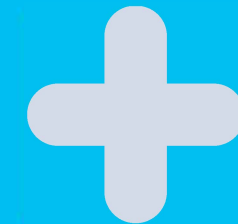




Imagicle Emergency Notification

Keep people safe and informed


















Imagicle UCX Suite.

HUMAN AND VIRTUAL BETTER TOGETHER.

The **Imagicle UCX Suite**, available from the Cloud and in mixed environments, is a state-of-the-art application suite, including **UC apps** and **Contact Center** capabilities with **Omnichannel Conversational AI** solutions, plus features covering the growing demand for **Compliance - Risk Management**.

It's ideal for mid market and enterprise customers, and it grants the flexibility, security and innovation needed in the new hybrid and more digital world, simplifying deployment, integrations, administration and usage.



-  Attendant Console
-  Conversational AI
-  Call Recording
-  Digital Fax
-  Contact Manager
-  Operator Essentials
-  Advanced Queueing
-  Screen Recording
-  Emergency Notification
-  Manager Assistant
-  Supervisor Console
-  Auto Attendant
-  Voice Analytics
-  Call Analytics
-  Hotel Services

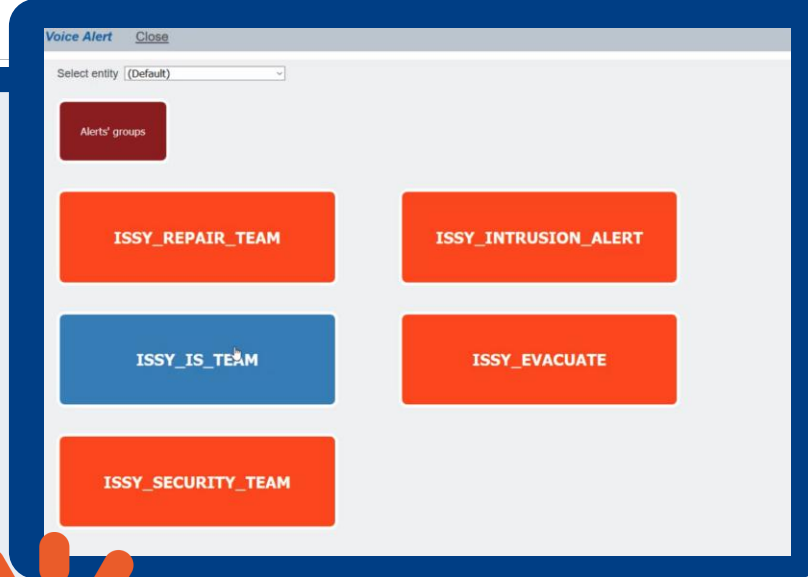
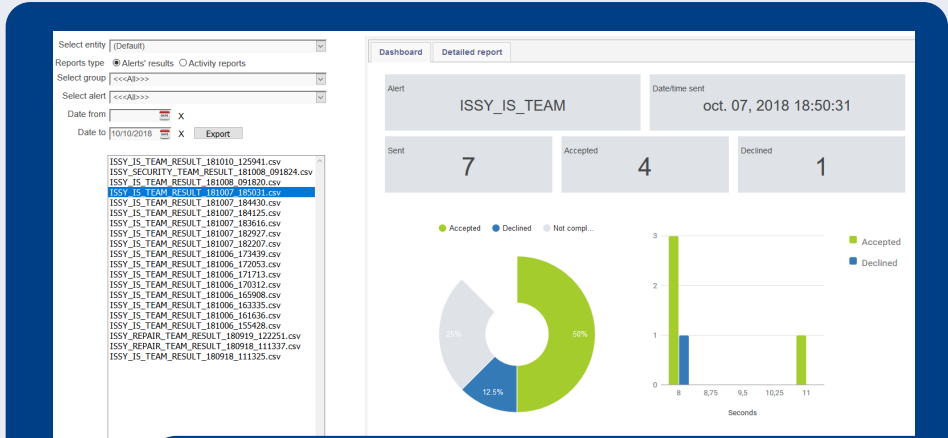
Critical notifications delivered at a moment's notice.

