iceAlert
Automated Messaging
Feature Sheet

PHONE	**SMS**	**EMAIL**

Phone Messaging Features

Focus on reaching the contact

Connecting the call to the contact is the hardest part of delivering a message. Our focus on developing advanced delivery-centric technologies ensures high delivery rates.

- ✔ Reduce hang ups by eliminating the awkward silence at the beginning of an automated call
- ✔ Detect accidental hang ups in case a call has ended too soon
- ✔ Adaptive call behavior on reattempts to increase delivery in cases such as loud ambient noise.

A message for each appointment type

Create as many messages as you need to provide specific appointment instructions for each of your appointment types. Customize each message with call flows, delivery times, voicemail behavior, and calling line ID.

Configurable call flows

The ability to create your call flows provides the flexibility to either send a simple reminder to a contact or a complex list of questions.

Messaging in TTS and recorded prompts

Provide the best call experience by using a human voice in recorded prompts and TTS for contact specific information.

Eliminate duplicate calls

Ensure contacts with multiple appointments on the same day only get a reminder for the first appointment.

Multilingual support

The Language menu allows contacts to select their preferred language at the start of the call.

Transfer for further assistance

Provide an option for contacts to transfer to a live agent for further assistance.

Voicemail specific messaging

Leave an alternate message on the contact's voicemail to protect their privacy.

SMS Messaging Features

Canadian-based SMS solution

iceAlert's Canadian-based SMS solution ensures all contact data remains in Canada in compliance with PIPEDA.

US-based SMS solution

iceAlert's US-based SMS solution ensure all contact data remains in the US in compliance with HIPAA.

A message for each appointment type

Create as many messages as you need to provide specific appointment instructions for each of your appointment types.
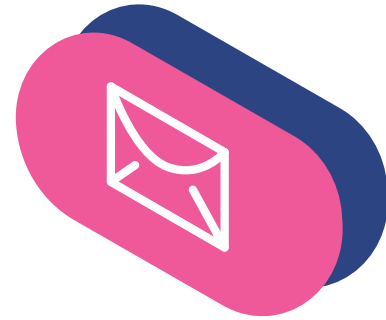
Opt-out feature

In compliance with CASL, contacts can reply stop to opt out of future messaging.

Email Messaging Features

Unlimited emails

Create as many messages as you need to provide specific appointment instructions for each of your appointment types.

Web-based Management

Self-service management

Create and manage your messages over your web browser. Customize your call flows, set the text for your phone, emails, and SMS, record your prompts, set your messaging parameters, all without out the need of professional services.

Generate and schedule reports

Generate reports over the web or create a schedule to have the report emailed to you every day. Reports are exportable as PDF, CSV and Excel files.

An account for each department

Provide departments their own iceAlert account to restrict access to other departments' messaging and reports. Account-based Usage and KPI reports make it easy to budget costs and measure performance between accounts.

Role-based access control

Assign Administrators roles to limit their access.
New Administrators receive a registration email to create their passwords..

Web-based import wizard

For the times you need to send out an occasional campaign, import contacts in an excel or text file using our import wizard.

Audit reports and privacy features

Audit reports track Administrator activity across the website: the pages accessed, changes made, and reports generated. Old contact data is automatically wiped from iceAlert databases to ensure contact security.

Integrations

Seamless integration with HIT systems

We currently integrate with our clients using the following systems:

- ✔ Cerner (Canadian Partner)
- ✔ Meditech
- ✔ Mckesson
- ✔ Siemens
- ✔ Telus
- ✔ Phantim
- ✔ Aria
- ✔ QHR Accuro
- ✔ Sleep Information Systems
- ✔ Plus more

HL7 Integration

Support for HL7 integration for real-time imports.

PRODUCT

Cloud Solution

PEPEDIA, HIPAA and PCI compliant

Have confidence in the security of your contact data. Exceeding PEPEDIA and HIPAA security requirements, our cloud is certified under the more rigorous PCI compliance, which mandates the adoption of best security practices and requires annual third-party security audits.

