

COMMUNICATION TOOLS

Multiple channels to communicate with families in any emergency.

Organizations can communicate through ePACT via email, text, and voice messaging in one step. Using one tool to communicate through multiple channels ensures redundancy so that you can be confident your members receive the messages they need to, when it's most important.

ePACT's Communication Tools use the phone numbers that members enter directly in their ePACT records, making it easy for you to instantly send hundreds of messages at once. Eliminate the need for tedious phone trees or to export email addresses from your registration system to speed up support!

ePACT's Communication Tools Include:



Text Messaging

Send messages via text to your members who have verified their mobile number in ePACT.



Voice Messaging

Use ePACT's text to voice messaging to send an audio version of important updates or information.



Roll Call Messaging

Use our two-way text messaging to provide custom response options, and track replies from a central dashboard*.

How ePACT's Communication Tools Speed Up Support for Your Members:

- ▶ A flood at the recreation center has led to an evacuation to the library. Staff use ePACT to send an email, voice, and text message to all parents and guardians across affected programs to let them know the alternate pick-up location.
- ▶ A hockey player is injured at a game. The coach can send one message to his parents and emergency contacts to speed up his pick-up and assistance.
- ▶ The bus for a field trip is delayed because of an accident on the bridge, and the kindergarten class will be late returning to the school. School staff can quickly send a notice to all parents to let them know of the delay, and when they should arrive at the school for pick-up.



Contact your Account Manager for more details or to activate any of ePACT's communication tools.



Use redundant messaging to ensure members and emergency contacts always get the right information.