- Wide Notifications
- Severe Weather/flood alerts
- Front-desk alerts to security team
- Building evacuation
- Employees containment
- 911 Call Monitoring
- Send alerts to paging system (maintenance staff)
- ...



Emergency Notifications

Notify and keep people safe, on Cisco and MS Teams



Flexible alerts & groups

Notify specific groups or a whole floor/building, in broadcast or serial, with or without notification acceptance.

Rich dashboard & reports

Clear notification dashboard and detailed reports with outcomes

Multiple channels

Notify by call or chat, SMS or email directly to phones, IP Speakers, Strobes, Bells.

Integrated with Calling

Supports Cisco UCM integration via unicast or multicast notifications

Multiple triggers

Trigger a set of notifications by calling a number, through the web interface, gadget or through IP Buttons or APIs.

Flexible licensing

Per endpoint to be notified or per concurrent notification to be performed.



Two components to fulfill all your needs.



Voice alert

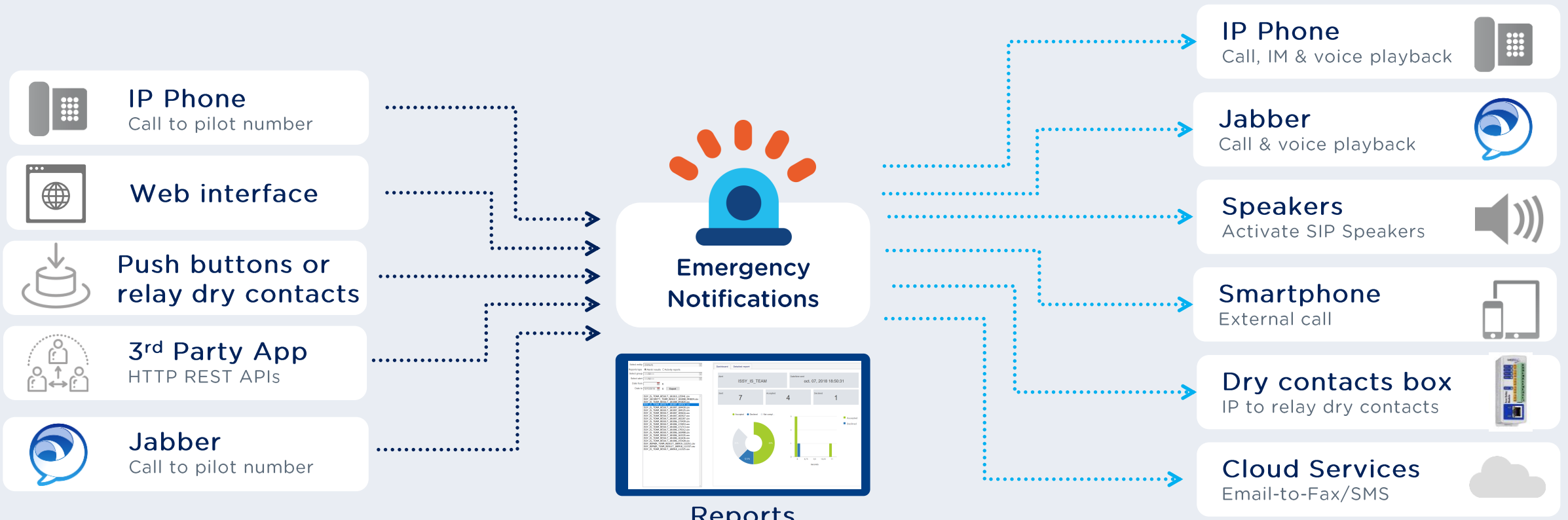
To notify emergency alerts using pre-recorded voice messages or real-time conference calls to internal, external fixed or mobile lines. The alerts can be acknowledged by the recipient(s).



