

Vocantas Launches Communicate™ Notifier 3.0

OTTAWA, ON, April 29, 2021 - Vocantas, an innovator in workforce management communications, announced today that Notifier 3.0 is now available. Notifier, a module of the very successful Communicate™ platform, allows organizations to stay in touch with their workforce and customers via fast mass communications. Messages about organizational news, emergencies, boil water advisories, facility shutdowns, and much more can be sent instantly to contact lists. The communication can be sent to groups of employees, entire workforces, or customers. Notifications can be sent via phone (IVR), text (SMS), email and mobile app, offering organizations and users the ability to choose the communication method that works best for them. Once messages are launched, Notifier allows administrators to drill down into results with detailed reports — see how and when each employee or customer interacted with the message and confirm receipt.

The pandemic has brought upon a strong need for organizations to have the ability to inform people of any COVID-19 contact tracing updates and new workplace protocols. Currently, Vocantas is supporting many new and existing customers with leveraging Notifier to assist in their COVID-19 update and prevention efforts.

“With the pandemic causing uncertainty in scheduling and constant change in workplace protocols, we’re seeing more and more organizations turn to Notifier as a critical tool to keep their workforce informed. Organizations need a way to get information to their staff and customers fast to keep workplaces safe and stay up-to-date with the latest COVID-19 regulations. Notifier provides administrators with the ability to keep in touch with them in a timely manner to accommodate today’s ongoing changes” said Rob Fryer, VP of Product and Delivery.

New to Notifier in version 3.0 is the ability to use distribution lists and receive notifications via the Communicate Mobile app. Added to this version, the new distribution list feature allows organizations to create, manage, and filter lists directly within the Communicate portal. Distribution lists allow administrators to easily disseminate messages to groups of employees or customers based on specific criteria they choose to filter on. Distribution lists can also be used in tandem with contact list CSVs for easy and accurate audience targeting. Used as a static list or dynamic with filters, distribution lists give administrators more options to organize their communication directories. With Notifier 3.0, users now have the ability to view organizational messages through push notifications and directly within the Communicate Mobile app through the new Notifications tab. The mobile app adds yet another channel the administrators can leverage to reach their customers or employees, ensuring messages are always delivered.

Also included in Notifier 3.0 are several feature updates and enhancements requested by our customers. To learn more about all the latest updates, contact info@vocantas.com

Media Queries

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