

Stream Alert Web Interface Quick Start Guide Five Easy Steps

Cleo's Stream Alert® provides rapid notification via telephone, cell phone, PDA, pager, email, fax, or all methods simultaneously. Broadcasts are launched via an intuitive, web-based interface, in just five easy steps.

1. Choose distribution methods
2. Add a message
3. Add recipients
4. Choose distribution options
5. Review and submit

Each of the 5 steps offers a 'Help' page, should you have questions. Simply login to begin the broadcast.

Step 1 - Choosing A Distribution Method

A. Create a broadcast title that is meaningful to you. This is for reporting and tracking purposes.

B. Select one or more methods of distribution.

C. Select 'Survey' to send an audio survey by phone and/or cell phone. (A survey is only enabled if one or more pre-recorded surveys are available in the system.)

D. Select 'Conference Call' to include conference call information in the broadcast. (A conference call is only enabled if one or more conference numbers are available in the system.)

E. Select 'Continue' to move to the next step.

Note: Your message will be sent to recipients via each method that you choose. Selecting multiple methods of distribution will ensure the maximum reach.

Step 2 - Adding a Message

A. If email, fax, and/or text messaging was chosen as a delivery method in the first step, enter the Subject to appear on the fax cover page and/or email subject line.

B. Select from 'Create from Text', 'Import from File', or 'Import from Template' to add message.

- If 'Create from Text' is selected, a text box will appear to enter text.
- If 'Import from File' is selected, a field will appear to browse for the file to import.
- If 'Import from Template' is selected, a text box will appear with the sample text - "Attachment Only" - Fax only option. Select when no cover page is necessary, or if your attachment includes a cover page.

C. To add an attachment, check the 'Add Attachment' box and browse your file folders to import the intended file to attach.

D. If phone and/or cell phone were chosen as a delivery method in the first step, enter the source of your audio message.

- Pre-Recorded Message: a field will appear to browse and select from a pre-recorded message listing.
- Record a Message: follow instructions to record a message over the phone.
- Select Template for Conversion: a field will appear to browse and select from a list of templates.
- Create from Text: a text box appears to enter text which will automatically be converted to a voice message.
- Import Text File for Conversion: a field will appear to browse and select the file to import.

E. Once you have completed the message selections, click 'Add Message' to upload to the Stream Alert system.

F. Review messages for accuracy.

G. Select 'Continue' to move on to the next step.

Note: Options for message creation and selection are based on the distribution methods that were selected in step one. If email and/or fax is chosen as a delivery method, the text message selected becomes the body of the email and/or notes on the fax cover page.

Step 3 - Adding Recipients

A. Choose from a pre-defined Distribution List created in the Stream Alert List Manager (see List Manager Basics handout) or choose to select a list from a database file (must be in .CSV format - see template). Individual recipients can also be added on the fly.

B. Once you have entered recipient information, click 'Add Recipient' to upload to the Stream Alert system.

C. Review recipient information for accuracy.

D. Select 'Continue' to move on to the next step.

Note: Pre-created lists must be in comma delimited text (.csv) format with the fields in a specific order. For details on creating a list, click the Help in Step 3.

Step 4 - Choosing Distribution Options

A. Choose from a variety of broadcast options, including schedule date for delivery of alert*, priority, number of retries the alert will attempt, and acknowledgement of message - for audio options only (see C & D).

B. If the Survey option was chosen in the distribution screen, select the survey that you would like to send.

C. If audio broadcasts to telephones and cell phones are chosen as delivery methods, and the survey option has not been selected, the broadcast may be set up to request an acknowledgement from recipients. From the drop down options, choose to create the acknowledgement from text, or choose an acknowledgement template.

D. Select the number of acknowledgements and enter information into each response field.

E. If fax has been chosen as a delivery method, select the appropriate cover page template and resolution.

F. Select 'Continue' to move on to the next step.

Note: The broadcast will begin immediately after submission, unless you choose to change the time / date. Click the calendar to enter a specific time and date.

Step 5 - Reviewing and Submitting

A. Review all broadcast information for accuracy prior to distribution.

B. Optionally, view or listen to messages and review recipient lists.

C. To make changes, click on the 'Go Back' button or select the appropriate step at the top of the page. Make changes within that step, then click on 'Continue' to go forward through the steps and return to the Review / Submit page for additional review.

Real-Time Tracking and Reporting

Stream Alert provides real-time tracking of communication progress. Comprehensive reporting offers detailed results.

A. View the status of the broadcast at any time.

B. Select 'Details' to view the results for each recipient.

C. To check the status of another broadcast, select the 'Status' icon.

Scheduled to Run	Status	Submitted	Scheduled	Recipients	Successful
Oct 23 2007 2:43PM	Submitted		Oct 23 2007 2:48PM	1	0

Note: Reports are emailed to the user upon completion of the broadcast.