

eOn Communications Announces Availability of Education System Packages for eNterprise IP Messenger

For over 25 years, eOn has been delivering reliable communications solutions to schools that improve faculty collaboration, enhance student, parent and teacher relationships and improve campus security. We have always strived for innovation in communications tools that offer educators both simplicity and seamless access to communications. To further address the needs of this industry, eOn is announcing the availability of a new eNterprise IP Messenger platform that will include a variety of applications focused on the automation and optimization of core processes within the education space.

Using voice processing, Automatic Speech Recognition (ASR), Interactive Voice Response (IVR) and Text-to-Speech (TTS) technologies, eOn's eNterprise IP Messenger delivers solutions on behalf of students, teachers and parents that will improve collaboration, outreach and community involvement. Applications offered with this new platform include Absentee Outcall Notification, Speech-enabled Teacher Locator, Presence-enabled School Listings, Homework Hotline, Emergency Notification System and Unified Messaging for staff and administration.

Applications Overview

Homework Hotline

Utilizing the voice menus and IVR module inherent in the system, users can create a custom Homework Hotline that can greet callers and instruct the user on how to retrieve their homework assignments. A caller will simply need to press a touch-tone number on a phone or login over the Internet to access their assignments. Teachers can control selections and update messages making it easy to implement and simple to use.

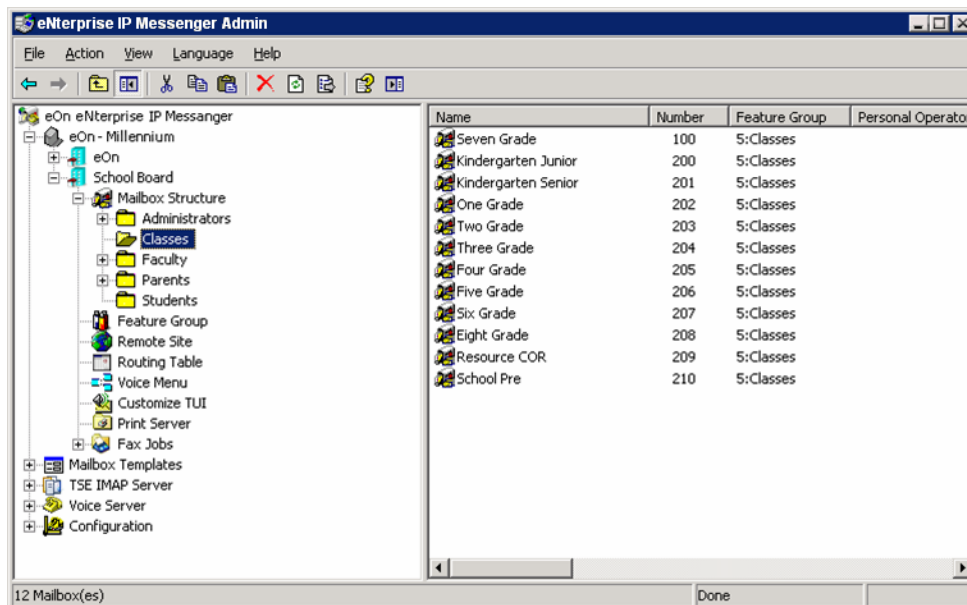


Figure 1: Homework Hotline - Organization units are defined for each user profile.

To setup a homework hotline, the administrator defines organizational units within the system to structure the mailboxes into user groups, for example: administrators, classes, faculty, etc. Each teacher is designated a class mailbox for homework assignments. This is typically another mailbox in addition to their regular voice mailbox. The teacher can send a message with the homework assignment to the “homework” mailbox via the web interface (type) or dictate the assignment over the telephone – from any location. The system notifies the class distribution list, where individual notification settings are defined. Both students and parents can login and get the assignment via the telephone or the Internet.

