



XO® Connect – A Multi-Modal Mass Notification Service

Keep your employees informed, involved and connected by making XO Connect a part of your organization's communications and business continuity plans.

WHAT TYPES OF SITUATIONS ARE IDEAL FOR XO® CONNECT?

Urgent Situations

Weather-Related Closings

Time Sensitive Operational Messages

Customer Service Issues

Employee Motivation & Incentives

Administrative Announcements & Last Minute Schedule Changes

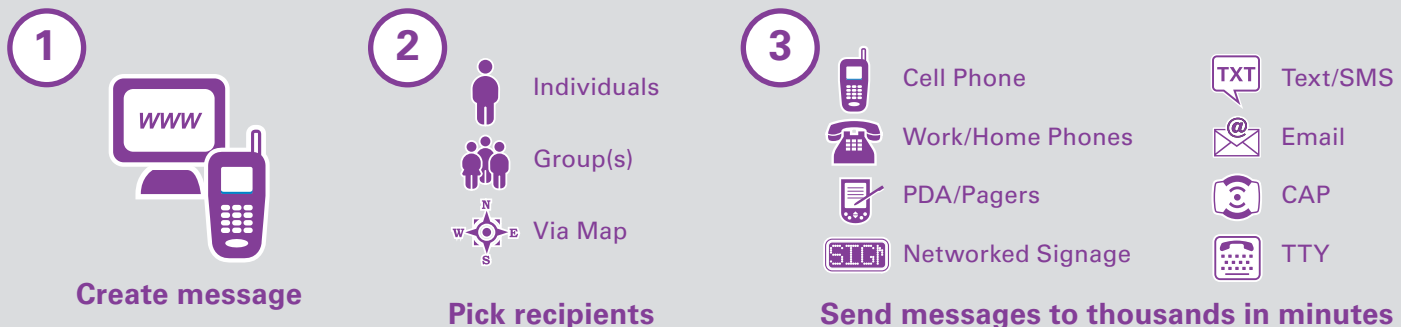
Interactive Employee Surveys

In an era of restrictive budgets, organizations are increasingly seeking reliable, cost-effective tools to deliver proactive, timely communications to their employees. XO® Connect is a multi-modal, mass notification service that allows you to communicate to your employees, or other key audiences, wherever they may be, especially in urgent situations when real-time communications are essential.

XO Connect enables your organization's leaders and other authorized users to record, schedule, send and track thousands of voice, email, and text messages in minutes. You can send an unlimited number of messages to staff, suppliers, volunteers, or customers (or any combination of these groups) via voice, text messages, and email. The messages may be sent to mobile phones, web-enabled PDAs, landlines, email addresses and TTY/TDD devices using either a telephone only or a telephone and computer connected to the Internet. They can be sent immediately or scheduled for delivery at a later time.

HOW DOES XO® CONNECT WORK?

Simply log on to our secure website, call a toll-free number to record a personalized message (including a text message, if desired), select the individuals, group(s) or geographic area you wish to target with your message, select the delivery time and date, and click “Done” to send the message. Your message is then sent to the targeted audience within minutes.



What is XO® Connect?

XO® Connect is a Software as a Service (SaaS) application which seamlessly integrates with the technology you use now. Most importantly, you will benefit from our superior call routing and load-balancing capabilities. XO Connect is not a blended system requiring an auto-dialer or shared phone lines -- every message sent is routed through our fully managed SaaS solution.

How do I know the message was delivered?

For voice messages, results of the transmission to each individual phone number (Live Delivery, Voice Mail, Bad Telephone Number, Busy, Fast Busy, or No Answer) are reported back via email and stored in each user’s account log for future reference. There is also a streamlined system for critical situations that allows users to record and send a message using a touch-tone telephone. Messages may also be sent via SMS text messaging and email.

How much does XO® Connect service cost?

XO Communications offers XO Connect at a low, recipient-based annual subscription fee, for unlimited messaging. There are no additional charges for calls, technical support, additional phone lines, maintenance or training, and you will not incur long-distance charges. Multiple departments can share use of the service.

What type of support can I expect from XO®?

Because XO Connect operates as a fully managed SaaS application, organizations can deploy a complete mass notification system quickly and easily. The service includes the backing of dedicated Client Care specialists who assist with training, recipient data import, technical support, and messaging best practices throughout the life of the contract.