



At Reliance Communications, we've made it easier than ever to keep in touch by adding a host of new features that allow you to broadcast important information quickly and accurately. A number of the features that you commonly use have been enhanced, so you'll want to familiarize yourself with the changes.

Start Page Navigation

The Start Page now has a number of new tools that provide quick access to many system resources that were previously only available by navigating through the top level menus. The EasyCall and Advance Notification options have been replaced with the new EasyStart option. The Active and Completed Jobs sections have been replaced with a "Recent Activity" section. And a timeline has been added that graphically displays the status of all of your recent jobs along with their statuses.

Guided Help and Tool Tips

Guided help is now available on most system pages by clicking the new "Guide" button in the top right corner of the page. With the guide enabled you'll receive immediate feedback on every section of the page that you're interested in. Using the guide help is a convenient way to learn a new feature or to insure that you're filling out the information on a page correctly.

There are also new tool tips located throughout the system. Try hovering over a field label to display help topics specific to that item.

EasyCall is now EasyStart

The EasyCall feature is now incorporated into the new MessageSender and includes several key enhancements (see below for more information). To send an EasyCall simply click the EasyStart button then select the *Record* option. From there simply follow the step-by-step instructions to record and send your message. In addition to sending your recorded phone message, recipients can now receive an email and text message with a link to your phone message that they can play through their browser.

MessageSender

The new MessageSender provides step-by-step instructions for creating and sending any broadcast notification. Phone calls, emails, text messages or any combination can be sent using the MessageSender. To access the MessageSender click the EasyStart button on the Start page. The MessageSender streamlines the process of creating a notification by allowing users to select from a list of pre-configured options containing the most common message configurations. After selecting the type of message to send, the MessageSender guides users through a simple step-by-step process to create and send a notification.

The 4 MessageSender options are:

- ✓ **Record** – Record a phone message in your voice. In addition to the phone call the system will automatically send email and SMS text message alerts to those recipients with the appropriate email and SMS contact information and preference settings.

[Note: Email and SMS text messaging are optional features and may not be enabled for some user accounts.]

- ✓ **Write** – Type your phone, email and SMS text messages. The phone message text will be automatically converted to a call using text-to-speech. Both the phone and email messages can also be automatically translated into the other languages defined in your account.
- ✓ **Record and Write** – Record a phone message in your voice. Type your phone and SMS text message.
- ✓ **Customize** – Use the Customize option to manually select any combination of message options you require. For advanced notification options, such as selecting from previously created messages, choose Customize.

Re-designed List Editor

The list editor has been enhanced to provide guided assistance for creating lists. As list rules are created the system highlights each step and prompts you for the next selection. Summary stats of the list totals are presented in real time, and list rules are more easily modified.

Enhance Answering Machine Detection

Answering machine delivery accuracy has been dramatically improved by using a new system which combines a user interactive greeting with the ability to restart a message at any point should it be interrupted by excessive noise.

Message recipients are presented with an initial greeting upon first picking up the phone. Greetings can be personalized for your district, and a different greeting can be recorded for each language in your account. "Non-emergency" calls will be preceded by different greetings than "emergency" calls to alert the recipient of the urgency of the call.

And More...

You may notice a number of other enhancements as you use various features. Enhancements and new features come from requests made by our user community, so feel free to send your own suggestions for improvement.