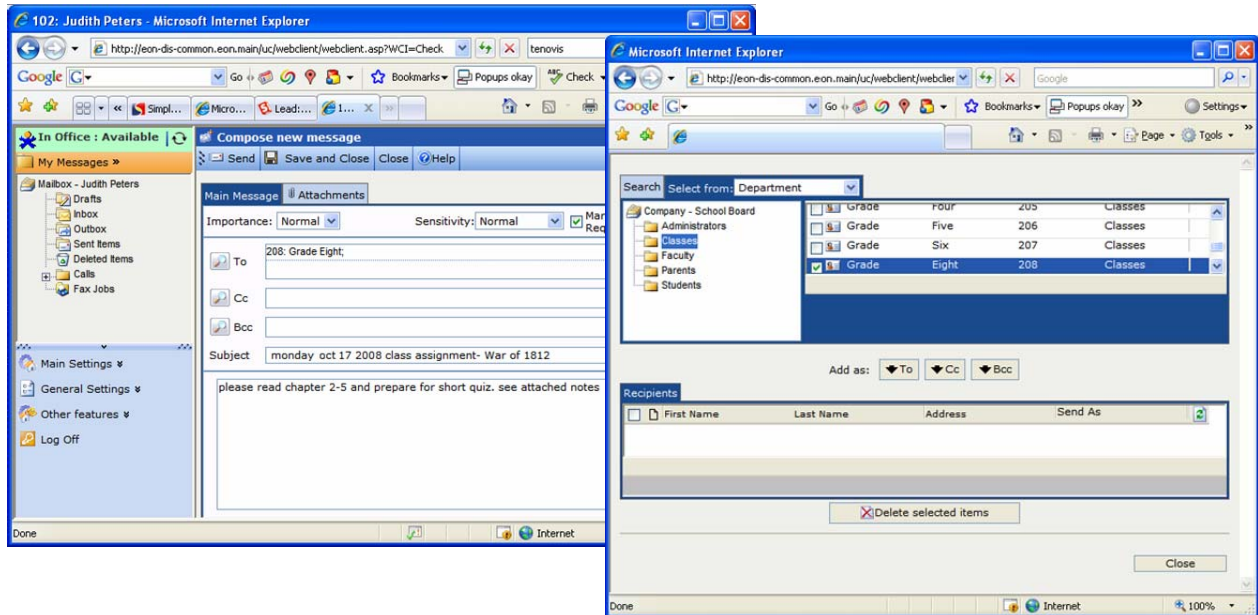


Figure 2: Teacher logs in and types or records the homework assignment. The message is delivered to the class mailbox account.

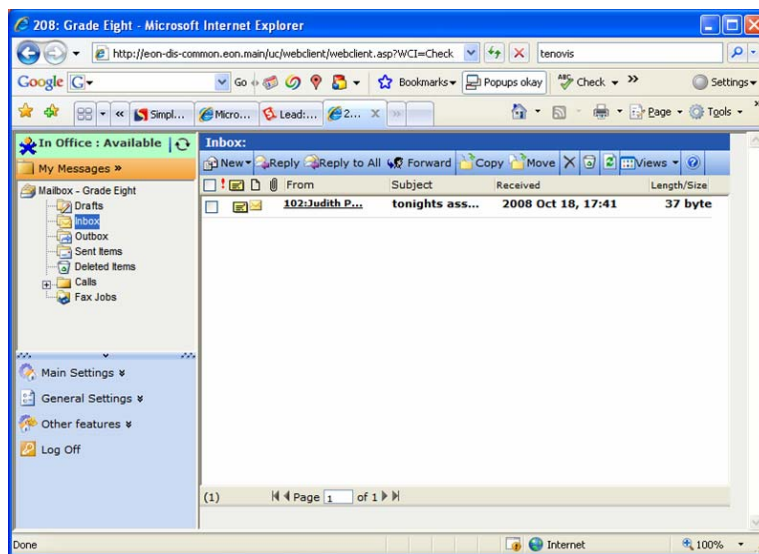


Figure 3: Students and parents can pickup the homework assignment by calling in, checking their email or logging into the web client.

Grades & Information Hotline

The IP Messenger's IVR interface and text-to-speech module provides the components needed to read text from any database and convert it to speech. For example, with a central database of students containing grades and personal records, the IP Messenger will login by authenticating their password and voice their grades over the telephone. This convenient system is helpful to parents who may not have Internet access to view information. As an information hotline, the IVR interface can be used for unlimited applications, such as to inform parents of school schedule

changes, field trips, extra-curricular activities, practice/game schedules and other school information - keeping parents up to date with the latest information.

