



Simple, Automated  
Mass Notifications  
for Schools

One Call **Now**  
POWERED BY ONSOLVE

## Make the Right Critical Communications Choice for Your School

Proactive Communication with Parents is Critical — Choose OnSolve® One Call Now® Notification for Schools.

Being prepared in a crisis is essential. Need to cancel school due to weather? Contact parents regarding unexpected absences? Send emergency messages? One Call Now delivers your message to parents immediately – before incorrect information is circulated. Proactive communication during a crisis ensures student safety and parental support.

Over eight million families depend on One Call Now. Some calls are informational, while others are critical in preventing injury and saving lives. Whether you need to reach an entire school, a particular grade, one sports team or just the students who ride the bus, One Call Now can help.

We provide the nation's most reliable, cost-effective system for immediate communication.

## Cost, Efficiency, Safety and Reliability. There's a Lot to Consider

Put the high-performance communications of One Call Now to work for your school to save time, reduce costs and keep students safe and parents informed.

One Call Now offers integration capabilities and options to ensure your Student Information System (SIS) data is accurately transferred to our system. Setup is always efficient and completely secure. Integration is seamless, hands-free and saves time.



## Overcome Common Challenges:

- Lack of parental participation
- Difficulty achieving school-to-home communication
- No uniform method for communicating information regarding cancellations, picture-day reminders or school lock downs
- Budgetary constraints preventing a reliable critical communications system from being implemented
- Communication with families for whom English is their second language

## One Call Now Can Integrate with Many of the Most Popular Student Information Systems:

- PowerSchool
- Infinite Campus
- Aspen
- EschoolPlus
- Sycamore
- SchoolPathways
- Dasl
- Wengage
- Aspire
- Skyward
- and many more...

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Put the high-performance communications of One Call Now to work for your school to save time, reduce costs and keep students safe and parents informed.

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## Simplify Your Life with Automated Messaging

Send important voice, text and email messages to groups of any size through a simple click or call.

## Keep Your Entire School Community Informed

Just record or type your message, select recipients and push a button. We'll take care of the rest.

One Call Now from OnSolve delivers your message to everybody on your designated contact list. Send it as your choice of phone call, SMS text message, email or push notification — all through a single user-friendly system.

### With One Call Now, you can:

- Send emergency and other time-sensitive alerts
- Promote events and gather RSVPs
- Announce cancellations
- Recruit staff and volunteers for shifts
- Send appointment confirmations and reminders
- Alert families of schedule, route or service changes
- Conduct surveys
- Collect families'
- Send reminders of due dates
- Issue payment and past-due bill reminders
- Comply with quality, safety and operational standards

## Customized Communications

### Who We Serve

One Call Now is the largest notification provider in the United States and serves a wide variety of organizations, including:

- Businesses
- Churches and synagogues
- Colleges and universities
- Community organizations
- Emergency communications organizations
- Government agencies
- Military support groups
- School and school districts
- Sports teams, coaches and leagues







## Capability Highlights

### Multilingual Delivery Options

Translate text and email messages into over 50 languages. Type your message in English and it will be instantly translated and either spoken or emailed to recipients.

### Capacity and Redundancy

When you are facing an emergency, you need a critical communications system that is reliable. We've made an investment in technology, redundancy and phone carriers that our competitors just can't match.

### Professional 24/7/365 Support

When you have a question, we're here to help — at any hour, on any day, all year long.

### Automate Routine Calls

Send absentee notifications and low-lunch-card-balance calls or emails automatically.

### Generate Reports Easily

View reports by building, district, student name, phone number or email address.

### Subgroups and Messengers

Divide your call list into subgroups by staff, grade or class for truly personalized calling.

### Caller ID

Configure Caller ID for each school in the district, as well as every attendance and lunch-card call. When parents know who's calling, they pick up quickly.

### Member Activity Report

View message reports for individual group members to generate truancy reports, see if staff members have been reached or view how and when you've contacted individuals.

### Audio Library

Record and save emergency and routine messages to be used at any time.

### Group Polling

Conduct surveys by capturing a text or keypad response (press 1 for yes, press 2 for no).

