

When you need to disseminate urgent information and instructions to employees, you need more than just emails and text messages. You need to leverage every available advantage without breaking the budget. Turn your existing telecom infrastructure into a powerful enterprise alerting system with DAKS. The combination of DAKS and a Unify PBX offers unique, advanced features to get the right information to the right people, right now!

### Triggering Events

Emergency alerts can be triggered by/from:

- Dial-in from any telephone with or without PIN authentication. Initiate an alert with a prerecorded message or record the announcement “on the fly” with the latest updated information.
- The DAKS Operator console with the option of using the DAKS Custom Operator tool to design a display with customized campus map. Leverage text-to-speech option for latest news.
- Hardwired connection from alarm panel to DAKS Contact I/O module.
- Interface to an alarm management and control system via API, requiring no human intervention to launch alert.
- Clicking on a desktop red alarm button or pressing a predefined hot key via DAKS Desktop Client.



### Flexible Messaging

The alerts may be any combination of the following:

- Telephone calls to up to four (4) contact numbers per employee, with multiple attempts for busy or no answer condition
- E-mail message
- Text message
- Desktop pop notification



Receipt acknowledgement is configurable also and includes simply answering call, phone key press in response to prompt or positive or negative confirmation.

### The Unify Advantage

In Unify networks, DAKS leverages the SIP-Q and CorNet-NQ protocols to enable an enhanced feature set, including:

- Automatic speakerphone activation without lifting the handset
- Programming a telephone to ring in an alerting tone to draw attention to the importance of a call
- For busy phones, override with neutral announcement, forced disconnect or call waiting
- Ignoring call forwarding, e.g. to prevent voicemail activation
- Penetrate do-not-disturb
- Ignoring call pick-up groups
- Multi-line alphanumeric display outputs

UNIFY®