Absentee Outcall Notification

To help combat absenteeism in K-12 schools, the eNterprise IP Messenger's Truancy Outcall Manager makes calls to parents to report absences and requests a reason for the absence. In addition, as an additional security mechanism, the absent notification keeps parents or guardians informed if their children do not show up for school that day.

The IP Messenger can make over 100 calls per hour using one port. Configurable up to 288 SIP ports, the system can be used for small to large schools or used in a large district as a centralized system. The Outcall Manager is used to make an automated call to any designated number, both internal and external. It also collects DTMF response from the receivers.

In a typical absentee notification scenario, a staff member can retrieve the list of absent students from the school management system and convert it to a CSV (comma separated value) file, which can be imported into the Outcall Task Manager. Alternatively, if the school does not have an automated attendance system in place they have the option of manually entering each of the student's information. Once the list has been created, the staff member creates the greetings, DTMF responses to be accepted and schedules the outcall.

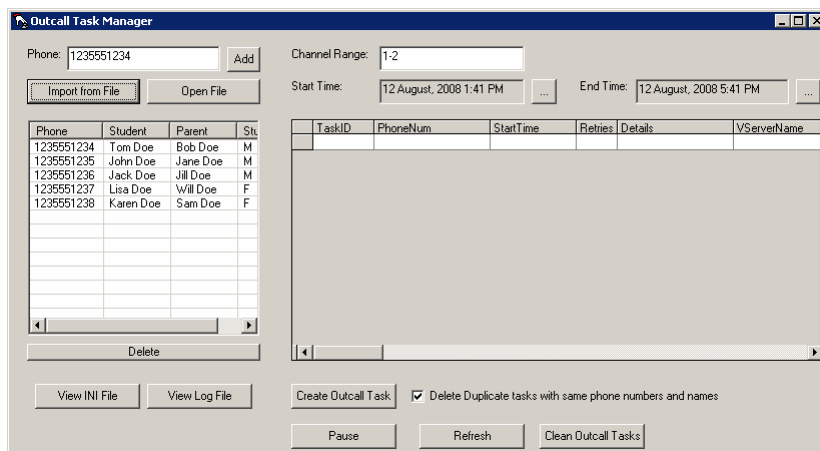


Figure 4: Outcall Task Manager

Outcall Task Manager Features

- Add or import phone numbers from a spreadsheet or txt file
- Dedicate voice channels for outcall task
- Define start and stop times
- Define question and parameters

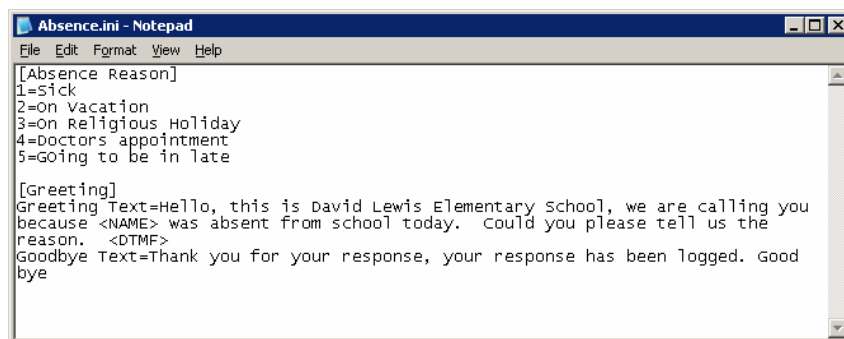


Figure 5: Custom Outcall Message

The staff member can create a custom outcall message through the absence.ini file. The contents of the .ini file will be spoken to the call receivers through a TTS (text-to-speech) engine. In the example above, the list will be spoken in the format of "Press 1 if he/she is Sick," "Press 2 if he/she is On Vacation" and so on. The text typed after Greeting Text= will be spoken to the call receiver. The string <NAME> may be inserted to say the student's name so parents will know which one of their children was absent. The string <DTMF> at the end will invoke the list of responses. The Goodbye Text= is the response given to the call receiver once they have responded to the Absence Reason.