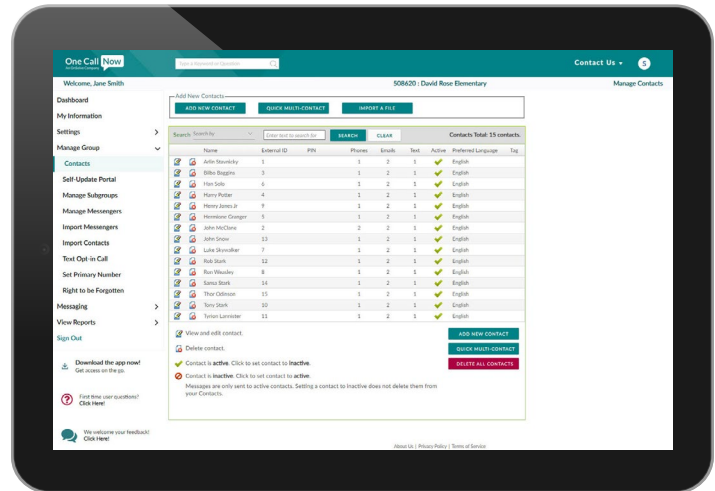
# How It Works

## Account Setup

1

### Add Your Contacts/Members

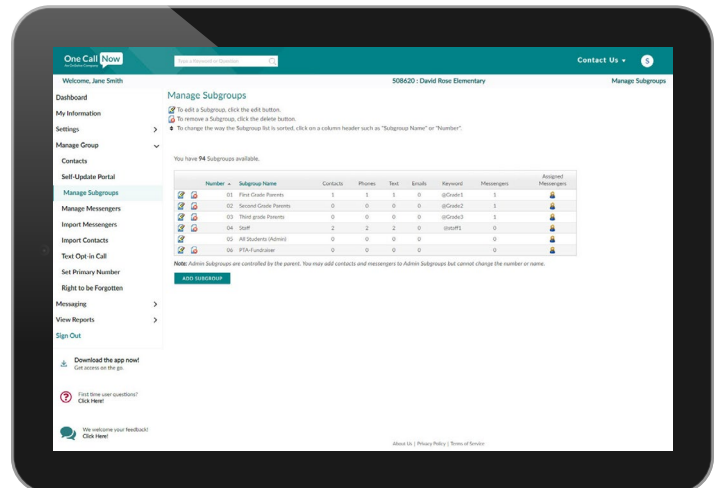
Import your names, phone numbers and email addresses from an Excel or .csv file. You can also add or update contacts individually.



2

### Group Your Contacts

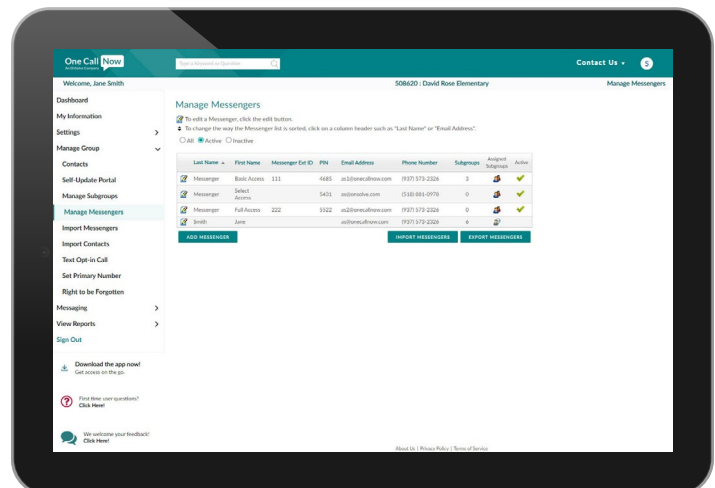
Create subgroups within your contact list for group-specific communications (Board of Directors, Staff, Clients, Volunteers, etc.).



