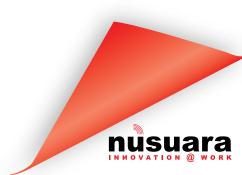# 24-HOUR EMERGENCY ALERT SYSTEM

NuSuara's 24-hour Emergency Alert System is a customised solution that enables authorised personnel manning the area to report emergencies at anytime of the day, morning or night. Due to the unpredictable nature of disasters, such a solution will allow crucial information to be directed to the party or parties responsible to act on the emergency concerned immediately and simultaneously.

The Emergency Alert System utilises Interactive Voice Response (IVR) technology and Auto Outbound dialler system housed at NuSuara's headquarter, which offers organisations the relief of low investment to host and manage the hardware. A simple online interface allows the administrator of the organisation to manage recipients of the distress call, and update the details of the recipients and their security ID at their convenience.

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The Benefits

- Low implementation and management costs - as the 24-hour Emergency Alert System is a hosted solution.
- A simple interface allows authorised personnel from the organisation to update recipient contacts at their convenience.
- The system works 24 hours a day, 7 days a week, and responds to calls immediately.
- The system can also be integrated with an alarm system. Therefore, when the alarm is triggered, an alert will be sent to the safety team.

How The System Works

1 During an emergency, the security or authorised personnel will call a dedicated number.

Call

Emergency Alert System

Please key in your ID

2 To prevent abuse, the system will prompt caller to key in their unique authorisation code.

3 Upon verification, the IVR will list a menu to select the type of emergency.

Press 1 for Fire   **2 - Accident**   **3 - Flood**   **4 - Burglary**

4 The caller can key-in their selection using DTMF touch tone, or record a message if the emergency is not in the menu.

5 The system will then call all the recipients in the list so that action can be taken.

6 To ensure that all calls are received, the receiver has to press the hash key.