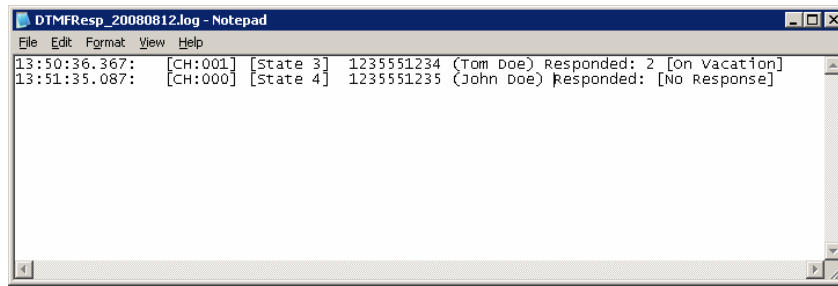


Figure 6: Outcall Response Log

Once everything is ready the Outcall Task Manager starts calling everyone on the list and keeps a log of all the responses received during those calls. The log records the call time, the channel used for the outcall, phone number called, name of the student and the type of response (Responded: 2 [On Vacation]).

School Communications

With the eNterprise IP Messenger, the ability to create call lists can be extended beyond the system administrator to teachers and teacher assistants to record their own outgoing messages based upon class rosters for parents to receive. It can also connect a student management system with the messaging system to create a dynamic phone and mail list for notifications.

Some school districts do not provide a phone in every classroom, but they do provide a computer. By leveraging a Unified Communications account for all clients on the eNterprise IP Messenger, everyone can have an extension. Therefore, a parent can call any teacher and leave a message that they can retrieve from their classroom computer, any school phone, their home computer, any phone in the world, or any Internet-connected device.

With the Link Call Manager application running on their desktop, teachers can conduct discreet communications during class via secure instant messaging. Only people using the Client Manager within the school network can interact with one another. Teachers will not be disrupted by outside sources and can stay in contact with other members of staff.

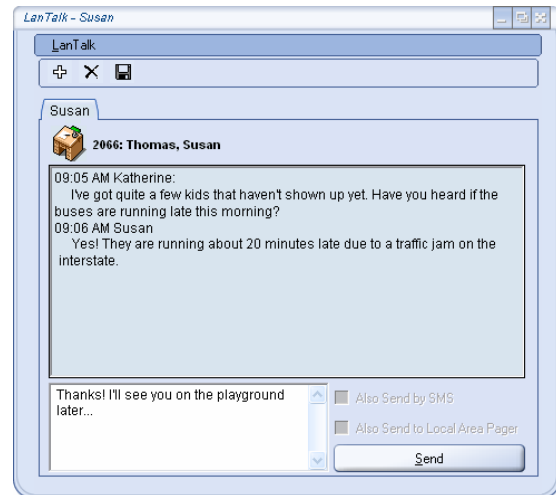


Figure 7: LanTalk Instant Messaging

Speech-enabled Teacher Locator

As a presence management server, IP Messenger enables schools to know real-time status and availability of their faculty and provides the teacher with the tools to control how their calls are routed and answered. Leveraging speech recognition technology, callers simply say a teacher's name and depending on his/her availability, presence, and location, IP Messenger will connect the caller to the teacher in real-time, dramatically lowering daily messaging and vastly improving communications.

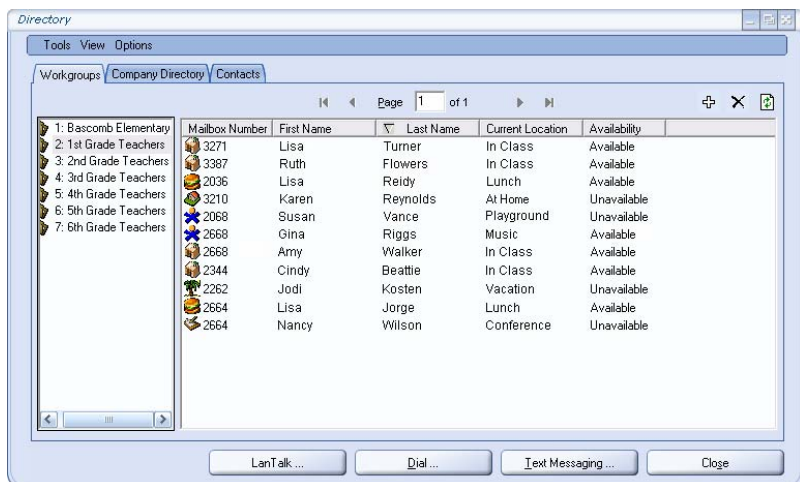


Figure 8: All UC client users can view faculty availability and location.

