



# DIF

## Fan Out Voice Broadcast and Emergency Response

### Diffuser

The Diffuser (DIF) is a multi-port automated dialing, voice broadcasting and response verification solution that simultaneously delivers critical information to many people over the telephone network.

#### Features / Benefits

- Quickly reach clients, employees, first responders, patients, etc. to communicate important information.
- Increase productivity by enabling employees to devote more time to productive tasks.
- Improve emergency dispatch and response time.
- Manage many campaigns - emergency, employee recall, On-Call List, appointment confirmation, survey, etc.
- Option to respond using DTMF or transfer to live answer.
- Incident reporting to verify campaign effectiveness.

Ability to launch a fan out campaign by telephone, BlackBerry, PDA or Web application.



### Effective message delivery with Komutel advanced technology!



#### Applications

- Emergency services, response team dispatch
- Opinion polls, meeting notices
- Public announcements; road repair, detours etc.
- Deliver important information to your customers
- Call back lists
- Staff deployment
- Evacuation notices
- Appointment confirmation
- Public interest announcements
- Many other applications.



# DIF

## Fan Out Voice Broadcast and Emergency Response

### Diffuser (Features and functionality)

#### Fan Out Campaigns

- Configure multiple call campaigns for immediate or delayed deployment;
- Multiple schedules can be active simultaneously;
- Assign priorities and percentage of resources for different call campaigns;
- Define contacts by category, selection criteria;
- Automate schedules, which can be triggered in a few seconds;
- Calendar and scheduling templates;
- Ability to modify, terminate or launch new fan out campaigns based on detailed reports (confirmed, non-response, unconfirmed, answering machine, etc.);
- Manage fan out campaigns by telephone, BlackBerry, PDA or Web.

#### Databases

- Manage multiple databases (unlimited);
- Multiple phone numbers, fax, or email addresses for contacts (multi-coordinated).

#### Tracking calls

- Detailed monitoring of the progress of calls in real time on the desktop;
- Detailed, semi detailed or summary reports;
- A detailed history is kept in each contact record for verification

#### Message Broadcast

- Repeat attempts for non-response or busy;
- Automatic detection of response;
- Confirmation of receipt by identification code;
- Interactivity with options to confirm, deny, choose the message language, repeat the message, listen to another message and respond to multi-choice surveys.

#### Access Control

- Multi-user - number of workstations is unlimited;
- Control access to the fan out application;
- Define rights by operator;
- Track transactions by operator.

#### Training

- Very easy to use, requires minimal training;
- Follows Microsoft CUA / SAA standards for GUI appearance and navigation.

#### Market

This product is intended for all markets including: public safety, health care, municipalities, emergency response (911/police, fire, ambulance services, etc.), Education (University, College, etc.), Government and major organizations, manufacturing, etc.

