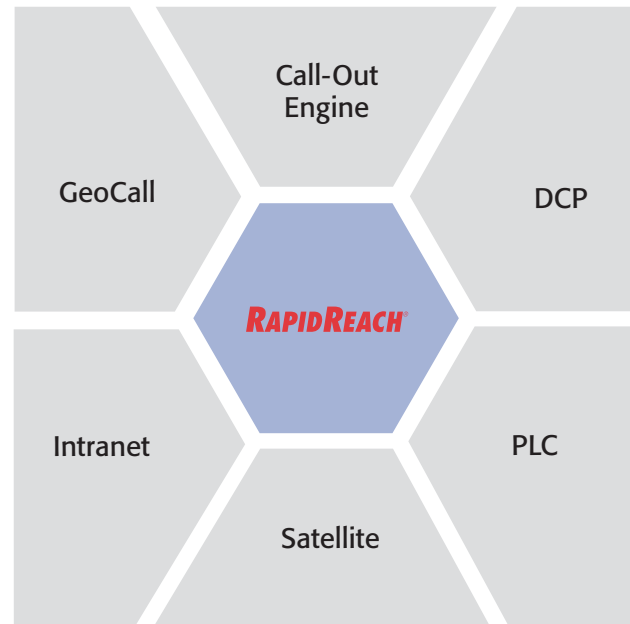


# Call-Out Engine



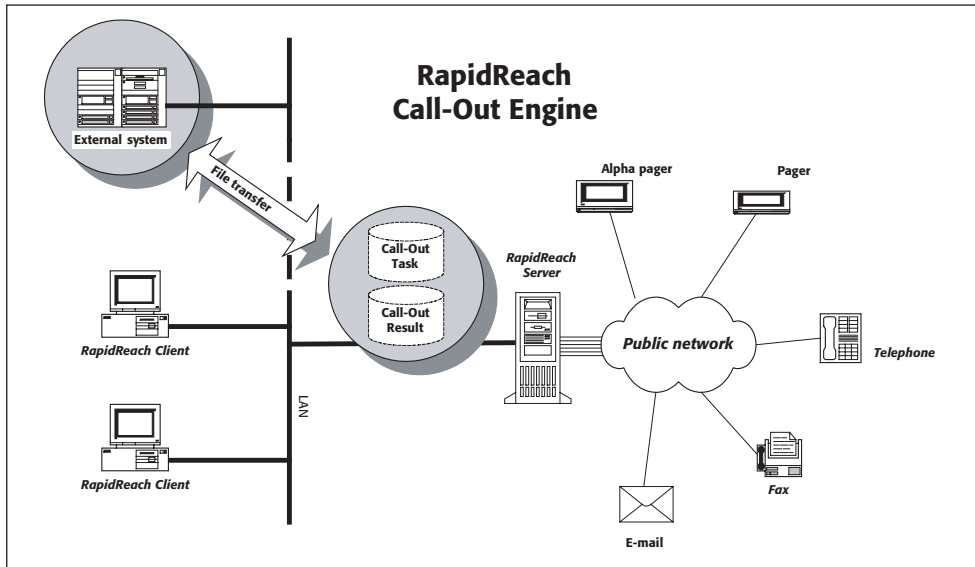
**Add the power of an automated call-out system to your existing applications**



Imagine activating a call-out using your existing software for customer management, business continuity, help desk or any other application. With the RapidReach Call-Out Engine option this is now possible. Can you afford not having a tool like this?

## **What is the RapidReach Call-Out Engine?**

The RapidReach Call-Out Engine is a "background" program capable of receiving detailed call-out information via a XML file from any application, performing the calls according to the instructions in the XML file and then returning the result to the requesting application. The result can be reported regularly in XML format during the call-out as well as on completion of the call-out. With the Call-Out Engine concept any application capable of creating and reading XML files can initiate simple or advanced call-outs. These call-outs can go out to individuals, positions with primary and secondary individuals or teams using phones, pagers, alpha pagers, fax and e-mail. The RapidReach Call-Out Engine will run in parallel with the ordinary RapidReach system sharing communication resources.



## How does it work?

Starting a call-out using the RapidReach Call-Out Engine is done easily. RapidReach Call-Out Engine is simply fed with a task file. This task file is a XML file with a defined and easy to understand format. All your existing software needs to do is create this task file and place it in a specific location together with message files. RapidReach Call-Out Engine will then activate a call-out session according to the information in this task file. Once the Call-Out is completed RapidReach Call-Out Engine creates a result file to be read by your existing software. The only requirement of your existing software is the ability to create the XML file according to the task file format.

## Flexible XML format

The file format for the task and result file has a modular design based on XML, the widely adopted Internet standard. In its simplest format you only need to supply the system with information such as access numbers and message(s) to be used. The remaining information is obtained by using default values. By overriding these default values and defining positions and teams you are able to define more complex call-outs. These call-outs can be made up of several groups consisting of positions with both primary and secondary individuals. Messages, as well as message format (voice, text or graphics), can vary between positions.

## RapidReach Call-Out Engine features:

- Access the powerful RapidReach emergency call-out technology using your existing software.
- Create and activate the call-out and monitor the result by simply writing and reading XML files.
- Activate simple or advanced call-outs consisting of several groups filling positions with primary and secondary individuals with personnel.
- Activate delayed call-outs, where the call-out is started at a predefined time and date.
- Start one or multiple call-outs from different applications.
- Positions, individuals and organisations may be contacted using:
  - phones and mobile phones
  - alpha paging and SMS
  - numerical pagers and beepers
  - fax machines
  - e-mail
  - PLC or alarm actions
- Flexible XML format with default values. The information required in the task file for standard call-outs is very limited since default values may be used. For more complex call-outs the task file may include more information overriding default values.

