Communications Module

The Communications Module allows organisations to contact their travellers and employees through multiple channels directly from the system and obtain a response on their status. It helps organisations fulfil their duty of care responsibilities and provide the appropriate support to their impacted employees during a crisis.

Through the multi-channel communication capability, managers can communicate with employees through email, SMS and text-to-speech methods to increase their chances of contacting employees and obtaining a response.

COMMUNICATE EASILY WITH YOUR PEOPLE

After conducting a Location or Alert search and identifying travellers and employees, managers can quickly communicate with them through the integrated communication platform via email, SMS and text-to-speech methods. Email addresses and phone numbers are displayed on the recipient grid and managers can manually update these contact details at any time.

MULTIPLE COMMUNICATION CHANNELS

The Communications Module provides various options that allow managers to create effective messages. Managers can broadcast an informational one-way message and obtain confirmation of receipt from employees. They can also send a two-way message by selecting desired communication methods and including up to five custom response options to collect specific responses from employees. The built-in retry attempt feature ensures that the message is sent three times through each of the selected communication methods until a response is received. Managers can also create message templates that can be re-used later for similar incidents (e.g. terrorist attacks, airport incidents, natural disasters and weather incidents).

RELIABLE RESPONSES

Responses are captured within the Communication History section allowing managers to monitor responses, filter them by certain criteria and quickly identify individuals who need support. The recipient list, along with the responses and contact details, can be exported into an Excel file and shared with other team members as a report.

LEARN MORE

To learn more about the Communications Module, contact your International SOS Account Management Team.