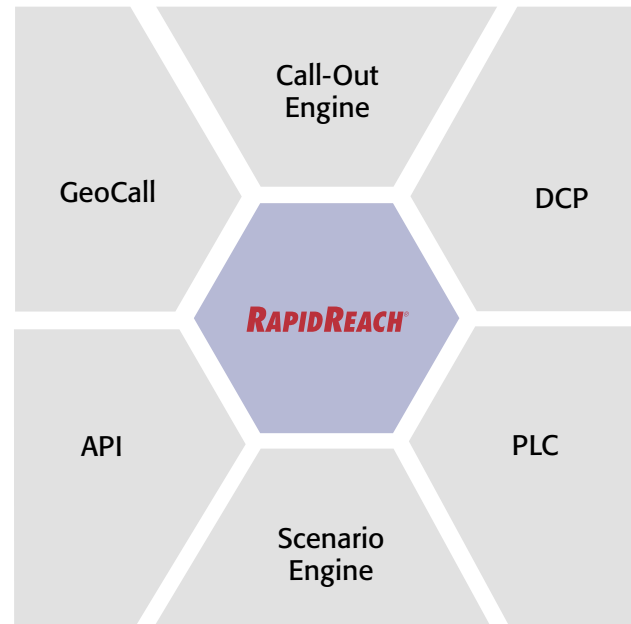


Scenario Engine



Automatically trigger call-outs



The Scenario Engine allows you to automatically activate call-outs through your existing systems. Scenario Engine removes the human element and lets existing systems communicate directly with RapidReach.

What is Scenario Engine?

Scenario Engine can programmatically start predefined call-outs, known as scenarios, based on received instructions from external systems.

Because Scenario Engine complements a RapidReach ENS WEB Enterprise system or service account, you can configure an external system to start any type of notification. Need to automatically notify affected groups when SAP records a process error? Need to inform engineers when there is a network, email or website problem? Need to evacuate employees when gauges detect leaks or dangerous conditions? Best of all, you can continue to use RapidReach for security and Business Continuity notifications.

How does it work?

It is simple to start a call-out using Scenario Engine. Your system generates a file with simple instructions and posts that file in a predefined location where Scenario Engine can read and process it. Scenario Engine sends back a result file after having received your instructions, confirming that the call-out has started. The call-out can be monitored in detail through RapidReach.



Instructions about which scenario to start is sent to Scenario Engine in a simple text file. The user manual gives detailed information about the file format and how the contents should be structured.

Scenario Engine supports customized messages, generated automatically by the external system. Text messages will be converted to a voice message at the server, using a text-to-speech converter, so your alerts can be used with normal phones, and you are freed from an exclusive reliance on text messaging and email.

If you prefer to use static messages, directing people to report or call in to a call center or to a conference bridge, Scenario Engine

supports that as well. You can support any kind of response notification procedure that you need.

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

Scenario Engine features:

- Complements to RapidReach for automating scenario activation
- Gives existing external systems access to communication capabilities in RapidReach
- May be deployed together with RapidReach ENS Web, our web based service, or with RapidReach ENS Web Enterprise, our onsite web based solution
- Enables activation of call-outs using a simple text file format
- Allows external systems to transmit alert details directly to response engineers
- Makes it possible to automatically activate call-outs from several systems
- Securely encrypts sensitive information

