



Simplify Your Life With Automated Messaging

Making an automated phone call with One Call Now from OnSolve is easy.

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

One Call Now delivers your message to everybody on your designated contact list. Send it as your choice of a phone call, SMS text message, email or push notification — all through one handy platform and simple user interface.



FAQs

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:

How Much Does It Cost?

A:

Less than you think, thanks to a customizable plan aimed at fitting your precise needs with only the features you will actually use. Our clients routinely save money over traditional communication methods, such as creating fliers, mail notices, bulletins and phone trees. And because efficiency is built-into your plan, One Call Now won't drain your budget. Just give us a call or [complete a request](#) and we'll be happy to suggest a plan for you.

Q:

How Do I Get Started? How Long Does It Take?

A:

Get started by [sending us a request](#) or calling our friendly sales staff. You can send messages the same day you purchase a plan. It's as simple as logging into a website or making a phone call.

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

With this level of flexibility, you can send an alert from almost anywhere, anytime.

Q:

How Can Recipients Receive My Messages?

A:

One Call Now messages can be received on:

- Any phone (mobile or landline)
- Any internet-connected device, including tablets

Messages are receivable as:

- Phone calls
- SMS text messages
- Emails
- App push notifications

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.



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 phone app (Android and iOS) or phone. Need guidance along the way? Visit our Help and Support Center for explanations, videos and tutorials.

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:

Is There a Limit to the Number of Group Members and/or Messages?

A:

Because One Call Now understands that each of our clients has their own notification needs, we offer a variety of solutions 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:

Are My Notifications Sent Immediately?

A:

We maintain a broadcast rate of about 12-15,000 messages per minute. In other words, all One Call Now messages are sent with speed and efficiency. Don't want your message to go out now? Prepare it in advance, and schedule it to be sent at the time of your choice.

Q:

Do You Handle Emergency or Other Time-Sensitive Alerts?

A:

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

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 a voice mail.

Features

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

Unlimited Messaging:

Plans include unlimited calls, texts, push notifications and emails for one annual price with no per-call or long-distance charges.

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. Senders can also select multiple formats for urgent messages/alerts.

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.

Targeting Messages to the Right Contacts:

Create an unlimited number of contact subgroups — from one contact to thousands — for targeting your audience with relevant communications. Additional filter fields allow users to dynamically create groups. (For example, sending a message to all residents of a particular street or employees in a specific department.)

Text-to-Speech:

Don't like the sound of your own voice? 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 as soon as 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 any time. This feature is ideal for both standard and recurring events.

Caller ID:

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

Generous Message Lengths:

Have a lot to say? 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; temporarily pause a message for optimal control of call flow. You can also redirect the calls to your conference line for immediate discussions or meetings.

Message Customization:

Insert fields from external data sources, such as spreadsheets, into your messages in order to customize them with names, dates, appointment times and other custom fields.

Real-Time Polling:

Record a message requesting a keypad response (*press 1 for yes, press 2 for no*) from contacts in order to get instant feedback or survey information. Responses are immediately available in real-time reports.

Call Scheduling:

Schedule a message delivery either online or by phone 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. For example, if you are recruiting for a shift and need five nurses, the calls continue until five contacts respond (via the keypad) that they can work. This eliminates excessive calls once recruitment is complete.

Sequence Dialing:

Deliver calls in a predefined sequence, thereby 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 anywhere in the United States.

Multilingual:

Translate text and email messages into more than 50 different languages.

One Call Now's applications are unlimited! With One Call Now, you can:

- Send emergency and other time-sensitive alerts
- Promote events and gather rsvp's
- Announce cancellations
- Recruit staff and volunteers for shifts
- Send appointment confirmations and reminders
- Alert contacts of schedule, route or service changes
- Conduct surveys
- Collect customer feedback
- Send renewal notices
- Issue payment and past-due bill reminders
- Distribute promotional offers to customers
- Comply with quality, safety, and operational standards

We'd love to tell you more!

Last year alone, One Call Now sent over 2.6 million alerts to 264 million phones, 70 million emails, and 48 million SMS for a total of approx. 380 million contact points.

Learn how it can work for your organization

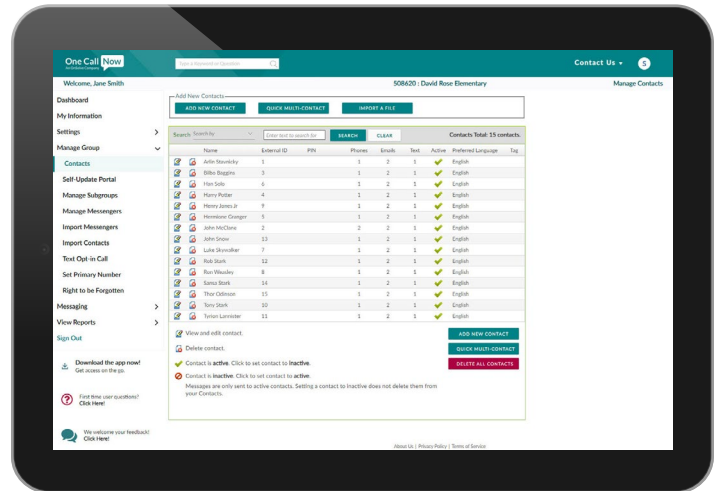
[Learn More](#)

