



# API

## Automate activation of call-outs



RapidReach API allows your existing systems to communicate directly with RapidReach and utilize all the powerful functions that RapidReach provides. Manual work is limited to a minimum and you will save both time and money.

### What is RapidReach API?

RapidReach API is a license option that makes it possible for external systems to start predefined call-outs, called scenarios, through a DLL file.

RapidReach API supports both a local system solution as well as our web based service and lets you activate anything from simple call-outs including a single individual to complex call-outs including several teams.

Do you need to contact staff when there is a disruption in production or if machinery fail? Do you need to inform staff or customers of network interruptions or system failures? Do you want to automate evacuation procedures when your monitoring devices warn about leakage or high levels of toxic substances? RapidReach API automates the whole process for you, and lets you keep using RapidReach in your daily business operation.

### How does it work?

Activating call-outs using RapidReach API is simple. All your external system needs to do is to call a method in our DLL



file. RapidReach API confirms back that the call-out has started and you can follow the whole call-out process in detail in the RapidReach web client.

RapidReach API supports use of tailored messages created directly by your external system at the time of the incident. You can for example let your external system generate a text message that RapidReach sends out as an SMS or email. If you don't want to rely on SMS and email you can use audio messages instead. Using audio messages, RapidReach will contact people via phone and play back the message.

If you prefer to use static predefined messages, that is of course also possible. If this is the case, you create your messages beforehand when you prepare the call-outs in RapidReach.

We supply detailed documentation on supported methods and which calling convention to use.

RapidReach API may be deployed together with either our web based service RapidReach ENS Web or with RapidReach ENS Web Enterprise, our onsite web based solution.

### RapidReach API features:

- Designed to be a complement to RapidReach to automate call-out activation
- Lets your systems distribute important information to your staff directly
- Allows for any external systems to utilize RapidReach call-out functionality
- Makes it possible for various different systems to activate call-outs
- Simple activation of call-outs via a DLL file
- May be deployed together with either our web based service RapidReach ENS Web or with RapidReach ENS Web Enterprise, our onsite web based solution.



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