



■ **FACT24**
basic

■ **FACT24**
professional

■ **FACT24**
premium

■ **FACT24**
customized

ADMINISTRATION

	■ FACT24 basic	■ FACT24 professional	■ FACT24 premium	■ FACT24 customized
System Access / Data management				
Encrypted data transmission (SSL)	•	•	•	•
Data management via PC (internet)	•	•	•	•
Data management via customer's own system / XML interface		•	•	•
Contact data management via PC (internet)		•	•	•
Users / Access Permissions				
Maximum number of users	2	10	Unlimited	Unlimited
User-specific language		•	•	•
User-specific access permission		•	•	•
Additional access permissions, object-related (container model)*			•	•
Database Options				
Maximum number of alarms	3	99	Unlimited	Unlimited
Maximum number of persons	99	Unlimited	Unlimited	Unlimited
Maximum number of devices per person	2	Unlimited	Unlimited	Unlimited
Organisation structure (alarms groups persons)	•	•	•	•
Qualification-based notification*			•	•
Group preferences*			•	•
Communication Types				
Notification	•	•	•	•
Alerting (including feedback function)	•	•	•	•
Telephone conferencing		•	•	•
Enhanced telephone conferencing (including addition of further participants)			•	•
Information hotline			•	•
Notification Messages				
Message generation manual / automatic (text to speech)	•	•	•	•
Messages pre-set / variable	•	•	•	•
Mixed messages (variable and fixed)*			•	•
Messages personalized by recipient (content, language)		•	•	•
Messages with extended scope (e.g. time)			•	•
Devices				
Phone, mobile phone, SMS	•	•	•	•
Additionally: fax, e-mail and pager		•	•	•
Alarm-specific device selection		•	•	•
Help				
Configuration download	•	•	•	•
Online help	•	•	•	•
Format check for input		•	•	•
Additional plausibility check for all scenarios		•	•	•
Options				
Design of custom features				• **



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OPERATING

	FACT24 basic	FACT24 professional	FACT24 premium	FACT24 customized
Activation				
By phone / mobile phone	•	•	•	•
By fax		•	•	•
By PC (Internet)		•	•	•
Via customer's own systems (XML / VDS2465)		•	•	•
Quick Start function	•	•	•	•
Auto Start function		•	•	•
Modify function (temporary modification)		•	•	•
„Alarm activator in conference“ function		•	•	•
Automatic follow-up alarm			•	•
Communication				
Maximum number of lines	30	240	480	480
Maximum of participants within a telephone conference		30	60	60
Maximum number of information hotline callers			210	210
Deputy function		•	•	•
Two of ten function		•	•	•
Recipient ID (PIN request)		•	•	•
Shift schedule function			•	•
Moderation (Telephone Conference)				
By phone / mobile phone		•	•	•
Via PC (Internet) with enhanced functions			•	•
Acknowledgement / Feedback				
Immediate or subsequent (callback)	•	•	•	•
Via telephone keypad (e.g. time to scene)	•	•	•	•
Via telephone keypad with enhanced functions		•	•	•
Via PC (internet)		•	•	•
Report / Control				
By fax, e-mail, SMS	•	•	•	•
Status and final report(s), detailed	•	•	•	•
Record function (conference recording)		•	•	•
Alarm monitor (real-time process monitoring)			•	•
Security				
Redundancy, overall process	•	•	•	•
Options				
Design of custom features				• **

* Activation on customer request
 ** Examples of custom features for FACT24 customized
 • Modified web interface (e.g. modified design, menu prompt or technical connection to customer's own systems and applications)
 • Custom configuration of alert, notification or telephone conferencing sequences
 • Enhanced function range for information hotline (e.g. menu design, call forwarding)



We will be happy to supply further information on request:		www.f24.com
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