PRODUCT ANNOUNCEMENT

WebEOC® Rave® Alert Extension

Version 1.0

This document highlights important release changes to your system. If you have questions about changes not covered in this document, contact your Client Services Manager. For more information, visit the Client Hub.

New Rave Alert Extension for WebEOC

The new *Rave Alert Extension* for WebEOC combines the best in alerting and notifications with the best in crisis information management, providing seamless integration between WebEOC and Rave Alert. Leveraging Rave Alert's capabilities, users can distribute mass notifications via voice, text, landlines, emails, social media, IPAWS-OPEN, CAP, and more.

Additionally, with two-way messaging, unlimited preset templates, automated conference bridge calling, message delivery tracking, robust reporting, and more, responders can quickly access data from their notifications to ensure quality, precision, and compliance throughout an incident or daily operations.
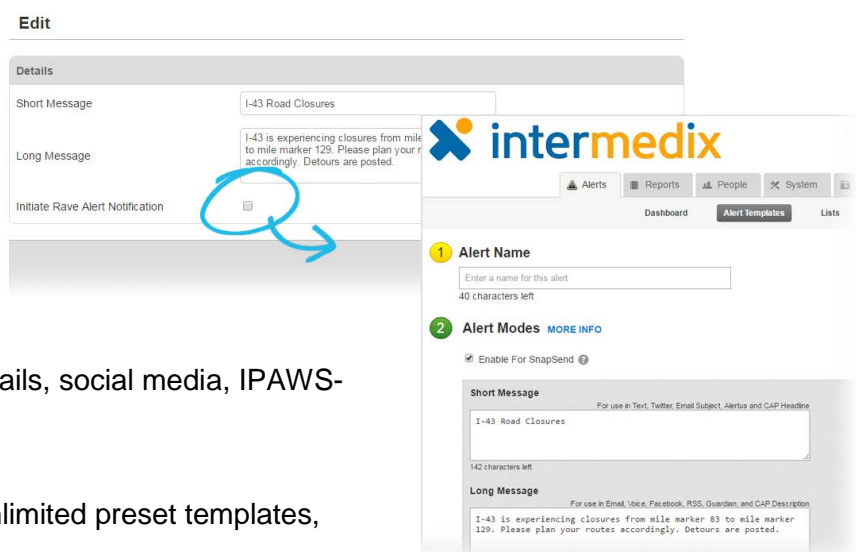
Customer Support Center Contact Information

If you have a problem or question not covered in the documentation, please contact the Customer Support Center. The Customer Support Center is open Monday through Friday, 8:30 a.m. to 7 p.m. EST. Call toll free at 877-771-0911 or email Support@esi911.com.

You can also create a Support Ticket from the Client Hub.