

Organize Teams, Get Immediate Information from the Field, Respond Flexibly to Unfolding Situations

VAROLII EMPLOYEE ACCOUNTABILITY COMMUNICATION

Larger organizations have unique challenges during unanticipated events - particularly in the area of employee communications. Employees may be widely dispersed across geographic regions and even multiple countries.

These factors can make it difficult to connect with employees productively during an unanticipated event, reducing the organization's ability to help protect those employees, maintain operations, and manage overall organizational resilience.

Varolii Employee Accountability Application includes pre-configured notification types, multiple communication channels, and more flexible data input options so you can act on emergency management best practices, and deliver the most up-to-date information. Employee Accountability provides both inbound and outbound communications to help organizations drive information rapidly to employees while pulling critical, real-time status information from the field.

FULL CAPABILITIES FOR ACCOUNTABILITY

- **Dynamic Team Building:** Create dynamic teams on the fly to more effectively manage unpredictable events
- **Pre-Defined Scenarios:** Ensure faster response by creating sets of pre-defined scenarios with pre-configured alerts and content.
- **Employee Contact:** Connect with all your employees. Varolii automatically uses the most up-to-date contact information from enterprise data systems. More of your emergency communications will connect as Varolii automatically imports and manages up-to-date contact information from corporate systems of record – and even Excel spreadsheets in an ad-hoc situation.
- **Escalation Rules:** Ensure the broadest possible coverage by creating specific escalation rules for people and devices.
- **Global Delivery:** Deliver messages globally – and reliably. Varolii connects with 190 countries using a full range of devices (voice, SMS, pager, fax, email, PDA). and can be created in more than 20 languages.
- **Service Level Guarantees:** Be confident your message will be delivered with Varolii's guaranteed delivery Service Level Agreements (SLA).
- **Real-Time Reporting:** Make better-informed decisions during a crisis with Varolii's real-time data tracking and reporting system.

SOLUTION

Varolii Employee Accountability helps organizations protect and connect with their employees during a crisis to ensure workforce continuity across widely distributed groups.



BENEFITS

- **Assess** in-progress status quickly at the incident site or sites.
- **Speed up** and improve collaboration to inform, update and resolve urgent, emergency situations.
- **Manage** large scale events with global delivery capabilities.
- **Respond** flexibly to a crisis as appropriate by creating dynamic teams on the fly.
- **Respond** quickly to scenario-based events using pre-defined communications and content.

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VAROLII EMPLOYEE ACCOUNTABILITY: RELIABILITY, SPEED, AND SCALE, WITH BUILT-IN BEST PRACTICES

Varolii offers a broad range of pre-configured and customizable notifications. Pre-configured notifications mean the fastest possible deployment and easy leverage of Varolii’s extensive emergency communications best practices. And Varolii makes it easy for non-programmers to meet unique business needs by quickly customizing notifications.

During a crisis, Varolii ensures critical communications will be delivered – and delivered fast, backed by an industry-leading SLA, unlimited domestic (US) messaging, and certified international delivery. You will benefit from Varolii’s enterprise-scale hosted system offering state-of-the art delivery and fault tolerant design.

A rich set of real-time reports makes it easy to review system performance, assess employee status from inbound communications, know who’s been contacted, know who’s available to help, and more.

NOTIFICATIONS THAT INFORM, PROTECT AND INTERACT

Pre-defined outbound message templates enable administrators to deliver information such as tips and documentation - there are many options available to get the message out quickly and effectively.

Messages can be quickly customized by non-programmers using Varolii’s message variables, making it easy to deliver messages flexibly - and fast.

Bulletins can incorporate an inbound component - Yes/No questions - to get rapid field status information from stakeholders, determine availability of responders and help ensure workforce safety.