Speech recognition functionality is available not only at the auto-attendant level, but in other functions like composing, replying, forwarding messages and contact dialing. Administrators and teachers enjoy faster and more efficient phone-based interactions, while giving schools the power to improve student and parent collaboration and outreach.

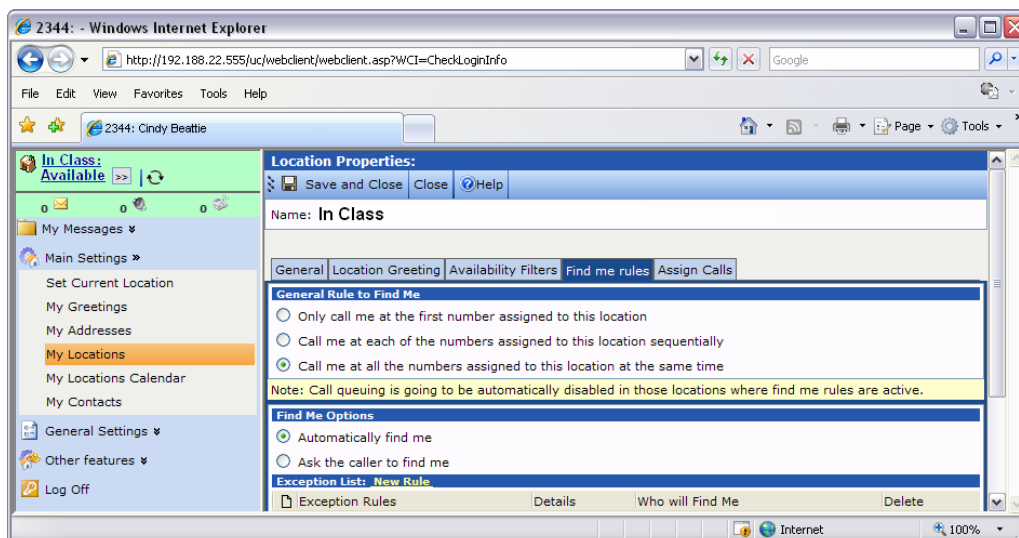


Figure 9: Teachers and administrators can administer their Find Me Follow Me rules, Calendar / Class Schedule, Greetings, Contacts and other preferences through an intuitive browser interface from any location with access to the Internet.