Account Setup

1

Add Your Contacts/Members

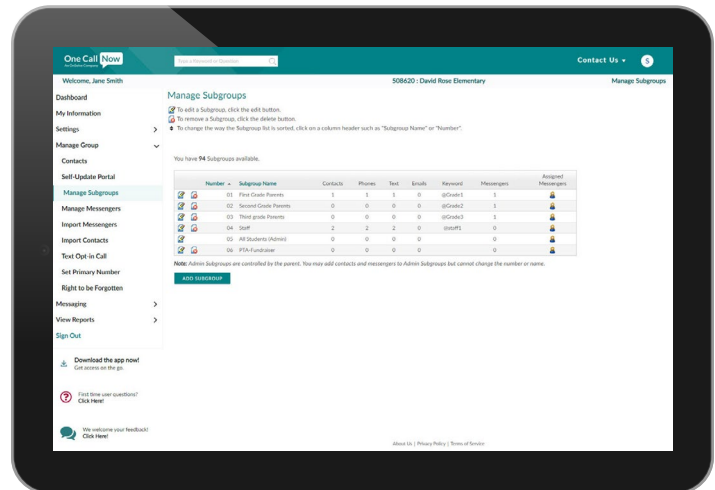
Import your names, phone numbers and email addresses from an Excel or .csv file. You can also add or update contacts individually.



2

Group Your Contacts

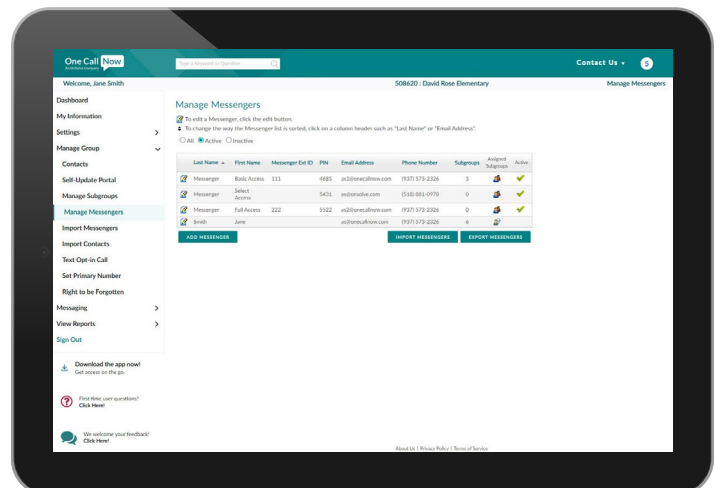
Create subgroups within your contact list for group-specific communications (Board of Directors, Staff, Clients, Volunteers, etc.).



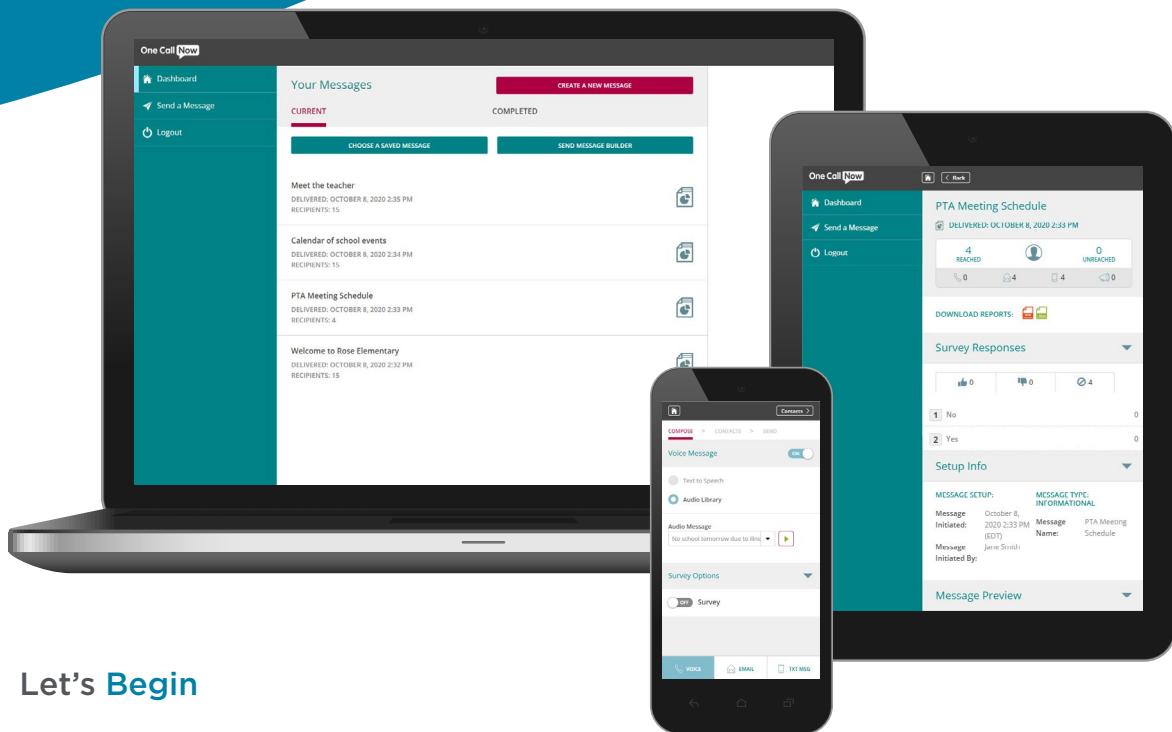
3

Set Up Other Users

Allow other leaders (Communications Director, Department Heads, Volunteer Coordinator, etc.) 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.

Visit OnSolve.com/One-Call-Now to learn more.