Page alert

To notify a massive number of recipients using predefined text, pictures or audio messages, real time instant voice message (press to talk). Alerts can be acknowledged by recipient(s).

Automated or manual VOICE ALERTS, reaching everyone, everywhere.



Voice Alert Features

Alert triggers

- ✓ Push a button or get a contact closure coming from an industrial actuator
- ✓ REST APIs
- ✓ Phone call to configured Imagicle pilot numbers, PIN protected.
- ✓ Access to web portal to select pre-configured alert type (voice alert or TTS text message) to push to phones
- ✓ Detecting a new file in a monitored shared folder

Alert recipients

- ✓ A list of named contacts, each including multiple phone numbers and/or emails
- ✓ A list of fixed/mobile phone numbers
- ✓ Alert to a group of CUCM phone extensions by DP, PT, IP range
- ✓ Conference call with multiple alert recipients.
- ✓ An IP-based dry contacts box, to in turns trigger a siren, a fire extinguish system or any other industrial actuator.
- ✓ A SIP-based loudspeakers system (PA), to playback an alert message.

Alert acknowledgement

- ✓ Phone call is answered within a configured time
- ✓ Phone call lasts for a configurable minimum time
- ✓ The recipient enters a DTMF validation code.
- ✓ The recipient pushes an IP Phone softkey

Alert notifications cycle

- ✓ Call broadcast up to 500+ concurrent recipients
- ✓ Sequential engagement, stopped after first ACKed notification
- ✓ Cycle upon no answer/busy, with retry option
- ✓ Cycle if a call transfer/forward is detected.
- ✓ Cycle upon short call length
- ✓ Cycle upon missing ACK DTMF/softkey stroke or denial.

