

SMS RESPONDER

...a quick summary of features

Send and Receive Messages

Send messages to individuals, groups, or everyone. Send to our app, by SMS or by email. Receive replies from our app or via SMS and see them on your screen within seconds.

Members' Standard Fields

Standard fields store each member's name, phone/email/pager information, postal address (optional).

Each member is set as 'on call', 'off call' or 'away'. This field (which can be changed via SMS by members themselves) can be used to restrict messages to only those members who are available at the time of sending.

Each member can have multiple apps, mobile devices, email addresses and pagers.

A 'call-sign' field is provided for those organisations who use call-signs. *Avoid using this for other information – use Custom Fields instead...*

Custom Fields

In addition to standard fields, customers can set up their own fields storing, for example, Area, Department, or membership type. This information will be displayed on the screen where messages recipients are selected. Users can then easily see, for example, which members have 4x4 vehicles, or who lives in a particular town. Default values can be set up for each field, e.g. North, South, East and West for Area.



Qualifications

Users can set up their own qualification lists grouped by topic (e.g. First Aid, Health & Safety etc), and then create certificates specifying the expiry date.

Various Qualification reports are available on the website, and a weekly report is automatically emailed warning of any certificates due to expire in the next 3 months.

Assets

Track vehicle MOTs, group insurance and kit inspections and receive reminders when they are close to expiry.

Filters

Filters can be used to specify a fixed group of members (e.g. a committee).

However, their strength is defining dynamic groups of members based on On Call status, Custom Fields and current Certificates.

For example, a filter could select just On Call members who live in a particular area and have a current First Aid certificate. Such a filter might select 10 members one day, and only 8 the next if two First Aid certificates expire.



Hot Buttons

Found on the Home page, these Buttons automatically select groups of members using a Filter. Each Hot Button also has a default message which will appear on the SMS tab. This message can then be changed or added to as required, and can include Mail Merge fields for time, date, and recipient name & call-sign.

For example, Acme Haulage Ltd might have a button to select self-employed HGV drivers in the South West area, with a default message of “HGV driver required in your area, please contact Acme Haulage on 0330 330 30 35”.

Multiple Contacts

SMS Responder will send data messages to our app and SMS messages to mobile phones and most landlines. It can also send to national network Pagers, and to email addresses. Each Member can have multiple apps, phone numbers, pager numbers and email addresses. However, to minimise cost, selected devices can be configured to receive a message only if delivery fails to the primary device(s).

Events

For those who handle Events/Incidents, we can store details of an Event/Incident along with a list of messages sent for that Event. We store which members have been sent messages, and whether they are attending or not. Attendance can be set manually or using SMS replies. Assets can also be assigned to Events with a warning if there is a clash.

Alerts

Set an Alert and it will be displayed to any other users in your organisation who log on. Some examples: “Transit van off the road until Tuesday”, “Remember the AGM on the 20th”, “24 hour standby requested by County Council”. Alerts can be timed to automatically expire or remain until cancelled.

Automatic Response Management (ARM)

Replies to SMS messages can be stored on our servers and accessed by any authorised user. If used for an Event they allow Members to be categorised into those attending or not, based on SMS Replies.

Send From Phone

Our websites provide the most convenient and flexible way of sending messages, but what if you are in the middle of nowhere with only a standard mobile phone? Sending a SMS with a code to our special number will relay your message to the appropriate Members.

Replies can still be stored on our servers and forwarded to the sender’s mobile in batches, providing data backup and an audit trail.



FirstCall

Many of our customers provide a 'call out' or response service, where a calling agency (e.g. police or local council) will contact them for assistance. However, few have a 24 hour office. Although someone will always be available to help, they can't guarantee who it will be! FirstCall allows police/ambulance control rooms, county councils etc. to install a desktop link to a special SMS Responder page. This page allows them to enter a short message that will be sent by app and SMS to your selected list of key personnel. The system notifies all recipients when one of them responds, so no one is left thinking 'Did anyone pick up that call?'

TeamCall

TeamCall is similar to FirstCall but is designed for neighbouring teams or a national body to contact your selected list of key personnel for assistance

Resilience & Fixed Data Location

SMS Responder’s dual servers in Manchester, UK and Vienna, Austria, provide operational resilience in the unlikely event of a problem with one of the servers.

API

SMS Responder’s messaging engine is now available via our Longbow Messenger API. Use SMS Responder’s multi-contact Least Cost Routing and apps, direct from your own software.

Summary

If you would like more information on any of the above please email info@resp-tech.com or give us a ring on ☎ **0330 330 30 35**.