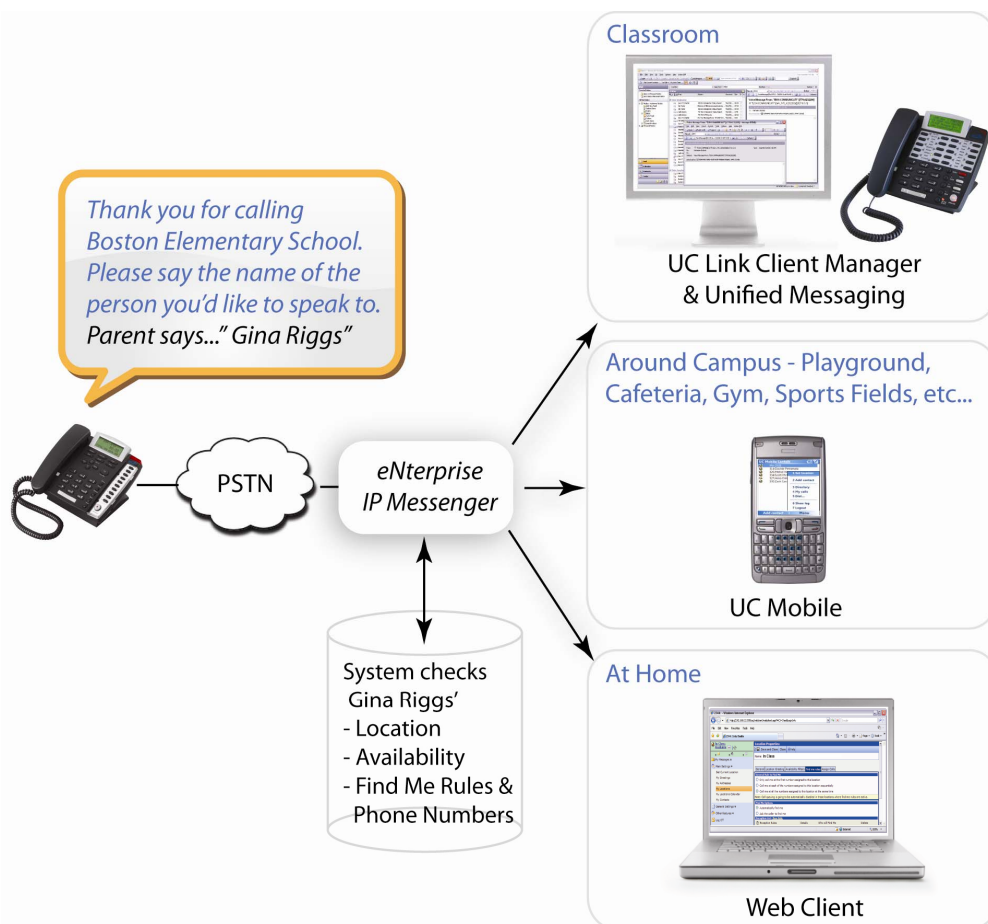


Figure 10: In this example, the IP Messenger checks Gina Riggs' current location, availability, find me rules and associated numbers, and then routes the caller to the appropriate number.

The location-based design increases the eNterprise IP Messenger's flexibility by allowing a staff member to define his/her class schedule and availability per location. For example, a teacher can be on the playground or sports field and still be available to receive calls on a cell phone or SIP wireless phone. The locations feature also includes associated phone numbers and location-level greetings.

School Distribution Lists

Distribution lists can be used to create customized phone lists for administrators, teachers, PTA officers, committee members, classes, room moms, etc. Administrators and teachers can blast out text, voice and fax messages to these lists leveraging the low cost delivery of email, voice calls and faxing.

