AVST

NotifyXpress™
for Enterprises

*Broadcast notification with NotifyXpress offers a
cost-effective way to keep your customers informed.*

NotifyXpress

NotifyXpress offers a quick and easy method to deliver timely messages to your customers.

NotifyXpress helps you strengthen your relationships with your customers by proactively reaching out and providing information that they value. Whether you want to contact 20, hundreds or even thousands of people, NotifyXpress lets you record and deliver messages easily. This could be anything from appointment reminders to schedule changes to emergency message notification. You can even personalize the information by customer. For example, outbound phone messages can remind your customers of the time and date of their upcoming appointments.

Appointment Reminders

Send personalized messages to your patients to remind them of upcoming appointments. This notification tool can be programmed to continue to place calls until successful, thus reducing the number of patient no-shows and more efficiently rescheduling appointments.

Emergency Message Notification

NotifyXpress can reach thousands of individuals concerning impending events or issues. You can provide pre-recorded messages for disasters like severe weather conditions, fires, chemical spills, or crime in your area.

Status of Services

Be proactive and provide your customers with updated information about an order, shipment, inventory status, flight schedule change, etc. The banking industry can notify customers of loan status, irregular account activity, or other timely information.
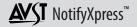
The Power of Automation

Closure Notifications

Unpredictable weather or other events may require your school or business to close. NotifyXpress makes it easy to notify parents, students, faculty or employees in a timely manner, and avoid tying up phone lines with inbound callers asking the same questions.

Marketing Campaigns and Sales Follow Up

Your customers don't want to miss out on important company information, webinars and other events. With an outbound phone message, you can automatically notify your customers and save precious manpower at the same time.

No matter what you have to say, NotifyXpress delivers the message.

Not only does this help build customer loyalty, but NotifyXpress also helps you achieve lower operating costs. When you expand your CX-E system with NotifyXpress, this module seamlessly leverages CX-E, where outbound calls are placed on the voice ports.

NotifyXpress is the ideal solution for a wide variety of industries. Organizations in the fields of healthcare, education, law, manufacturing, financial services and government will find NotifyXpress presents a smart solution to outbound customer communications.

Features:

- Outbound notification calls supporting up to 48 simultaneous calls per system

- Communicate pre-recorded announcements to a large audience

- Create customized announcements with varying data elements including dates, numbers, monetary amounts and names

- Use CX-E text-to-speech to automate the speaking of certain elements of a message

- Use a telephone to record notification messages, initiate notification campaigns, and perform systems tasks

- Configure certain time periods during which outbound calls are allowed

- Protect outbound messages via password

- Support "do-not-call" requests

- Configure the maximum number of call attempts and failed call retry intervals

- Handle various call transfer scenarios including: no transfer, automatic transfer or call recipients requested transfer

- Review detailed logging of call attempts, retries, and results for reporting

- Specify which ports to use for outbound call traffic

- Support your multi-lingual customer base

CX E

Organizations both large and small are turning to CX-E from AVST because of its dependability and unparalleled flexibility. As the industry's most interoperable, Unified Communications (UC) platform, CX-E delivers best of breed mobile, voice and business process applications, including: unified messaging; speech recognition; context-aware personal assistant; mobile client for iPhone® and Android™; automated attendant; call processing; voicemail; fax; notification; and other business process applications.