

IVMS - Integrated Voice Messaging Service

Now SENS users have the power to take action anywhere. AeroAstro's IVMS service uses synthesized voice technology to provide both incoming and outgoing alert calls from the Data Portal. Users operating in the field won't just receive a voice alert on their mobile phone when production-crippling failures occur. With IVMS, you can also acknowledge the alert, discontinue the alert transmission, and exert greater control over the remote unit right from the telephone. SENS IVMS utilizes VoiceXML (VXML) technology, giving you the power to take action anytime, anywhere.

AeroAstro's IVMS allows you to call a phone number, enter a password by telephone touch tone and receive a verbal report on an ESN in your account group. You can select a report on either an individual ESN or on all ESNs associated with your account. Once alerted, you can call in to the custom portal and discontinue the alert transmissions for the associated event. Using the same call, you can also acknowledge the alert. The time and user identification will be logged for each call.

IVMS routes calls according to a user defined phone list. Outgoing notification calls are sent in looping rounds to each member of the phone list until a user either cancels or acknowledges the message. The voice alert message is determined by the group administrator, i.e., "Compressor #3 is down."

For more information about IVMS contact 866.631.6010 or info@sensservice.com

Features

- Audio prompt and text-to-speech output
- Touch-tone or voice driven caller input
- Robust call control including call transfers
- Complete call recording capabilities
- Tier 1 nuance English voice recognition
- Dynamically generated alert notification reports

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