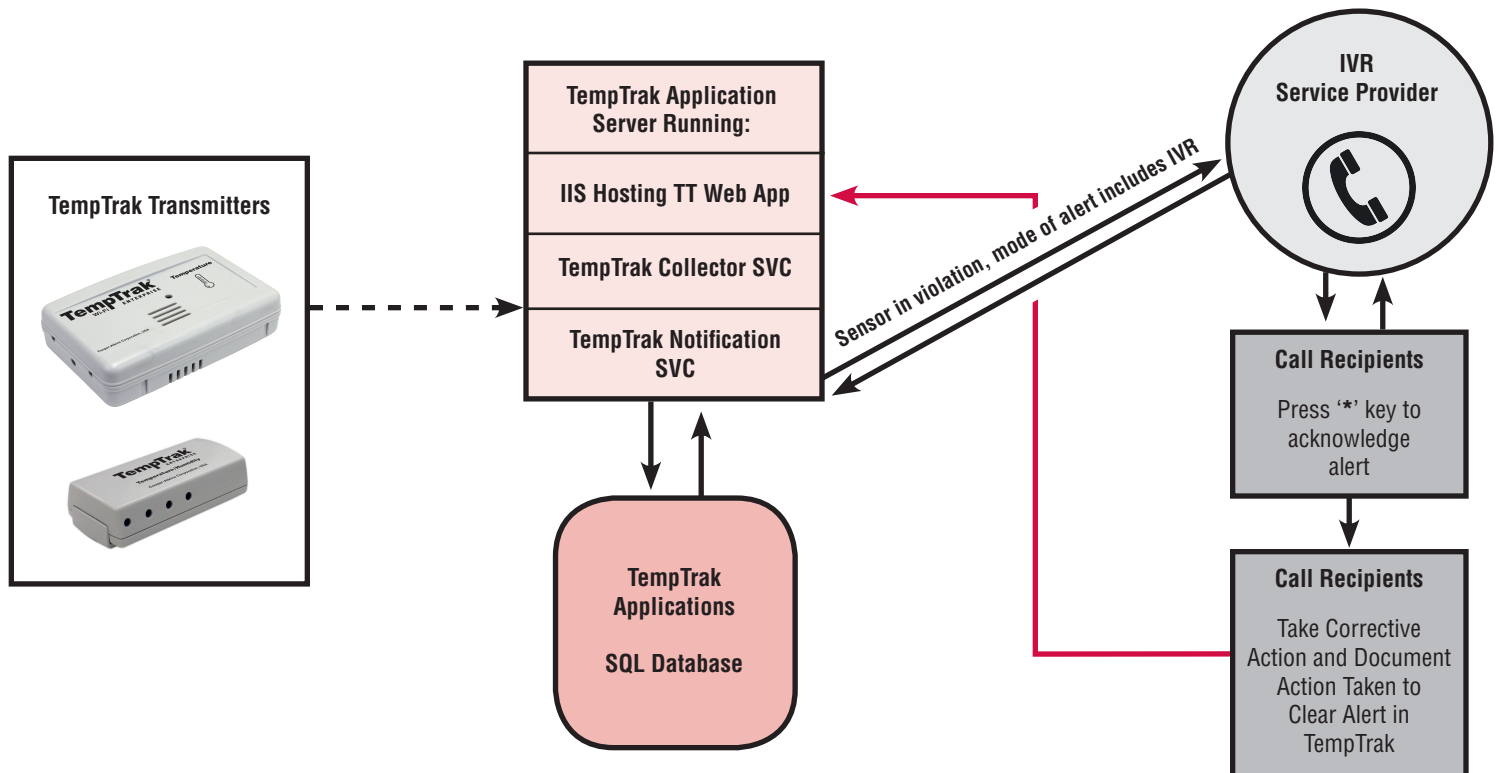


## High-level Interactive Voice Response (IVR) Specification

It is crucial that staff are notified as soon as possible when a monitoring device exceeds preset limits and triggers a notification alert. While alerts are available via phone and text/sms message, there is no guarantee these alerts are seen and acknowledged, and resolved. TempTrak now offers a more reliable mode of notifying employees when an alert is triggered by means of a voice recorded phone call to the designated recipient.

TempTrak utilizes the reliability of an outside IVR hosting company whose sole business model is to deliver critical phone alerts to clients. When a monitoring device exceeds preset limits, TempTrak relays the alert notification to the outside IVR hosting company. The IVR hosting company will then make the phone call and play the notification message to the recipient. When the recipient answers, they will be prompted to press a key to accept receipt of the call, which in turn stops the calling to other employees. The TempTrak database maintains records of phone call notification and the employees that were alerted. By requiring alerts to be accepted, phone calls help ensure out of range activity is addressed and corrected, while maintaining regulatory compliance and staff accountability. Keep in mind however, phone alert acceptance does not clear the alarm, a user must take corrective action by fixing the issue and documenting corrective action in the TempTrak system. High-level interactive voice response (IVR) is available on TempTrak V5.0.

FEATURES	BENEFITS
<ul style="list-style-type: none"> <li>• 24/7 equipment monitoring paired with voice alerts</li> <li>• User prompted to acknowledge alert, acknowledgment is recorded</li> <li>• Detailed alert description includes sensor name, ID, last recorded value and duration of sensor in violation state</li> </ul>	<ul style="list-style-type: none"> <li>• Audible alerts provide a failsafe means of ensuring alerts are received as soon as possible</li> <li>• Ensures corrective actions are taken immediately</li> <li>• Promotes a comprehensive record of alerts</li> </ul>



*Cooper-Atkins partners with a leading, US based, IVR hosting company to deliver reliable phone alerts.*