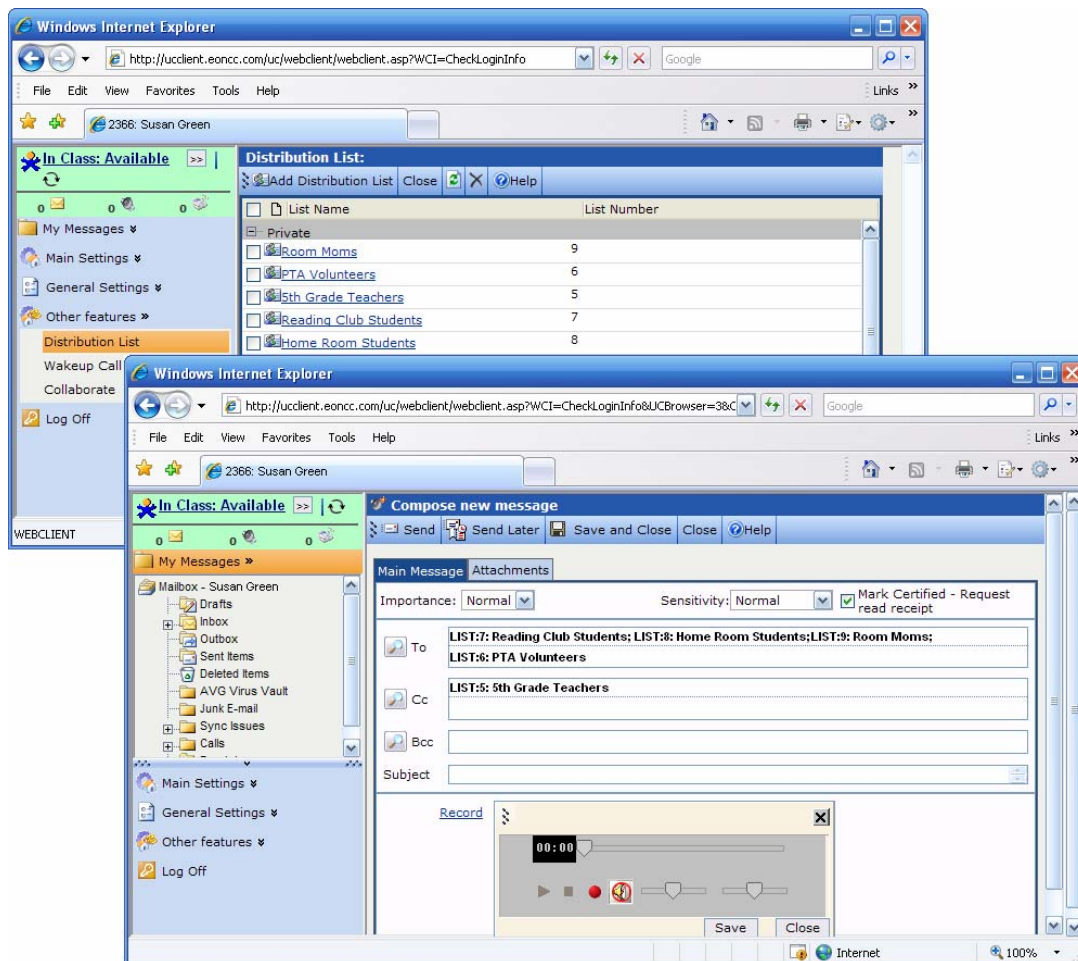


Figure 11: School distribution lists are used to create customized phone lists for sending messages to a variety of groups simultaneously.

Emergency Notification System

Emergency Broadcast

With the eNterprise IP Messenger's Emergency Broadcast application, administrators can blast 1000s of text messages from a PC or PDA directly to mobile phones globally in minutes! With the Desktop SMS module, staff can enhance their reach to faculty, students, parents, and security right from their desk by sending any important or time-critical updates instantly to mobile phones no matter where people are located - sitting in class, walking around on campus, or in mid-commute.

Schools can send notifications to staff and parents in the event of a variety of emergency situations, such as:

- A missing child, either from campus or en route to school.

- School lockdown due to a weapon on campus.
- Severe weather situations that result in school closings or children needing to be immediately picked up from school.

In addition to outbound notifications, students can use the service to report incidents of bullying, firearms and vandalism on campus. While typically used for emergency services, schools and colleges can turn text messaging into a channel for reaching students who do not always have access to email. Students could be given the opportunity to opt in to receive campus news, sports scores, grades postings, class registration schedules, and more!