The screenshot displays the Varolii Corporation interface for verifying bulletin content. At the top, the Varolii logo and tagline 'Reliable Communications - When You Need It Most.' are visible, along with an 'EVACUATION ROUTE' button. Below the header, there is a navigation menu with links for 'Main Menu', 'My Profile', 'Bulletins Inbox', and 'Logout'. The main content area is titled 'Verify Bulletin Content' and shows the bulletin 'Employee Status - Hurricane' at 'Step 3 of 3'. A 'Verify Bulletin Content' section contains a 'Questionnaire flow' diagram. The diagram is a flowchart titled 'Employee Accountability Questionnaire' with the following steps: 'Intro, Incident Description' (oval), 'Are you impacted by this incident?' (diamond), 'Are you OK?' (diamond), 'Are your family members safe?' (diamond), 'Has your phone number changed?' (diamond), 'Please enter a phone number where you can be reached' (trapezoid), 'Do you need assistance?' (diamond), 'Transfer to Employee Assistance Line' (oval), 'Thank you for calling the Employee Accountability Line' (oval), and 'End Call' (oval). The flow starts with 'Intro, Incident Description' leading to 'Are you impacted by this incident?'. If 'No', it goes to 'Thank you' and 'End Call'. If 'Yes', it goes to 'Are you OK?'. If 'No', it goes to 'Transfer to Employee Assistance Line'. If 'Yes', it goes to 'Are your family members safe?'. If 'No', it goes to 'Transfer to Employee Assistance Line'. If 'Yes', it goes to 'Has your phone number changed?'. If 'No', it goes to 'Do you need assistance?'. If 'Yes', it goes to 'Please enter a phone number where you can be reached'. From 'Please enter a phone number where you can be reached', it goes to 'Do you need assistance?'. If 'No', it goes to 'Thank you for calling the Employee Accountability Line' and 'End Call'. If 'Yes', it goes to 'Transfer to Employee Assistance Line'. From 'Transfer to Employee Assistance Line', it goes to 'Thank you for calling the Employee Accountability Line' and 'End Call'.

Varolii Bulletins enable administrators to gather employee availability status in real-time

The following table provides specific examples of different notification types, capabilities and benefits:

Notification Type	Benefits	Key Capabilities
Internal Communications	Enables administrators to send an outbound message to recipients with information such as HR policies, office location status, etc. For training purposes, administrators can preface any message with the phrase “Drill Only”.	<ul style="list-style-type: none"> • Recipients can respond to Yes/No questions included in a phone message either via DTMF or via a URL link in an email message. • For greater clarity, the notification offers an option to use professional voice talent. • Administrators can include recordings using the message recording center or can include an imported recorded file. • To provide additional information, administrators can attach up to a 10MB file of any type to an e-mail message and .tif files to a fax message. • Templates are pre-defined for all channels: phone, email, SMS (text message), and fax. • A domestic toll-free number and an optional international toll-free numbers can be arranged upon request.
Status Update	Allows administrators to post custom incident-specific bulletins to a secure Web site or domestic or international toll-free numbers. Posts to the secure site can include text, images, attachments, or a Yes/No question with response capture. Posts to toll-free numbers can include capturing a response to a Yes/No question (“Are you OK?”).	<ul style="list-style-type: none"> • Administrators can include a recorded audio file for up to the minute information. • Messages can be assigned three defined priorities: Critical, Medium, or Low, offering more control over delivery time frames. • Message status can be set using three defined statuses: Active, Draft, or Closed, offering more fine-grained message management.
Conference Bridge Notification	Enables administrators to create collaborative teams on the fly by specifying up to 10 bridge phone numbers and codes to transfer recipients directly into an active conference call.	<ul style="list-style-type: none"> • To facilitate testing, messages can be prefaced with “Drill Only”. • For greater clarity and flexibility, administrators can deliver either pre-recorded messages using professional voice talent or create ad hoc messages by typing text that is then converted to voice (Text to Speech or TTS). • To respond to security requirements as necessary, administrators can optionally include a unique personal identification number that must be entered to authenticate to the system. • Pre-defined message templates for phone, email, and SMS (text message) enable fast, effective notifications.

Examples of different notification types (cont.)

Notification Type	Benefits	Key Capabilities
Contact Verification	Uses a best-practice informed, pre-defined email template that enables administrators to collect up-to-the-minute contact information updates from the field, ensuring the best possible coverage.	<ul style="list-style-type: none"> • Pre-designed verification language for clarity and speed of message deployment • Optional link to contact data enabling recipients to self service their contact updates
Employee Information	<p>Helps organizations ensure the highest possible system awareness and utilization.</p> <p>The template enables administrators to deliver an outbound email message with critical training and awareness information, such as documentation, tips, or even a wallet card cut-out describing how to interact with the inbound survey applications.</p>	<ul style="list-style-type: none"> • Rapid customization of messages using a set of pre-defined message variables. • Fastest deployment and embedded best practices – information is delivered via a pre-defined message template.

Create Notification ?

Notification Details

Type or paste in the text of the notification to send to subscribers, and click the **Next** button.

