



What Type of Alerts can be Sent from this System?

In this video we will discuss the types of alerts you will be able to send within our system. Our system provides you the opportunity to send many different alert types and messages. We also give you the option of combining several of these methods to enable your alert to be more effective in reaching your users.

The first option for alerts is the Voice Alert. To use the Voice Alert option simply follow the prompts given on the screen to select a phone number that our system will call so that you can record your alert. For more information about the Voice Alert system please view the video entitled "How to record and send a new voice message".

The next option is Text To Speech. To use this alert type simply create a message that you would like our program to read to your users as a voice alert. This alert type is used frequently when administrators do not want their own personal voice used on a voice alert. For more information about this system please view the video entitled "How to send a new text to speech voice message".

The next option is Email. Email alerts are the most versatile of all our alerts. You can use email alerts for campaigns, quarterly updates, as well as day to day notifications. Many of our users create templates in email format and save them for future use. To learn more about Email alerts please visit the training videos regarding email alerts.

After email alerts we have text alerts. Text alerts are a very quick and efficient way to get in touch with your users. There is a limit of 280 characters in text alerts - after 140 characters the system will split your text message into two different messages. We like to encourage our users to keep text messages limited to a shorter and more concise alert. For more information regarding text alerts please visit the video entitled "How to send a SMS text message".

Lastly, our program offers IVR or Interactive Voice Response System. If you ever find yourself in a situation where you have no access to the internet or your cell phone's Mobile Command Center, you can dial in remotely to send an emergency voice alert. To learn more about the IVR please view the video entitled "How to send an IVR alert".

Beyond these message types you will see combinations of alerts you can send out. You will have the option to send your alert in a variety of ways, with combinations of text and email as well as text to speech varieties.



High Ground University

Thanks for watching! If you have more questions, please feel free to contact our Customer Success Team at support@highgroundsolutions.com.