Poltys Inc.

DCC EX

POLTYS DCC AND
CALL BACK TO RESIDENT ROOM

How Does DCC EX Improve My Facility?

- **Increased Mobility**: Caregivers can receive alerts no matter where they are in your building
- **Shorter wait times**: Use reports to improve caregiver response time
- **Proactive Monitoring**: Administrators and/or owners can be notified by email or text message if a call for help is not answered
- **Atmosphere**: No noisy bells means a more home-like environment for residents
- **Market Your Community**: Show incoming families how good your caregiving services are

Direct Care Connect DCC^{TM} automatically initiates phone call to resident room when the caregiver initiates this option by DECT or mobile phones.

Caregiver may accept or callback the resident's room when alarm occurred by tapping specific buttons on DECT or mobile device, or by voice commands.

With a single touch or speech command, the caregiver can choose to accept an alarm or callback to the room and verify directly with the resident to check his/her condition related to occurred alarm.

ALARM NOTIFICATIONS RECEIVED BY VOICE CALLS

DCC EX engine provides Text-to-speech and Voice recognition/ Touchtone Keypad features for voice alarm notifications.

DCC EX sends voice alarm notifications by placing calls to any regular Desktop/ DECT Phone. Specific call management logic applies for each context.

After the alarm is dispatched, the phone rings.

Once the call is answered by Caregiver, DCC EX plays by Text-to-Speech with full details of the alarm that has been occurred.

Caregivers can respond to alarm notification by voice keywords or by touchtone keypad, e.g. saying "Yes" or pressing "1" for accepting the alarm or by saying "Call" or pressing "3" for calling the resident by phone for two-way audio conversation.

VOICE CONTROL BY PLACING CALLS

DCC EX provides Text-to-speech and Voice recognition/ Touchtone Keypad features to let Caregivers to carry-out certain tasks.

Caregiver can dial a predefined IVR extension when possible (e.g. not in an Alarm Notification call or other calls), to perform a specific task.

DCC EX automatically responds the Caregiver call an lets her/ him to select the desired option by predefined menus, according to the current operation context.

Caregiver can use speech commands or touchtone keypad to select the command options, such as:

- Close Alarm
- Login/ Logout
- Change Working Zone
- Get Active Alarms List
- Get Alarms History
- Get Cleared Alarms List, etc.

KEY FEATURES

- Compatible with many IP-PBXs and Phone Devices. Refer to **Device Compatibility List**
- Flexible Deployment options: On-Premises or Hosted Cloud
- Scripted Based Integration for various interfaces
- Cross-Platform Web Administration Windows, Android, iOS and Mac OS
- HTTPS Security Protocol
- Employee (Caregiver) Activity Logging
- Zone Login in for Caregivers
- Competence/Skills based Alert Routing
- Powerful Reports
- Provisioning and Auto Updates over the Cloud
- DCare EX mobile client for Android devices
- Can work independently or integrate with the existing telephony system in place

PROFESSIONAL REPORTS

DCC EX takes advantage of Microsoft Excel capabilities, helping you identify performance and workflow trends.

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