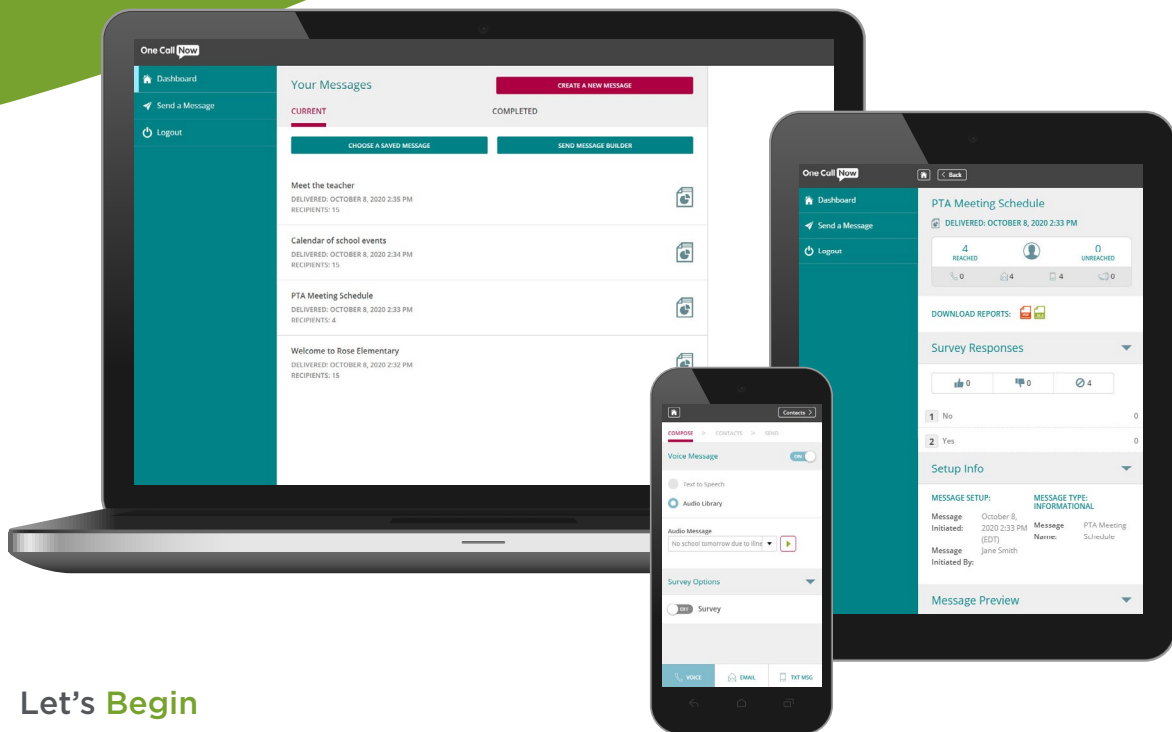
3

### Set Up Other Users

Allow other leaders (communications director, department heads, volunteer coordinator) to also use the One Call Now service to reach their groups. Give them full access or just allow them to send messages to specific groups.



# Send a Message



1

## Let's Begin

You don't have to be at a specific location to send a message. Create messages from any landline, mobile phone or computer. Send messages from your tablet or smartphone with our free mobile app.

2

## Create Your Message

Select to send a message via voice, text, email or all three. Record the message in your own voice, or choose the text-to-speech option.

3

## Select Who Will Receive Your Message

Choose all of your contacts or a subgroup of your contacts.

4

## Send Your Message

Our system is fast and easy. Send your message now, or schedule it to go out at a later time or date.

5

## You're Done!

Congratulations! You have sent your message. Check out the message report for details.

## Capabilities

While our basic service is simple, we also offer many customizable capabilities. Want to create a message using your recorded voice? Send a natural-sounding automated voice message using advanced text-to-speech capabilities? Translate your message into multiple languages? You can do all of this and more with One Call Now.

### Unlimited Messaging:

Plans included unlimited calls, text, push notifications and emails for one annual price.

### Flexibility:

Send messages in multiple formats according to the urgency of the situation and contact preference of text message, email, phone call or mobile app.

### Smartphone App:

Download our free smartphone app for message-sending ease.

### Import Contacts:

Upload contacts from .csv or spreadsheet files or by exporting or integrating with an existing database program such as Salesforce or Outlook.

### Target Messages to the Right Contacts:

Create an unlimited number of contact subgroups for targeting your audience with relevant communications. Additional filter fields allow users to dynamically create groups.

### Text to Speech:

Our text-to-speech feature converts typed text to an audio file and delivers your message in your choice of natural-sounding voices.

### Real-Time Reporting:

See continuous status updates once your message is sent. Know who was successfully reached, gain access to polling responses and manage erroneous phone numbers with immediacy.

### Audio Library:

Pre-record messages and save them for use at any time.

### Caller ID:

Select the caller ID you want displayed to your contact when your message is delivered.

### Generous Message Lengths:

Our message lengths are among the most generous in the industry.

### Gather Contact Information Via Your Website:

Place a banner on your website where contacts can easily self-update their contact information.

### Hot Transfer:

Transfer calls to a live operator at a pre-specified telephone number. You control the call pacing so your incoming lines are never overloaded.

### Message Customization:

Insert fields from external data sources into your message to customize messages with names, dates, appointment times and more.

