



INTRODUCTION

Businesses & organizations today need to interact with their customers effectively. They require a reliable and flexible way to assist their customers without tying up valuable resources.

USANotify is built on proven technology that provides a cost-effective, scalable, feature-rich, and robust solution to meet the business demands of today and tomorrow.

TURNKEY ON-PREMISE PRODUCT

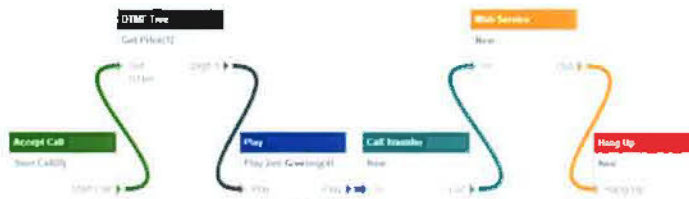
PEC offers USANotify as a turnkey product or as a service. For security reasons, many government and military organizations choose to purchase the system as onsite turnkey product. Our installation team will build the system, ship it to your location and one of our skilled technicians will be available to do an onsite installation anywhere in the world.

SUPPORTS MOST PHONE NETWORKS

USANotify supports ISDN T1 and E1, VoIP / SIP, E&M, SS7 and R2MF signaling and can integrate with almost every telephone network in the world. Our inbound & outbound solutions have been deployed in over 70 countries across 6 continents, and handle millions of calls per day. Service bureaus, government organizations, and companies around the globe have chosen PEC for its 20+ years of knowledge and experience with local & international network integration.

VISUAL FLOW CHART DESIGNER FOR CALLS

The USANotify GUI development toolkit will make short work of the most complex queries or operations. A visual call flow chart allows you to build applications in less than half the time of script based IVR systems. With USANotify, you can play voice files, record messages, receive touch tone digits, access a database, make a call, or compute data.



SEAMLESS SWITCH INTEGRATION

For on premise installations, USANotify seamlessly integrates with most Centrex, PBXs and Central Office switches. We have experience with many brands and hundreds of models of switches.

CLOUD / SERVICE BASED SOLUTION

PEC offers a service-based solution for organizations that do not want to purchase or maintain a physical system at their own site. With this service, PEC will provide dedicated server hosting at its facility in New York City along with phone lines and remote access to the system via the Internet.

Why choose USANotify?

BUILT ON YEARS OF EXPERIENCE

USANotify was built to provide real world, practical tools required by companies today. PEC's team of developers has been developing and improving the product for over 30 years.

WEB BASED REPORTING

- Generate Hourly, Daily, Monthly or Yearly Graphs on calls with one click.
- Generate summary reports/invoices to send to customers and management
- View detailed summaries & invoices for each phone number

UNLIMITED NUMBER OF CALL FLOWS

- Create an unlimited number of inbound and outbound call flows
- Scripts can be triggered based on the Access Number dialed
- Create thousands of unique applications, even on smaller capacity systems

TEXT TO SPEECH

- Eliminates the need to record prompts
- High quality prompts from IBM & Amazon
- Dynamically speaks text that is entered into the system

CALL TRANSFERRING

- Transfer calls to mobile phones, land lines or VoIP services
- Patch calls together to allow multiple callers to be connected into a single conversation

DYNAMIC SCHEDULING

- Control the days of the week and times of day to send out messages

DATABASE / WEB SERVICE INTEGRATION

- USANotify integrates with MySQL, Oracle, MSSQL, Sybase, Access, dbase, FoxPro, Informix, text files and ODBC.
- USANotify supports JSON, XML, SOAP, and HTTPS web services

VOICE MESSAGING

- Scale to thousands of concurrent calls
- Detect answering machines vs. live answers
- Transfer calls to live agents
- Supports unique and global do not call lists
- Ability to throttle outbound call speed
- No message length limit

SMS / TEXT MESSAGING

- Integrates with most SMS providers via API
- Dynamically create SMS content
- Offer actionable custom response options
- Create a custom call flow when people call the SMS phone number

E-MAIL MESSAGING

- Create customized e-mail templates
- Send dynamically created content with links to maps, calendar invites, forms, and directions

VOICE TO EMAIL

- Send recorded voice messages to any e-mail address

FAX TO EMAIL

- Send & receive faxes
- Forward faxes to an email address

OUTDIAL CAPABILITY

- USANotify allows you to dynamically call out to customers & clients
- Supports scheduled reminders & broadcasts
- Supports Emergency & promotional broadcasts
- Send messages conditionally based on the status of a previous attempt

CONTACT US

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