

# PatriotSystems

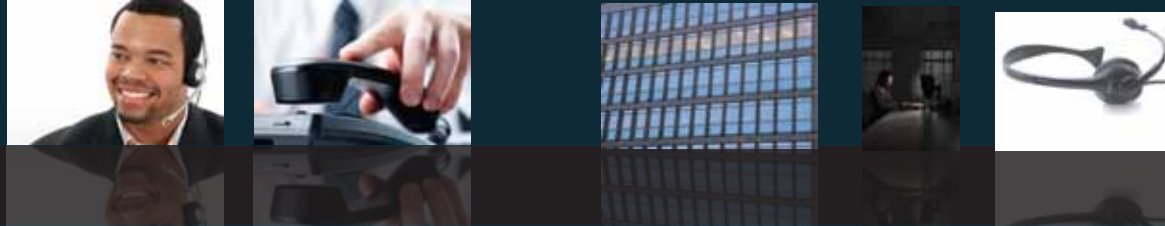


## Telephony

Reduce operational costs and operator workload  
with Patriot's Telephony Module



# Telephony



## Many telephone processes at monitoring stations are repetitive and time consuming

The Patriot Telephony Module automates response to phone enquiries by presenting callers with pre-recorded messages and offering keypad controlled action menus.

This can be used to automate:

- Guard health checks.
- Site set/unset status enquiries.
- Changing sites on-test status (dealers and installers).
- Promotional and information messages.

The Telephony Module can also initiate phone contact with customers, engineers and response staff. Pre-recorded messages, keypad controlled action menus and PIN verifications are used to provide a powerful, automated and interactive service.

This can be used to automate:

- Late to close/early to open management.
- Activation notifications.
- Service required messages for customer equipment.
- Secondary authorisation of site opens and closes

## This module works automatically, performing telephony functions without operator involvement

Automating these functions leaves operators free to handle non routine enquiries and alarm events. This results in faster phone response times, improving levels of service and ultimately, customer satisfaction.

The module is configured to meet the unique telephony requirements of monitoring stations. This allows complete flexibility in the design of a telephony process.

Customers can create their own pre-recorded messages and menu response sets in their language of choice. The module integrates with the Patriot database and records activity and responses for management reporting.

The Telephony module is one of the key components of the Patriot Lone Worker Module.



# Telephony Module Requirements

## Patriot Package

Patriot Professional or Enterprise

## Other requirements

Patriot Telephony Module

Asterisk VoIP platform (not included in module price)

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