### Real-Time Polling:

Record a message requesting a keypad response from contacts in order to get instant feedback or survey information. Responses are available in real-time reports.

### Call Scheduling:

Schedule a message delivery to have your message delivered at a later date or time.

**Pin Delivery:**

Maintain confidentiality by requiring recipients to enter a PIN to receive messages and confirm receipt.

**Quota Calling:**

Send calls until a predetermined number of contacts respond. This eliminates excessive calls once recruitment is complete.

**Sequence Dialing:**

Deliver calls in a predefined sequence, allowing the notification process to comply with organizational protocols and policies.

**“Answerflex”:**

Manage how to proceed in the event of a machine or voicemail answer: always deliver, never deliver or only deliver after a specified time of day.

**International Calling**

Call any country in the world from the United States.

**Multilingual:**

Translate text and email messages into over 50 languages.

## Technology

One Call Now uses cloud computing technology, so message initiation requires no software purchase or installation.

We own, manage and invest heavily in our own multiple sets of telephony, text and email servers.

- Our triple-redundant systems are maintained in geographically diverse facilities.
- We cross connect to multiple long-distance carriers.
- Dynamic pacing assures best delivery.

**Import Wizard — The Fastest Way to Get Started**

Walks you through a simple step-by-step process to upload a spreadsheet of contact information directly to our servers.

**One Call SYNC — For Schools with Large or Frequently Changing SIS Databases**

Automates transfer of student and/or staff lists exported from your SIS or other database. Launches attendance, low lunch balance or any other pre-defined calls through your One Call Now account. Updates continuously.

***\*Not all Student Information Systems are compatible with One Call Now.***

**Systems Integration**

A key aspect of library messaging is the ease and sophistication of communication between your integrated library system (ILS) and our automated calling service. One Call Now offers the broadest range of state-of-the-art integration and automated messaging options available, so sending daily messages takes just seconds.



## Reliability and Redundancy

### Systems

One Call Now systems are redundant geographically and functionally. Significant investments in hardware replicate configurations across multiple sites to supply and always-ready disaster-recovery environment.

- Every server, installation and all customer data are replicated across multiple sites.
- If an entire site is lost, customer data and system operations will be maintained.
- Telephony servers in four separate geographic locations, plus two additional partners with third-party services, ensure delivery of your phone calls, SMS texts, email and site postings.

### Servers

Servers have replicated peers that run in an active-active mode. If a server fails, One Call Now service is still available to you. Servers include:

- Database servers that are clustered and replicated across geo-diverse areas
- Web servers
- Applications servers that send emails and SMS text
- Telephony servers spread across multiple geographic locations
- Multiple additional provider partners — also geographically strategic — to provide additional capacity, if needed

One Call Now is prepared to handle any number of customers regardless of their size or need.

- Our telephony capabilities are built to handle 10 times our normal daily traffic and 50 percent more than peak hours.
- Our sites connect multiple telephony carriers. This provides access to the maximum number of paths into any community.
- By delivering calls through different carriers, we automatically route around congested carriers to find available capacity on another carrier into the community.
- Inbound toll-free numbers are also multi-carrier, fully redundant and have auto fail-over to multiple back-up sites.

### Delivery Methods

- One Call Now delivers messages by voice, email, SMS text and mobile push notifications.
- Voice messages are sent by phone call.
- Notifications are delivered in an escalating method.
- If the mobile app alert is not read within one hour (30 minutes for priority messages), the SMS text will be sent.
- If the SMS text messages is not read within one hour, the phone will be called.

### Delivery Initiation

Clients choose from multiple options available to initiate messages:

- Use the One Call Now website.
- Call our toll-free phone number.
- Use the One Call Now mobile app.

## Delivery Assurance

Dynamic pacing assures best delivery:

- Proprietary algorithms and pacing processes monitor call volume for each community and area code/exchange. They throttle up or pace the delivery rate to fit the communities' inbound long-distance capabilities.
- The pacing algorithm dynamically adjusts when congestion is detected.

## Text Messaging & Email

- Multiple levels and layers of redundancy and overcapacity for true SMPP SMS text messaging services:
- Multiple servers, multiple redundant network gateways and carrier relations ensure we reach 99.8 percent of all cell phones in the United States.
- Our email server has multiple levels of redundancy, backup and multi-path routing.

## One Call Now Versus Competitors

Most competitors use only one or two locations, one telephony technology and rely on one or two carriers. Other critical communications systems providers use hardware dialers — housed at your facility — for day-to-day phone calls and use web-based alerts only for emergencies.