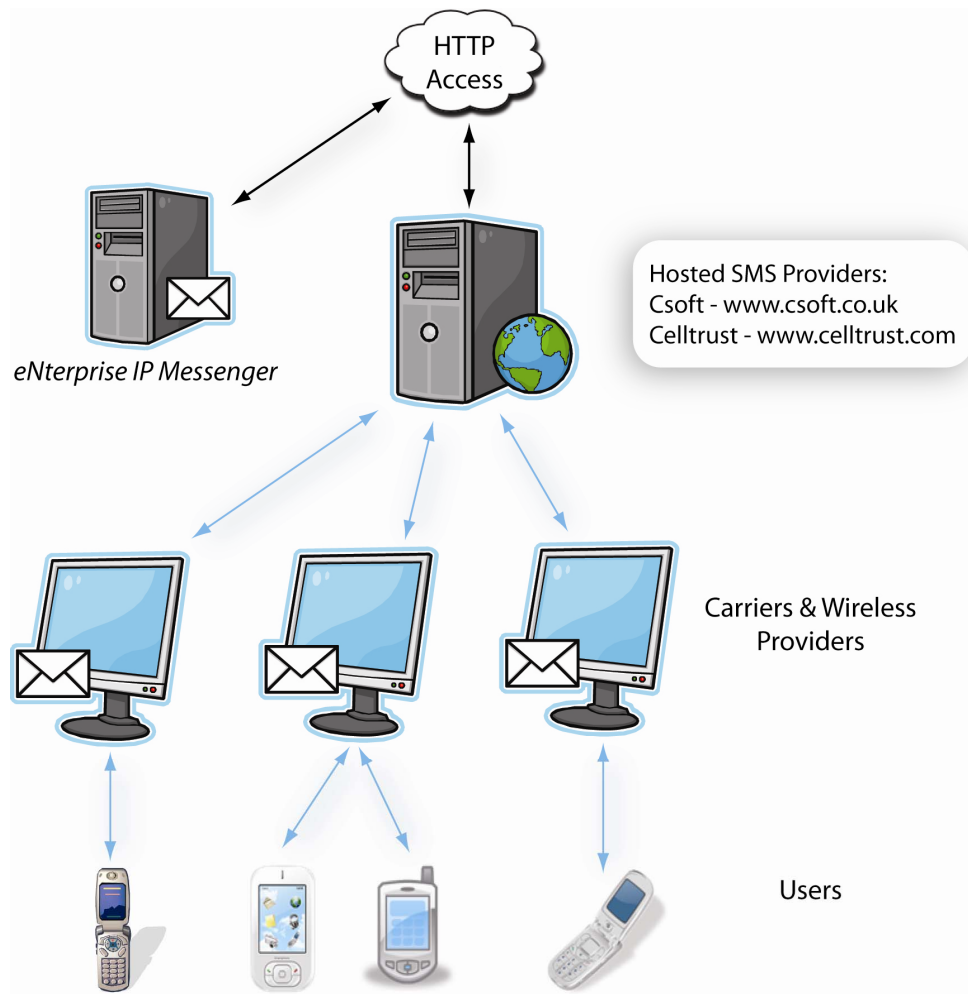


Figure 12: Emergency Broadcast leverages a global SMS network with hosted bulk SMS providers.

Mass Recall Notification

With the Mass Recall application, administrators can initiate via the telephone a mass recall alert to security, including police, campus security, guards and dorm leaders. The alert can be triggered from any telephone on campus or in the school by dialing a code or programmed speed dial button. The administrator would assign different group alerts based on location. For an emergency task or check-in, the group would be notified immediately by blasting out the message to a pre-defined list. The delivery method identified in each of the Mass Recall mailboxes is used to deliver the message to a telephone number (home, business or mobile), pager or email. Once all of the respondents check in and validate acceptance, the system ceases to notify them. The system logs and reports on emergency transactions and users responses. Mass Recall Notification is as easy as logging into a mailbox, recording a message and selecting a Mass Recall distribution list. Faculty has the means to notify personnel of an emergency situation and at the same time receive confirmation of who responded to the message.

eOn Solutions Benefit Schools in Many Ways

Using communications tools from eOn enables schools to overcome many challenges in education and to provide:

- **Better call handling:** Improve response times for incoming calls.
- **Enhanced staff and student safety:** Improve school safety by deploying communications tools which offer safety features to provide an early response to a crisis.
- **Easier communications for teachers and staff:** Ensure teachers and staff has access to communications both in the classroom and around the school grounds.
- **Minimize class disruption for teachers:** Provide discreet communications tools for teachers to use while teaching.
- **Timely notification to parents:** Take advantage of SMS messaging to provide timely notification about closures.
- **A homework hotline:** Equip teachers with broadband telephony to provide additional support to students after school.
- **A means to reduce carbon footprint:** Reduce paper waste by using SMS text messaging to notify parents.
- **Active parental engagement:** Foster supportive parent-teacher communications through the use of ad hoc collaboration tools.
- **Support for Anonymous Reporting:** Enable parents, students, teachers and administrators the option to leave an anonymous message concerning a potentially threatening situation or to report on bullying.
- **Real-time Communications:** Allow school safety officials to be automatically brought into a conference call to obtain real-time information from school management during emergencies via the Emergency Hotline Conference feature on the Millennium.

Product Collateral

Please review the Education Brochure included with this announcement. This piece highlights all of the education applications and explains the feature benefits. For more information, please visit our web site at <http://www.eoncommunications.com/education.htm>.

Product Demonstration

eOn has product specialists available that can provide you with a product overview of the eNterprise IP Messenger. If you would like to request a Webinar, please contact your eOn Channel Partner to schedule a date and time.

We believe the IP Messenger's unified communications technology will prove to be the ideal solution for schools and address any of the communications challenges they are facing today.



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