*Required Field

Notification Details

Event Type: **Workforce Accountability - Attendance Questionnaire**

Subject:

Message Introduction: *Varolii needs to determine your work availability. Please answer the following questions to register your attendance.*

Employee Attendance Questionnaire

Click here to open the Employee [Questionnaire](#) to review actual questions asked

Security Options

Recipient PIN:

Requires PIN authentication to hear message.

Varolii outbound questionnaires gather employee status to determine workforce availability

NOTIFICATIONS THAT GATHER AND UPDATE INFORMATION FROM THE FIELD (INBOUND)

Varolii Employee Accountability offers fast, flexible survey capabilities across voice, text or Web-based channels. To get the most meaningful responses, surveys can use rich branching logic to ask questions based on a recipient’s response to the previous question. General survey capabilities include:

Pre-defined availability and accountability questionnaires that enable administrators to quickly survey the field and capture response. Recipients can respond via either phone or Web. Leverage tested design and 10 years of emergency communications best practices to ensure rapid delivery and optimum response.

The following table provides specific examples of different questionnaire types, capabilities and benefits:

Questionnaire Type	Benefits	Key Capabilities
Workforce Availability	Enables administrators to post a pre-defined work availability questionnaire. Recipients can respond either via phone or the Web.	<ul style="list-style-type: none"> • Branch to different questions depending on the recipient’s response (“skip patterns”) – a powerful tool to help collect more meaningful input from the field. • Capture responses to Yes/No and multiple choice questions. Varolii’s real-time reporting suite then enables administrators and other stakeholders to assess and analyze responses on the fly, as they are received from the field. • Transfer a recipient to a live person for assistance if needed –potentially a critical feature during an emergency situation. • Customize the built-in thank you message. • Include a real-time recorded audio file with additional up-to-the-minute information, as appropriate. • For ease of response, a domestic toll-free number and an optional international toll-free numbers can be arranged upon request.
Customized	Enable administrators and other designed stakeholders to use Varolii pre-defined templates for voice, SMS (text messages), or email to create questionnaires that are immediately relevant to a developing situation or unique business need. These customized questionnaires deliver a combination of speed – the design and template elements are pre-defined, based on Varolii best practices – and flexibility – customization is simple, fast and can be performed by non-programmers.	<ul style="list-style-type: none"> • Rapid creation of incident-specific questionnaires. • Rich logic enables surveys to branch to different questions depending on the recipient’s response to capture more meaningful responses. • The survey can capture responses to Yes/No questions. • All responses are reported on in real-time with tracking and reporting. • Include a real-time recorded audio file to provide up to the minute information, as appropriate. • For ease of response, a domestic toll-free number and an optional international toll-free numbers can be arranged upon request.

TRACKING AND REPORTING DESIGNED TO WORK WITH ENTERPRISE DATA MANAGEMENT SYSTEMS

Varolii has designed a tracking and reporting system that provides real-time data to help stakeholders make better-informed decisions during a crisis.

With Varolii tracking and reporting, stakeholders will:

- **Gain** immediate visibility into employee status and provide for more uniform decision making with auditable information that aids in compliance efforts.
- **Use** over 30 pre-designed reports or create custom reports.
- **Generate** reports on a pre-defined schedule or as necessary (ad hoc).
- **Publish** reports in interchangeable formats for more flexible management (includes: Excel, CSV, HTML, PDF)
- **Track** all messages and survey responses in real-time via a browser interface by message or by recipient to better visualize and manage an unfolding situation.

ABOUT VAROLII

Varolii® provides on-demand communication software and services that enable organizations to more effectively reach and interact with their customers and employees, getting the best result from every interaction.

www.Varolii.com

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Infrastructure and Service Level Agreements that Ensure Timely, Reliable, Delivery

The timely, reliable functionality of the Employee Accountability Application, and of all Varolii Employee Communication Applications, is supported by one of the largest dedicated communications facilities in the US, with over 7,000 available lines. Varolii's enterprise class data centers are designed explicitly to meet the demanding needs of larger organizations.

Our industry leading Service Level Agreement (SLA) assures employee communication customers of network availability 99.99% (four nines) of the time while all messages are delivered within 99.99% of the contractually committed time frames as described by the SLA.

Varolii implements a sophisticated multiple priority queuing system that ensures each class of priority delivery has a corresponding queue. The bottom line - your messages will get through rapidly, reliably and on demand as you need them.