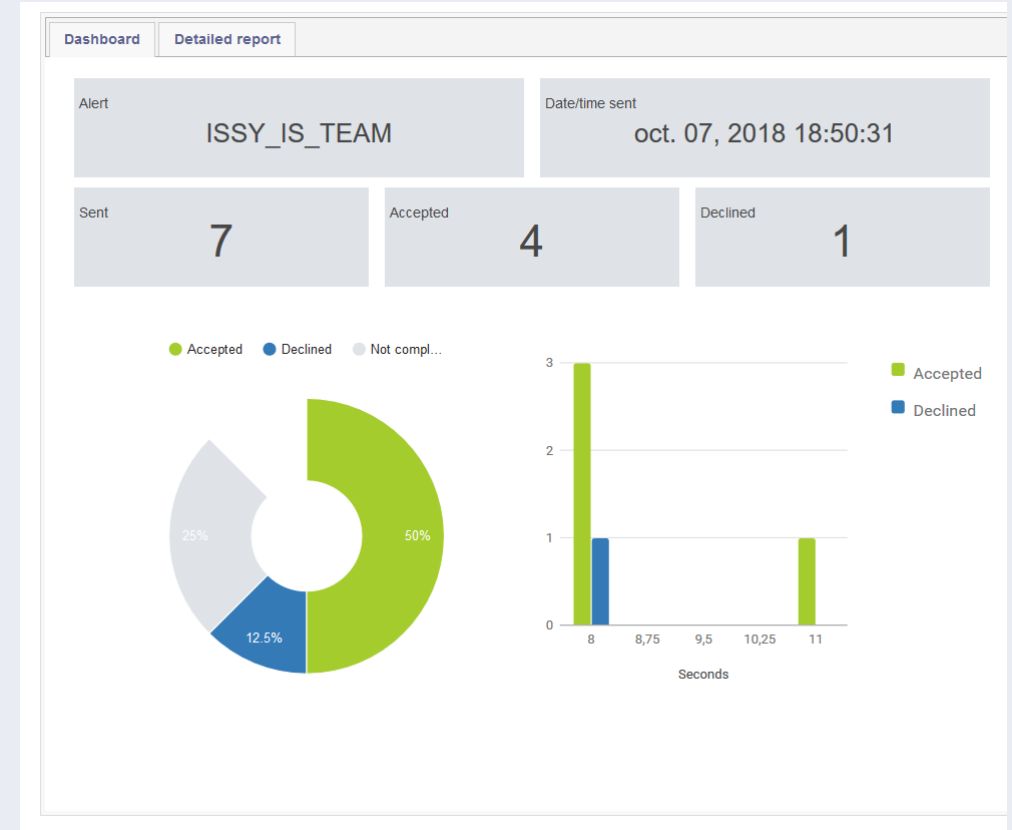
Voice Alert Features

Live monitoring dashboard

- ✓ The alert initiator
- ✓ Notified destinations
- ✓ Listened, read or ACKed notifications
- ✓ Declined calls

Reports

- ✓ Ongoing alert statistics
- ✓ Accomplished alerts full report
- ✓ Export reports in CSV format
- ✓ Send reports via email to security staff



Automated or manual PAGE ALERTS, reaching everyone, everywhere.



Page Alert Features

Alert triggers

- ✓ REST APIs
- ✓ XML service or Push-to-talk button on IP Phone
- ✓ Access to web portal to select alert type and upload a voice alert or TTS text message to push to phones
- ✓ Cisco Jabber gadget
- ✓ Triggered by time of the day (i.e. call to pray)

Alert recipients

- ✓ A list of internal Cisco IP Phones
- ✓ A list of mobile contacts, to be SMS-alerted
- ✓ An IP-based loudspeakers system (PA), to playback an alert message within an industrial estate.

Alert acknowledgement

- ✓ By answering the call on Cisco IP Phone.

Alert notifications cycle

- ✓ Multicast transmission of a pre-recorded voice message or real-time voice transmission (PTT) to unlimited recipient devices.
- ✓ Unicast transmission of a pre-recorded voice message to multiple phone devices
- ✓ XML push of a text alert to unlimited recipient Cisco devices.

Page Alert Features

Live monitoring dashboard

- ✓ The alert initiator
- ✓ Notified destinations
- ✓ Failed calls

Reports

- ✓ Accomplished alerts full report
- ✓ Export reports in CSV format

The screenshot shows the Imagicle interface for an alert titled 'PLEASE_EVACUATE' in the 'Athéna-1st-floor' area. The alert status is 'Playing'. A table below the header shows the following data:

| Name | Text | Status |
|-----------------|--|---------|
| PLEASE_EVACUATE | Please evacuate the office, as soon as possible. | Playing |
| Total | Success | Fail |
| 1000 | 720 | 43 |

Below the table are two donut charts. The first chart, labeled '% alerted users', shows that 76.3% of users have been alerted. The second chart, labeled '% failed', shows that 5.6% of the total alerts failed, while 94.4% were successful. A 'Stop' button is located at the bottom of the dashboard. On the right side, there is a section for 'ALERT ACTIVITIES' listing 'Athéna-1st-floor PLEASE_EVACUATE' and 'Athéna-2nd-floor Evacuer le bureau'. A callout box indicates 'Ongoing alerts. Click for more details'.



Emergency Notification Redundancy.

Active-Standby redundancy model, implemented on two Imagicle nodes.

- It detects a failure in Primary server and automatically triggers a failover/fallback to Backup server.
- Data and configurations are real-time replicated between two nodes.
- A fault tolerant solution can be implemented based on Windows Network Load Balancing feature using “failover” mode (available on Windows 2012/2016/2019 Standard)



Voice/Page Alert Requirements

Server

OS:

Windows Server 2016 Essentials or Standard

✓ Windows Server 2019 Essentials or Standard

Windows Server 2022 Standard

Minimum specs:

2 vCPU / 6 GB RAM / 100 GB HDD → up to 200

✓ concurrent voice alerts.

Currently on-prem (Cloud deployment in roadmap)



Supported Calling Platforms

✓ Cisco UCM rel. 10.5 and above

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