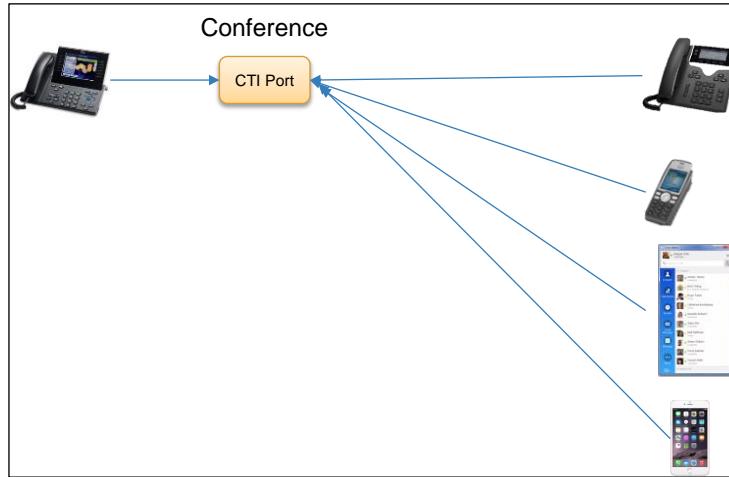


- A text notification (in Adaptive Card format) to Microsoft Teams.



When the call is not answered or not listened 'adequately', the call is recycled several times after a defined delay.

Conference mode is supported on CUCM and can include IP Phones, Jabber, DECT, mobile phones.



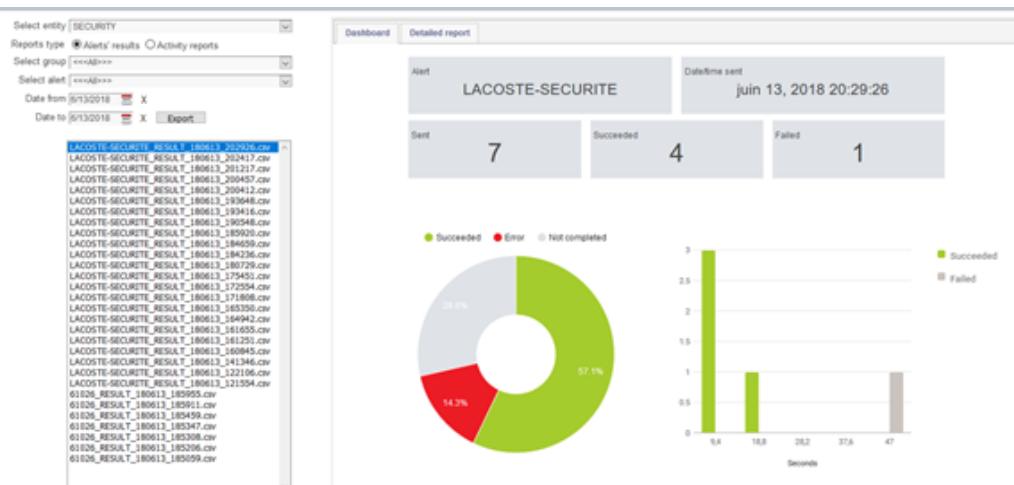
An output dry contact can be closed, during the duration of the alert or when started or when at least one destination user has acknowledged the call.

1.5 Reporting

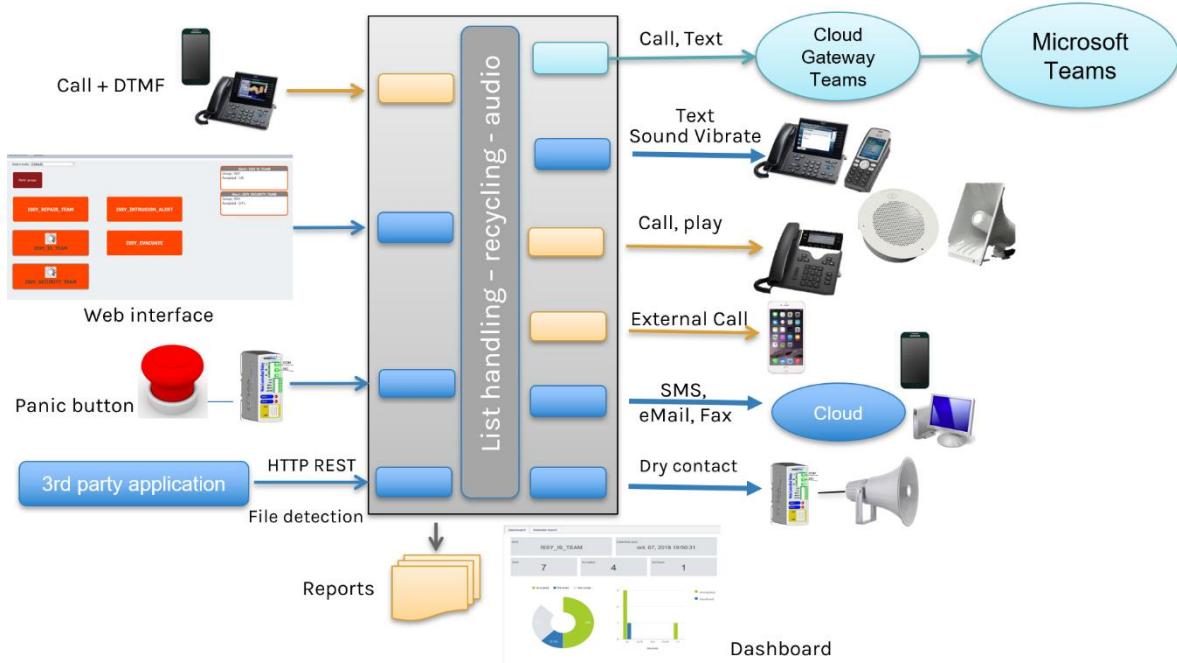
A report is generated to control the alerts triggered. It provides information on who has raised the alert, who has been called and who has listened/view/accepted the alert. The result of the call for each destination is also available, providing status and failed cause.

