

# Vocabra Alert Portal Overview

The Vocabra Alert Portal is a powerful communications tool to manage the notification and escalation of business critical events. Whether the event arises from a SNMP device monitor or as the result of a critical business application trigger, the Vocabra Alert Portal reliably delivers notification of events through any combination of emails, SMS text messages, or voice calls. Voice alerts are delivered to mobile or land-line phones using natural language speech and confirmed by the recipient, providing a reliable, immediate and verifiable notification process. Easy to configure notification plans can be created for each type of alert specifying the parties to be alerted, the alerting mechanism to use (e.g. email, SMS, or phone) and the escalation process to follow for unconfirmed alerts. Furthermore, because the Vocabra Alert Portal communications system is a bidirectional system, it can be configured to invoke, by voice command from the alertee, specific automated actions without requiring an onsite presence or access to the Internet, making it ideal for lights-out environments. The Vocabra Alert Portal integrates with existing network and application monitoring products and because it's a hosted application, it can be quickly integrated without investment in capital equipment or significant involvement from the IT organization.

## About Vocabra

Vocabra designs, develops and markets voice-enabled workforce portals providing access to corporate information using natural language dialogue. Our hosted solutions help businesses to better manage the workflows of highly mobile and contract workers.

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Object	Status	Notification Plan	Current Step	Notification Status	Start	End	
Printer 153A	Jammed	Notify Tech Support		Unacknowledged	12/13/06 1:20 PM	12/13/06 1:21 PM	<a href="#">view detail</a>
Series WebApp	Memory Error	Notify Network Team		Unacknowledged	11/09/06 4:24 PM	11/09/06 4:25 PM	<a href="#">view detail</a>
BigIP	Auto Restart	Notify Network Team		Unacknowledged	10/24/06 3:58 PM	10/24/06 3:58 PM	<a href="#">view detail</a>
Oracle Financials	Web Service Down	Notify Financial Systems Support		Unacknowledged	09/28/06 7:11 AM	09/28/06 7:11 AM	<a href="#">view detail</a>
HQ Mail Server	HD Threshold	Notify Exchange Team		Unacknowledged	09/28/06 7:08 AM	09/28/06 7:09 AM	<a href="#">view detail</a>
IPlanet IS005	HTTP Failure	Notify Web App Services		Unacknowledged	09/27/06 6:14 PM	09/27/06 6:14 PM	<a href="#">view detail</a>
BigIP	Auto Restart	Notify Network Team		Unacknowledged	09/27/06 6:08 PM	09/27/06 6:08 PM	<a href="#">view detail</a>
HQ Mail Server	HD Threshold	Notify Exchange Team		Unacknowledged	09/27/06 3:13 PM	09/27/06 3:13 PM	<a href="#">view detail</a>
WebSphere W05	No Response	Notify Web App Services		Unacknowledged	09/27/06 3:11 PM	09/27/06 3:12 PM	<a href="#">view detail</a>
AS400 IS105	Auto Restart	Notify Series Team		Unacknowledged	09/21/06 7:07 AM	09/21/06 7:08 AM	<a href="#">view detail</a>
IPlanet IS003	HTTPS Failure	Notify Web App Services		Unacknowledged	09/20/06 8:41 PM	09/20/06 8:41 PM	<a href="#">view detail</a>
Printer 183c	Offline	Notify Workstation Support		Unacknowledged	09/20/06 7:25 PM	09/20/06 7:26 PM	<a href="#">view detail</a>
Printer 153a	Jammed	Notify Workstation Support		Unacknowledged	09/20/06 7:23 PM	09/20/06 7:23 PM	<a href="#">view detail</a>
Cage 3a	Overheat	Notify Data Center Management		Unacknowledged	09/20/06 7:05 AM	09/20/06 7:05 AM	<a href="#">view detail</a>
Oracle Financials	Down	Notify Financial Systems		Unacknowledged	09/19/06 7:19 PM	09/19/06 7:19 PM	<a href="#">view detail</a>

## Features

- **Bidirectional voice alerts for event acknowledgement.** Voice alerts are delivered using a natural language dialogue describing the nature of the event and requiring acknowledgement from the recipient.
- **Self-managed notification plans.** A notification plan is created for each event type which specifies how the alert is delivered (email, SMS text message, or voice call), when it is delivered, to whom it is delivered and how to escalate unacknowledged alerts.
- **Simple to use web interface for monitoring event delivery.** Easily monitor the alerts delivered and their acknowledgement status increasing response time and customer satisfaction.
- **Integrates easily with your existing monitoring packages.** The Vocabra Alert Portal uses open standards to integrate easily to existing proprietary or open source monitoring packages.
- **Heartbeat detection of network and infrastructure monitors.** Immediately receive notifications if a network or environmental monitor is no longer reachable with the Vocabra Alert Portal heartbeat monitoring feature.

## Benefits

- **Reliable, immediate and verifiable alert notifications**
- **Self-managed escalation ensures no dropped balls**
- **Automated execution of predefined actions by voice response**
- **Improves responsiveness and SLA compliance and reporting**
- **Easy to integrate and manage**
- **No training required**