Canadian-based cloud solution

iceAlert's Canadian-based cloud ensures all contact data remains in Canada in compliance with PIPEDA.
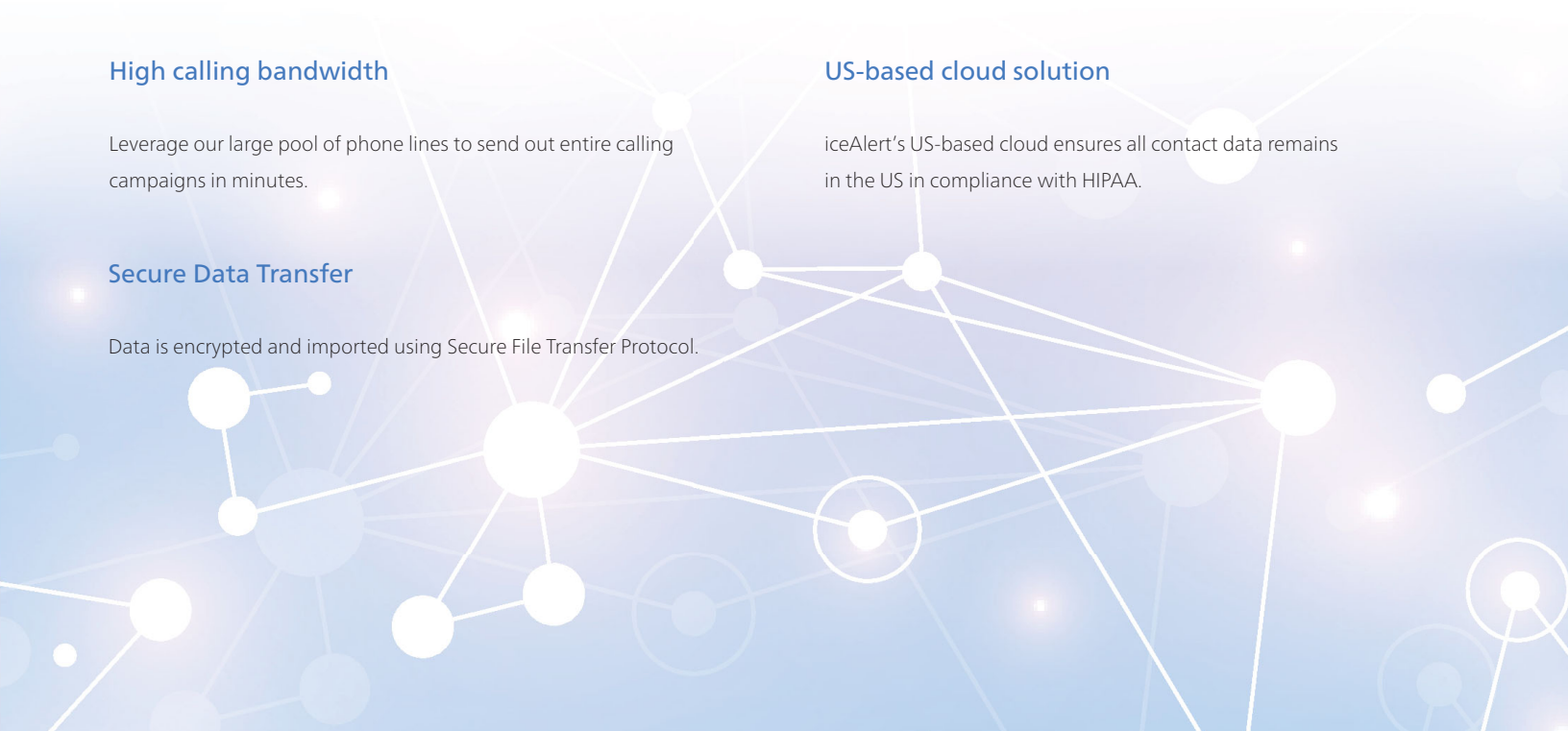
High calling bandwidth

Leverage our large pool of phone lines to send out entire calling campaigns in minutes.

US-based cloud solution

iceAlert's US-based cloud ensures all contact data remains in the US in compliance with HIPAA.

Secure Data Transfer

Data is encrypted and imported using Secure File Transfer Protocol.

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About Us

ComputerTalk helps organizations deliver outstanding customer experiences across every communication channel, on one platform. ice Contact Center with Skype for Business and Microsoft Teams delivers solutions that help organizations grow and transform their customer experiences.

Our solutions improve contact center productivity and integrates the contact center with the rest of the organization, so companies can truly leverage their knowledge workers. ComputerTalk is a global provider of enterprise-class contact center and advanced IVR solutions powered by an application designer tool. This tool empowers organizations to build custom applications that transform the way they interact with customers.

Our solutions are available on-premises, in a private PCI compliant cloud, or hybrid. ice Contact Center delivers cost savings, productivity improvements, and mobility that the market demands.

Founded in 1987 and headquartered in Markham, Canada, ComputerTalk is an expert in custom communications-enabled business process applications. ComputerTalk is a member of the Microsoft Cloud Partner Alliance, Technology Adoption Program (TAP), and has two gold competencies in Communication and Application Development.

For more information, visit us at computer-talk.com.

Gold Communications
Gold Application Development

Certified for
Skype for Business