

# InformaCast Mobile Service Description



InformaCast Mobile is a mass and emergency notification service that can reach one to thousands of users quickly through any combination of push notifications, SMS messages, phone calls and emails. InformaCast Mobile also allows recipients to respond to notifications, providing strong situational awareness in emergency situations. InformaCast Mobile includes a bi-directional integration with InformaCast, Singlewire’s on-premises notification platform. This integration allows a single notification - regardless of its origin - to reach both on-premises devices (e.g. Cisco phones,

computers, and overhead speakers) and mobile devices. InformaCast Mobile is delivered by Singlewire Software<sup>1</sup> as Software as a Service with an annual subscription<sup>2</sup> for a specified number of users. The subscription includes access to phone support. Detailed feature information is available on page 2.

## ADMINISTRATORS

- Manage the system through the InformaCast Mobile Web console.

## MESSAGE SENDERS

- Create, update, and delete notifications from within the InformaCast Mobile Web console and application for iOS and Android.
- Send notifications and view recipient responses from the Web console and app

## MESSAGE RECIPIENTS

- Receive messages via push notifications (iOS, Android<sup>3</sup>), SMS text messages, emails, and phone calls
- Respond via same channels
- Manage preferences in the app: opt in/out, do-not-disturb status, and contact information<sup>4</sup>

1. Singlewire Software has been granted Authority To Operate (ATO) in AWS GovCloud, which is FedRAMP certified.

2. The InformaCast Mobile Subscription Agreement can be viewed at <https://www.singlewire.com/mobileagreement.html>

3. Recipients must download the InformaCast Mobile app to receive push notifications

4. For example, email addresses and phone numbers

## InformaCast Mobile Features

Feature	Details
User subscription size	Min: 250 users / max: none
Push notifications	Unlimited
Email	Unlimited
SMS messages	Included
Calling minutes	Included
Recipient responses	Unlimited in app, SMS responses in excess of subscription are subject to additional fees
Web Console access	Included
iOS app	Included
Android app	Included
REST API	Included
Customer self-service	Included
Initial configuration	Customer's responsibility, assistance available
InformaCast integration	Included, configuration is customer's responsibility, assistance available
Training	Available
Documentation	Included
Automated contact upload	Included
Phone support	Included, details here: <a href="https://www.singlewire.com/support.html">https://www.singlewire.com/support.html</a>
Online training videos	Included
Security groups	Unlimited
Distribution lists	Unlimited
Message templates	Unlimited
Confirmation requests	Unlimited
SMS / calling usage charts	Included

## InformaCast Mobile Notification Content

	Push	SMS	Email	Dial
<b>Subject</b>	Yes	Yes	Yes	Yes (TTS) - Only when no audio
<b>Body</b>	Yes	Optional	Yes	Yes (TTS) - Only when no audio
<b>Audio</b>	Yes	No	Yes	Yes
<b>Image</b>	Yes	No	Yes	No
<b>Confirmation Request</b>	Yes	Yes	Yes	Yes (TTS) - If a human answers