



TriCom Alert System 3.0

Contact Members Effectively via Phone, Fax & Email

helping rural crime watch associations since 2004

Introduction

The TriCom Alert System was designed and developed in close cooperation with several Albertan Rural Crime Watch associations. The system has been tailored specifically for the needs of Crime Watch. Members can be added to the system, quickly and easily, by approved users. Messages can be sent via Telephone, Fax, and Email, and members have complete flexibility in how they want to receive their messages. The system is designed to operate stall-free, and no operator is required to run the system. The system will send messages during only specified times, such as 8:00 AM to 9:00 PM, and so will not disturb members during inappropriate hours. Within an association, members are separated by zones, and the notification can be sent to any number of selected zones. All a user needs in order to send a notification is a regular computer with an Internet browser, such as Internet Explorer. Finally, the TriCom Alert System is continually being enhanced and upgraded, according to ongoing feedback from various Rural Crime Watch organizations.

A few more details

The TriCom Alert System is essentially six systems in one:

1. An efficient, secure, expandable Members Registration Data Source underlying a professionally-designed Website.
2. An automated Web-Based Telephone Dialing System capable of handling
 - a. Human Interaction,
 - b. Answering Machines,
 - c. Voice Mail,
 - d. Cellular Telephones,
 - e. Long Distance.
3. An automated Email Notification System capable of sending several hundred emails per hour.
4. An automated Facsimile (Fax) System optimized to handle both dedicated and manual-transfer fax scenarios.
5. A convenient and secure Members Management System allowing authorized individuals immediate access to member information; either for adding new members, modifying exiting members' information, or making changes involving membership zones.
6. An Events and Errors Tracking System that continually monitors the TriCom Alert System as it operates, and that
 - a. Takes note of successful and unsuccessful contact attempts,
 - b. Automatically attempts to recontact people who have not answered their Telephone, or who did not receive their Email or Facsimile,
 - c. Builds a list of potentially problematic phone numbers and email addresses for administrative review,
 - d. Keeps track of associated technical information that will facilitate diagnosis of any problems that may occur with the system itself.

Advantages

- » Members can choose to be contacted via Telephone, Fax, or Email, or any combination thereof, in their order of preference.
- » TriCom 3.0 is designed to be controlled remotely. R.C.M.P. Officers and approved R.C.W. users can send a notification within minutes, from virtually any computer with an Internet connection.
- » TriCom 3.0 can run numerous telephone lines simultaneously for quick member contact.
- » The system, once set up, is easy to run. A message can be sent within minutes, with very little training required. New members can be added, or modified, with ease.
- » A variety of customized Member Reports can be produced quickly and easily.
- » Mailing Labels can be produced for mailing selected members.
- » No advanced services or technologies are required in order to install the system. Only one or more regular telephone lines, along with a broadband Internet connection, are required in order to install the system.
- » For telephone messages, users can choose between a high-quality computer voice capable of reading text directly into voice; or can use a small utility for easily creating phone messages using their own voice for maximum quality.
- » The Telephone, Fax, and Email modes of sending can be selectively overridden at any time if desired.
- » A Contact Report is emailed to a designated User after each session has completed.
- » TriCom 3.0 is a completely self-contained system, with very low annual operating costs.

For more information

The TriCom Alert System has been developed primarily on a cost-only, non-profit basis, specifically for Crime Watch organizations.

If you have any questions regarding the TriCom Alert System, please feel free to send an email or make a telephone call using the contact information provided at:

www.melnitech.com/tricom