AlertDispatcher Pro®

TextPower®
Alert. Respond. Connect.

Group Communication Using Standard Text Messaging
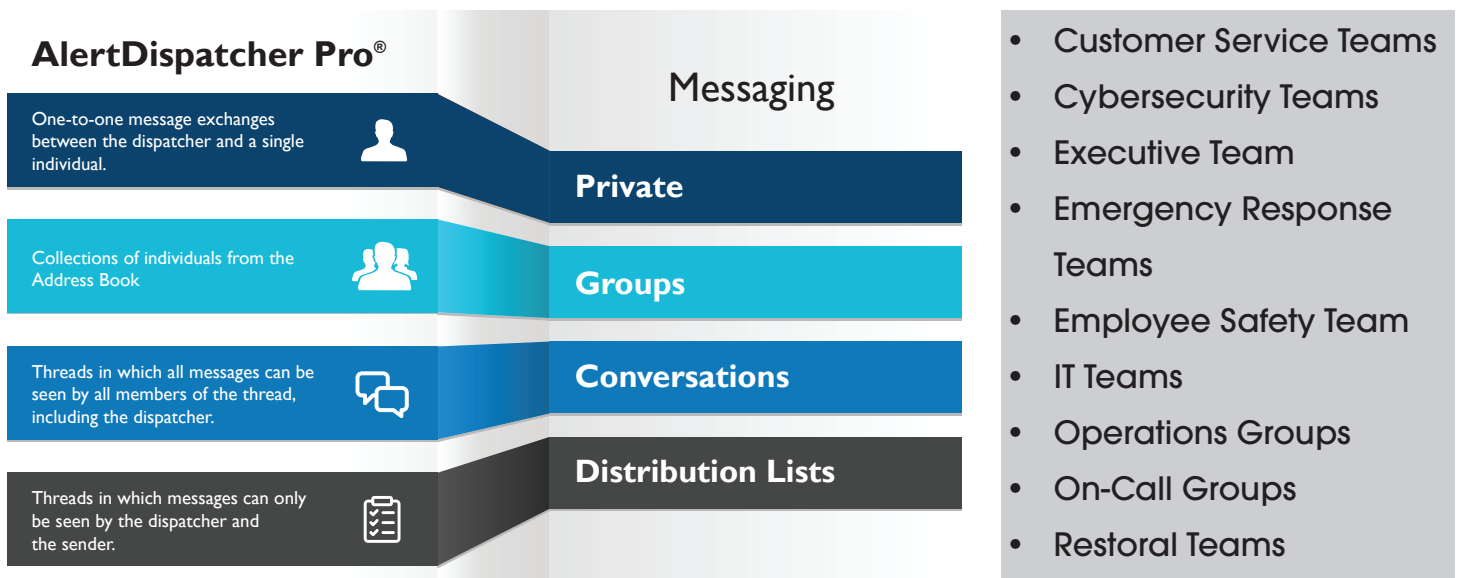*Designed for Internal Teams, Dispatchers & Field Crews*

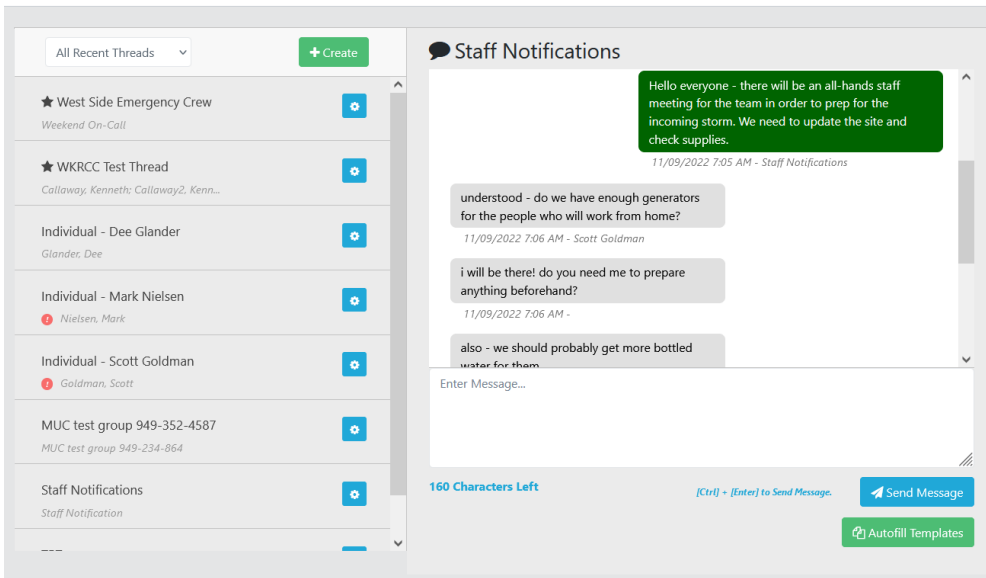
Photo: ERCOT

Organized, Efficient, Group Communication

AlertDispatcher Pro® (ADP) Group Messaging facilitates communication between internal teams, including dispatchers and field personnel using standard text messaging. Dispatchers use the cloud-based AlertDispatcher Pro® application, typically running on a computer or tablet, to send and receive messages and manage communications between individuals or groups.

Individuals & Groups Use Standard Text Messaging

There's no need to download a special app on the mobile device and no special hardware is required. ADP uses the texting capability built into the mobile device which makes it is user-friendly and natural since people are already familiar with using threaded text messaging on their mobile devices; no end-user training is required.

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Messaging

One-to-one message exchanges between the dispatcher and a single individual.	**Private**
Collections of individuals from the Address Book	**Groups**
Threads in which all messages can be seen by all members of the thread, including the dispatcher.	**Conversations**
Threads in which messages can only be seen by the dispatcher and the sender.	**Distribution Lists**

- Customer Service Teams
- Cybersecurity Teams
- Executive Team
- Emergency Response Teams
- Employee Safety Team
- IT Teams
- Operations Groups
- On-Call Groups
- Restoral Teams

Dispatchers can easily view and manage multiple groups and individual communications from a single interface and message threads can be configured for replies to be shared with the group or only with the dispatcher. Conversation history is captured and is available for search purposes. Users receive notification of new messages, both visually and audibly.

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Message threads are easy to view and monitor.

Every message between an individual and the dispatcher(s) is visible in a different "channel" on the dispatcher's screen.

Dispatchers can send detailed messages up to 640 characters in length (charges apply to each 60 character segment).

Easy Group Message Management

The intuitive ADP application makes it easy for dispatchers to create appropriate messaging groups, communicate with broadcast or conversational messaging as well as track and report on message history. Managing group conversations is fast and easy. Messages are organized into different channels on the dispatcher's screen. Threads can be Pinned to the top of the queue for faster access. Easily add or remove individuals from groups.

Members of a group can be easily changed with a mouse-click. Add members to or remove members from a group by simply clicking a check-box next to their name in the group list.

Dispatchers Select Broadcast, Conversational or Individual Messaging

Broadcast Messaging	Messages are sent to a group using a distribution list and replies from anyone in the group are only delivered to the dispatcher.
Conversational Messaging	Text conversations in real time. Messages are sent from the Dispatcher and replies from anyone in the group are delivered to everyone in the group, including the dispatcher.
Individual Conversations or Private Chat	Every individual and group conversation appears in its own thread that looks exactly like what you'd see on your phone. Group threads show who sent which message for quick identification and replies.

Message Templates

Predefined message content can be leveraged to quickly communicate with a group, such as messages to on-call teams, employee safety groups or cybersecurity contacts.