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Smart automation: Confirmer

Effective incident handling when a serious event occurs - giving you the ability to act quickly

When a serious event comes knocking at your door and you need to act quickly – seconds really can count. Effective incident handling means the difference between disorder and the successful outcome of any operational or safety challenge.

Originally designed for the NHS, Confirmer is our automated alert notification solution that will support your COVID-19 efforts. It swiftly manages the process of contacting people, gaining their response using all possible contact methods available – phone, pager, email or mobile - maximising reach while delivering your time-critical alert promptly.

This rapid, scalable, interactive messaging solution enables you to face any emergency or routine incident with confidence. You can alert and check the status of large numbers of people promptly and efficiently.

Try, try, try again

Inevitably, some calls are unanswered. After a phone has rung for a fixed time, Confirmer moves on to the next contact using all methods available, hunting for a response until it has one.

Each contact plan is fully configurable including time between calls and number of times to call. Confirmer continues to attempt to contact people using the imported list, as many times as specified in your campaign details.

Any time, any place, anywhere

Start, stop and pause alerts using either the secure web or telephone interface. This may be via a web enabled PDA or mobile, putting you in control. Alert configuration is performed via a secure web browser.

Examples of Confirmer's use during COVID-19

- Notifying staff and customers not to come to the office
- Weekly status updates to staff and customers
- Volunteer call outs, by geography
- Business information or grant status updates
- IT blackout announcements to support remote workers
- CEO's company meeting callout

Confirmer benefits

- **Easy admin** – contact details can be regularly synchronised ensuring up-to-date information is used

- **Compliance** – allows organisations to conform to standards for contacting staff groups during major incidents

- **Maximum reach possible** – using all available contact methods

- **Confidence** – simulation mode enables regular testing, with reports to audit effectiveness

- **Flexibility** – record messages in advance, tailor them as required or create as needed

- **Assurance** – positive interaction means that management can have real-time updates on the status of individuals

Voicemail – we've got it covered

Confirmer detects when a call is answered by voicemail or an answering machine and can be configured to handle the call in different ways. It can hang up and move to another number, or leave a message after the greeting has been played.

Unlike using a human caller, the message delivered is always consistent, accurate, and the system never forgets to call back until confirmation has been achieved. Confirmer makes calls and sends messages much quicker than any human using 'call trees'.

Quick and easy install

This is a quick and easy install, especially for current Liberty Converse contact centre users.

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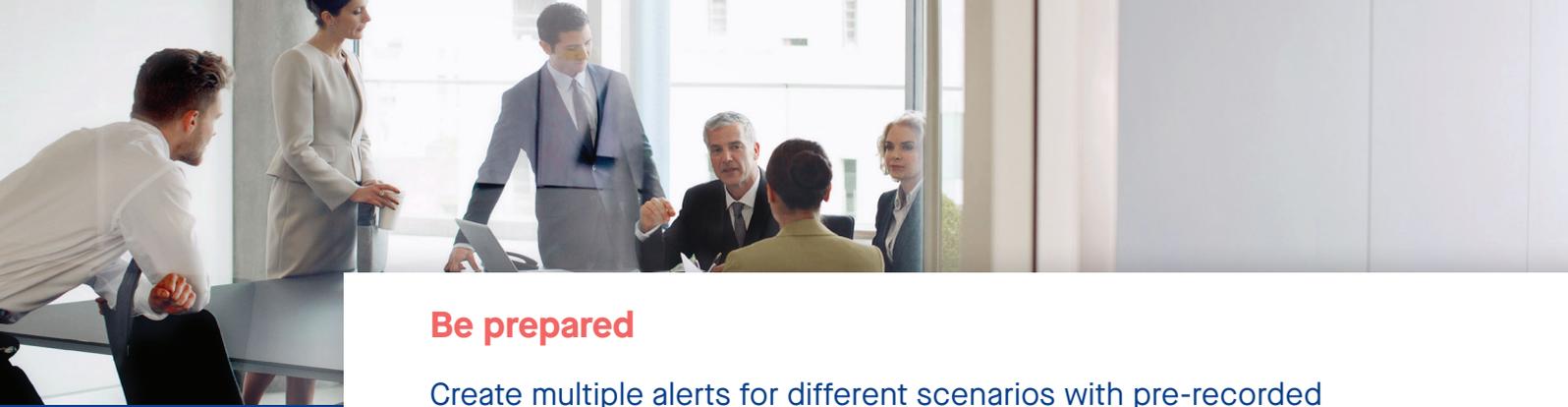
Be prepared

Create multiple alerts for different scenarios with pre-recorded messages. Or your System Admins can create ad hoc messages on the fly, especially useful in the event of unexpected incidents. A simulation mode allows alert testing for compliance with operating procedures, increasing confidence whilst minimising staff disruption.

Inbound messages

Confirmer can handle incoming calls, for example when a colleague responds to a Confirmer voicemail message. The system will verify who the caller is, and then deliver the alert message requiring their response.

The response to these calls is logged in the same way as outgoing calls. Additionally, you can log responses to emails and SMS messages – handy for when you review your incident process.

Alerts can be configured to do exactly what is needed, for example define:

- Groups of people and the order in which they should be called – e.g. first-aiders first, then fire wardens, and the messages that they are played

- A hierarchy of call completion with customisable thresholds – e.g. first frontline staff first-aiders, once 60% have been contacted, then call the second level, such as police or carers

- The number of repetitions of call attempts, and the time delay between attempts – e.g. if the landline is not answered wait 5 minutes, then call the mobile, and call every 30 minutes until there is a positive response

- Personalised information in messages – e.g. a resource that you need to view or report on

- A fixed alert duration – e.g. if you know that the network servers will take 30 minutes to reboot

- A schedule to run alerts in advance – e.g. fire drill planning

Positive responses

One of the most important features of Confirmer is that it can gather responses. For example, a roll call might be wanted – 'to confirm that you are safe please press 1'. Responses can be logged so you know in real-time who has reported in and who has not.

Alternatively, an alert can be configured so that when sufficient people have responded positively, no more calls are made to this group. For example, four security people might be needed to attend from a group of ten; when four have responded positively, no more calls are made to that group.

Keeping names and numbers up to date

For the system to work most effectively, it requires access to up-to-date contact information. Confirmer imports data from most database systems either on a set schedule (say every day), or on an ad-hoc basis. This means that when the organisation's directory is updated the Confirmer directory is re-synchronised, saving time and reducing the likelihood of error.

Reports

Confirmer provides real-time reports during an alert so you can see who has responded, who has been called, and who hasn't replied. The administrator can listen to basic campaign status information over the phone by dialling a special number. After an alert has finished full reports are provided so that you can analyse exactly what happened, and identify possible improvements.

Easily transition to other uses

When COVID-19 is all over, you may feel that you'd like to expand your use of Confirmer. Use it for any business continuity situation where you need to communicate to many people – flood alerts, fire drills, public safety announcements and outage time. You can prepare for any circumstance in advance. You create and save the files and when needed they can be used.

Take a deeper dive

**Contact us today for a demo visit
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**Or call us on 0330 333 6100 and say
"Transforming Engagement"**

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