



TECHNOLOGY

The CONNECT FAMILY™ of Voice Response Applications

OVERVIEW

The CONNECT FAMILY™ of Applications is a set of over 80 unique voice response software applications. Examples include:

Snoozy™ (Automated wake-up service) - Snoozy™ calls guests, residents or individuals to provide a wake-up service any time of the day or night. Snoozy allows the individual to “program” the wake-up call using the telephone dial pad without requiring staff assistance.

IRATM (Intelligent Robo-Attendant) - IRATM will allow any caller who has gone through voice mail to access the building’s overhead pager. The user is connected to IRATM, who asks the user to specify the person whom IRATM should page. IRATM repeats the name for verification and then announces the page. If the page is not answered, the caller may be connected to voice mail.

Mercury™ (MMessage Recorder that Calls UnReachables for You) - A caller can leave a recorded message and input the number of the person to whom they are sending information. MERCURY™ records the message and then dials the number until the phone is answered; the recorded message is then played.

The University of Maryland has copyright and trademark protection in regards to this set of software applications.

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Additional Information

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EXTERNAL RESOURCES

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