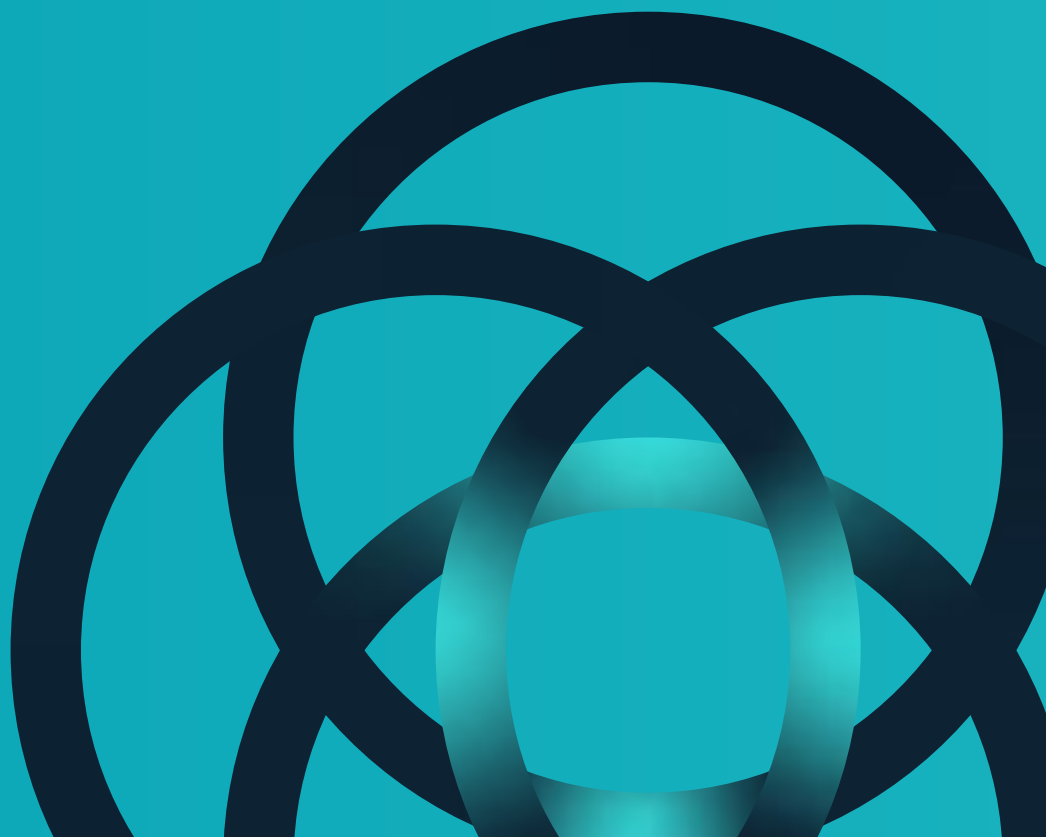# resilienceOS®

Communicate

Simplicity & Reliability when you need it most.

In emergencies, effective communication is crucial to ensuring safety and minimising operational disruptions. **resilienceOS Critical Mass Communications** offers rapid, reliable, multi-channel messaging specifically designed for critical events. Whether used as a standalone solution or integrated with resilienceOS's powerful response tools, this feature enables you to reach your entire organization within seconds. With customisable templates, two-way communication options, and detailed reporting, you can ensure that the right message gets to the right audience when it matters most.

Critical Mass Communications

Rapid, Robust, Multi-Channel Critical Communications for Proactive Security and Incident Management.

In emergencies, timely and dependable communication can be the difference between safety and operational disruption. It's vital that your messages reach the right people quickly and reliably. resilienceOS Critical Mass Communications ensures rapid, reliable multi-channel messaging for duty of care and emergency notifications. Specifically designed for critical events, guided workflows enable you to create and send messages to your entire organisation within seconds. Utilise as a standalone solution or seamlessly integrated with resilienceOS's powerful response tools. Benefit from customisable templates, two-way communication, and detailed notification reports to ensure the right message reaches the right audience exactly when needed.

Summary of Key Features and Benefits *:

- **Multi-Channel Communication**
  Different situations require different channels. Our Multi-channel support ensures your messages reach everyone via SMS, email, voice calls, or apps.

- **Ease of Use**
  In critical incidents, simplicity is key. Our user-friendly interface and guided workflows ensure fast, error-free messaging.

- **Customisability and Flexibility**
  Tailor messages with customizable templates for personalized, scenario-specific, and branded communications.

- **Advanced Response Options**
  Receiving feedback is crucial. Two-way messaging, polling, and acknowledgment options help you gauge responses, confirm receipt, and make informed decisions.
  * Certain features are available exclusively with the Professional Tier

Features & Tiers

Feature	Your Tier Tier			Options
	Base	Professional	Enterprise	
Mass Comms via Email and Broadcast Only	●	●	●	
Advanced Multi-Channel 2-way comms (via SMS, Voice, Apps)		●	●	Message costs included, fair usage policy.
Advanced branding, templates & reporting plus third party apps		●	●	

Critical Mass Communications
Summary of Base Features:

Single-Channel, 1 Way Messaging via Email:

Send organisation-wide one-way communications via email. Fast and reliable message distribution that can scale to include additional channels like SMS and Voice and 2-way communications, as your needs grow.

Customisation and Ease of Use:

- Guided workflows streamline the process of creating and sending communications quickly.
- WYSIWYG editors enable you to effortlessly format and style your email layouts.
- Easily embed images and attach files to enhance your emails.

Robust Reporting and Analytics:

- Detailed communication reporting dashboard with clear visualisations of delivery success and responses.
- Real-time monitoring and validated delivery metrics.

Simple Recipient Management:

- Simple recipient group management. Search for recipients based on name or by custom Profile Groups.

Elevate Critical Mass Communications Base with advanced capabilities in the Professional Tier.

Professional
Includes everything in Base +

- Multi-Channel Messaging Options including SMS, App, Voice, Third Party Channels
- Additional 1-way and 2-way delivery options including; Safety Polls, Custom Polls, Acknowledge
- Custom Branding and Styling
- Advance Recipient Management
- Template Creation and Library