One Call Now deploys the most sophisticated and expensive combination of technology and delivers the highest degree of speed, reliability and redundancy. All One Call Now customer support and technical support is U.S.-based.



**Q:**

**Do I need to install anything?**

**A:**

One Call Now's messaging system was designed to **save time while eliminating the stress of communicating with multiple contacts**. And because the service is 100-percent web-based, there's no hardware or software to install or update. Access it anytime from any phone or internet-connected computer or tablet.

**Q:**

**Is it easy to create and send messages?**

**A:**

**Yes!** It only takes a minute or two to message tens, hundreds or even thousands of contacts via your internet-connected device, our mobile app or phone. Need guidance along the way? Visit our Help and Support Center for explanations, videos and tutorials.

**Q:**

**Do I need to install anything?**

**A:**

The server is **100-percent web-based**. There's no hardware or software to install or update.

**Q:**

**What types of devices can I use to send my messages?**

**A:**

You can use:

- Any phone (cell or landline)
- Any internet-connected device, including tablets
- The One Call Now mobile app

**Q:**

**How do recipients receive my messages?**

**A:**

One Call Now messages can be received on:

- Any phone (cell or landline)
- Any internet-connected device, including tablets
- Messages are receivable as:
  - Phone calls
  - Emails
  - SMS text messages
  - App push notifications

**Q:**

**Do you handle emergency or other time-sensitive messages?**

**A:**

**Yes.** One Call Now offers a high-priority service.

**Q:**

**What phone number or email address appears to my contacts when I send a message?**

**A:**

Users can easily customize both phone numbers and email addresses to **enable optimal contact recognition**. This helps your contacts know that it is your organization calling, not a toll-free number.

**Q:**

**Are my notifications sent immediately?**

**A:**

We maintain a **broadcast rate of about 12,000 to 15,000 messages per minute**. In other words, all One Call Now messages are sent with speed and efficiency. You can also plan your messages in advance and schedule them to be sent at any time.



**Q:**

**How do I know my broadcasts have been received?**

**A:**

One Call Now customers receive reports containing receipt information for every message they send. Voice, text and email messages all have delivery confirmation. Additionally, voice messages allow users to identify whether the notification was received by a person or voicemail.

**Q:**

**What happens if no one answers the call?**

**A:**

If no one answers, we will leave a message on an answering machine or voicemail. If there is no machine to pick up, we keep trying to reach that number multiple times throughout the day. Contacts can call our toll-free number to listen to a message if they missed it.

**Q:**

**Is there a limit to the number of group members and/or messages?**

**A:**

We offer a variety of plans for groups and organizations of all sizes. Most plans are based on an unlimited model, meaning you pay one flat rate to send as many messages as you want within the agreement period.

**Q:**

**Can more than one person in my organization send messages?**

**A:**

You have the power to configure who has the ability to create and send messages within your account settings. An unlimited number of message senders may be authorized, and you can determine whether or not their access is restricted to a specific group of recipients.



**Q:**

How much does it cost?

**A:**

Thanks to a customizable plan aimed at fitting your precise needs with only the features you will actually use, One Call Now keeps costs low. Our clients routinely save money over traditional communication methods. [Contact us](#) or [request a free trial](#) and we'll be happy to suggest a plan for you.

**Q:**

Are we required to sign a contract?

**A:**

We provide a service agreement listing what you can expect from One Call Now, but it is not a contract. This means if you grow, you can upgrade at any time.

**Q:**

Are the names of our contacts ever sold, rented or shared with anyone else?

**A:**

We have never shared this information and we never will.

**Q:**

How do I get started? How long does it take?

**A:**

Get started by [requesting a demo](#) or contact our sales team. You can send messages the same day you purchase a plan.

**More Questions?**

[Click to Request a Consultation.](#)



Learn how **One Call Now** can work for your organization.

[LEARN MORE](#)

#### About OnSolve

OnSolve delivers critical event management solutions designed to help enterprises, organizations and agencies of all sizes create the most successful outcomes when critical events occur. The OnSolve Platform for Critical Event Management™ combines leading risk intelligence, critical communications and incident management into one SaaS-based global portfolio. Our AI-powered platform is purpose-built to deliver fast, relevant and actionable intelligence, enable vital communications and allow response teams to react calmly and confidently.

Visit [OnSolve.com](https://OnSolve.com) to learn more.

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