



Contact Data Management

Designed to Keep Your Contact Information Current

Maintaining up-to-date contact information is hassle free with OnSolve® One Call Now's contact data management capabilities. We offer a range of features to ensure a good fit with any organization.

Understand the Tech Speak

Contact Data Management:

the process of keeping your contact information current and up to date

Contact Information:

the names, phone numbers and email addresses of the people on your contact list

Integration:

bringing component systems together to make a whole (e.g. bringing the files that contain your contact information together with our database)

Contacts:

your contact list that is stored in the One Call Now database

Sync:

synchronizing; transferring data between computers so they will have the same files

Understand Your Needs

When considering the best capability for your organization, it's helpful to know:

CONTACTS

Are your contacts:

- Current and/or
- Potential (employees, members, customers, residents, students, patients, citizens, etc.?)

CONTACT INFORMATION

How is your contact information currently formatted and stored?

- Spreadsheet file on your PC
- Large HR, ERP or customer database file
- Healthcare Information Management System, Student Information System

AUTOMATION

How do you currently keep contact information updated?

Do you plan to send personalized messages containing data unique to each recipient?

IT SKILLS

Does your organization have an IT team that is available to you?

Contact Data Management Capabilities

Facilitate contact information via:	Capability	Best for:
Upload	Import Contacts: a help feature that customers use to automate the process of importing contact files (<i>with names, phone numbers, email addresses, etc.</i>) to create a roster in the One Call Now database.	<ul style="list-style-type: none"> Contact lists that are kept on spreadsheets on your computer Organizations with no or limited IT capabilities
Migration	SYNC: a file transfer protocol (FTP) that allows your system to automatically send file updates to the One Call Now database; updates are processed continuously and automatically.	<ul style="list-style-type: none"> Contact lists that have frequent changes Organizations with no or limited IT capabilities
Opt In	<p>Self-Update Portal: installed on your website, it allows your contacts to update their own contact information, choose or change their contact preferences and opt-in to receive your SMS text messages and/or push notifications.</p> <p>My Call Now App: a versatile mobile app that automatically organizes all One Call Now messages in one place, allows tap entries to calendars, allows recipients to update their own contact information.</p> <p>Keyword Opt-In: recipients can opt-in via SMS using an assigned keyword. A link will be sent to their phone, which will allow them to register their contact information with the system.</p>	<ul style="list-style-type: none"> Organizations that: <ul style="list-style-type: none"> Do not maintain a database of contact information; Prefer not to maintain updated contact information; Want interested parties to opt in to receive specific messages <i>Examples:</i> <ul style="list-style-type: none"> Communications going out to prospective customers, patients, or students; Sign ups, topic-specific alerts Organizations with no or limited IT capabilities
Integration	Integration Via API: application programming interface (API) enables direct communication between your personnel management system and our servers and automatically synchronizes the contact information that's stored on your network with our servers.	<ul style="list-style-type: none"> Large databases of employee or customer contact information Frequent automated alerts or reminders that are personalized with data specific to the recipient Organizations that require real-time contact synchronization Organizations with experienced IT teams

Special Capabilities just for Schools

One Call Now also offers contact data management tools specially developed for schools.

Capabilities	Best for:
eSchoolPlus: developed by OnSolve and Sungard; based on the SIF framework, syncs student and staff contact information, automates daily and period attendance messaging.	School districts using One Call Now and eSchoolPlus by SunGard.
VendorLink: (formerly Cornucopia) created for Ohio schools that use DASL; maintains student and staff contact information, automates daily attendance messaging.	Ohio School Districts that have migrated to VendorLink.
SIF (Schools Interoperability Framework): for K-12 schools; enables real-time synchronization between your ZIS (Zone Integration Server) and One Call Now, maintains student and staff contact information, automates daily attendance messaging.	Schools that have implemented SIF and have their own ZIS (Zone Integration Server).

A team of One Call Now specialists will work with you to determine the best capability for your organization, or design a solution to fit your specific needs.