The Alert report can be exported or sent by email to supervisors' address list.

A dynamic Dashboard can be displayed to analyze the reports.

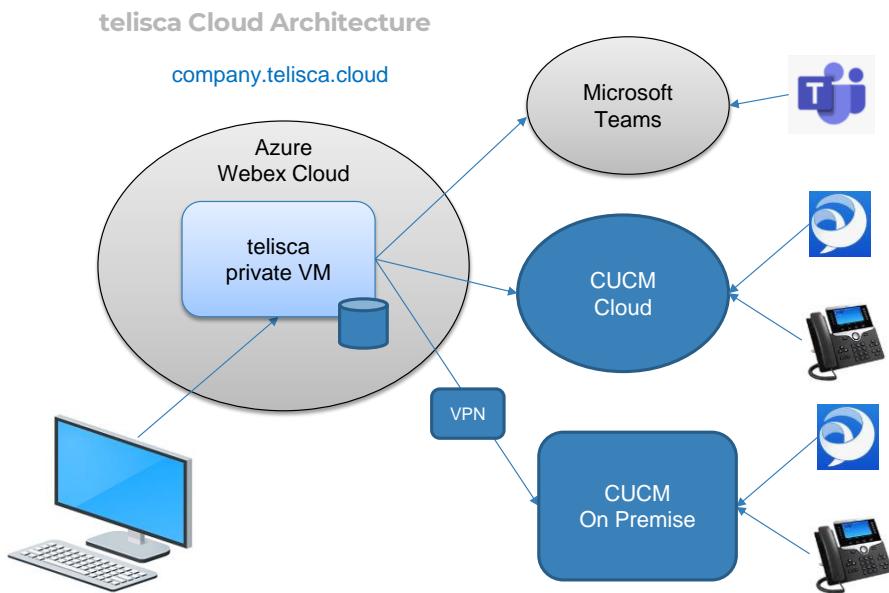


2 Architecture



Voice Alert includes an audio server that can play up to 500 simultaneous audio messages. Depending of the entity, different pools of Cisco CTI Ports with different Device Pool, Partition and Calling Search Space can be created. For Microsoft Teams as well, several Bots can be created to generate more calls (100 simultaneous calls per Bot).

Cloud architecture



The audio messages are loaded from audio files (.wav) and converted automatically to the right format. It is also possible to enter a text which is converted to audio by Text to Speech in different languages.

Audio Alert file

Concatenate languages

Voices Microsoft Server Speech Text to Speech Voice (en-GB, Hazel)

Text to speech This is a security alert. Please press 1 to accept or 0 to decline. This is a security alert. Please press 1 to accept or 0 to decline.

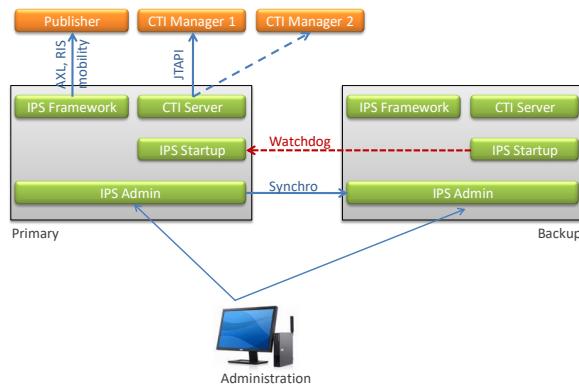
Or upload audio file

Ending audio silence duration (s)

2.1 Fault tolerance

Voice Alert may function in fault tolerance mode. Voice Alert supports an automatic reconnection to a backup CTI Manager and CUCM publisher.

Voice Alert can also be installed on replicated servers with the additional Hot Standby module.



2.2 Requirements

Available on private cloud company.telisca.cloud

On premise installation:

Windows servers supported:

- Windows Server 2012 R2 Essentials or Standard
- Windows Server 2016 Essentials or Standard
- Windows Server 2019 Essentials or Standard
- Windows Server 2022 Standard
- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
- Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E...
- Supported Cisco CUCM versions: 10.5, 11.5, 12, 12.5, 14
- Supported on Microsoft Teams
- Support dry Contact-to-IP devices: ControlbyWeb WebRelay (1 port), X-310 (4 ports) or X-332 (16 ports).
- MS-Teams Cloud module,
- Send email by SMTP,
- send SMS by could gateway,
- send fax by could gateway (email with fax destination in email address).

Microsoft Teams solution is proposed on a private cloud based on Azure.