



Service Definition Document V1
23/04/2024

Find out more at vocala.co

Alexa Smart Properties has been designed to allow property owners to deploy and manage Alexa-enabled devices at scale.

Custom skills enable tasks like playing music, controlling room features, and finding information.

How is this different to consumer Alexa?

Fleet-managed devices (Smart Properties):

- Devices are part of a fleet managed by a single entity
- Personalised to the Property / Client – not the individual
- No registration or setup required from the user
- Owner has control over the branding, skills and integrations
- No access for users to their personal content
- No purchase or shopping features
- Enhanced privacy, no recordings are saved

Consumer Alexa:

- Customers authenticate with an Amazon account
- Allows access to personal content, eg. Spotify, Audible
- 3rd Party Alexa skills are the only way to communicate with a user

2. Key Features





Integration with backend systems and **Name Free Interactions** for advanced requests.



Residents can use Alexa to easily **access information** and communicate.



Device Fleet Management meaning no personalised accounts are required for the customers, ensuring privacy and data security.



Customizable **screen experience** for notifications and ambient visuals.



Communication Features for Staff, Family and users.



Screen based devices allow both **voice and visual** display for information sharing.

Say the wake word “Alexa!”

The Amazon Echo device in your room will light up, connect to the cloud, and respond to your request instantly.



Entertainment

Alexa becomes the hub of your room. You can play music, listen to the radio, play a game or hear a joke.

‘Alexa, Play Pointless’



Handling Requests

Let Alexa handle your requests, with actions recorded such as Alexa, report a Fault or Alexa, I have had a drink



Information?

You can ask for static information like ‘When are the bins emptied’

Or dynamic information like:
‘When is my carer coming?’



1p Experiences

With Alexa a user can access all the features of Alexa including

Alexa, what's the weather?
Alexa, how do you say hello in Japanese?



Smart controls

Alexa lets you control your room with just your voice. Switch on the lights as you walk in the door or before settling in for bed – all without lifting a finger!

Alexa is a great tool to enable care providers to update residents on what's happening.

Using features like announcements, room to room calling, external calling and notifications.

You can let the people in your care know what's happening, keeping everyone connected and informed.

You can leverage the screens to display reminders, create awareness for events and activities and recognise special occasions.



Menu, events and Signage

You can leverage the screen device to share reminders, prompts and guides to the user.



Announcements and notifications

Share upcoming events with residents, notify them of meal times, activities and upcoming visits.



Calling

Use Alexa to make calls to other rooms, reception, family members or allow incoming calls to residents.

Project Phases

Discovery



The Brief

Information gathering

Key information to share using our 'Flo. Assistant' custom Skill.

Workshop with staff and residents to gather use cases such as venue information, menus, activity schedules etc.

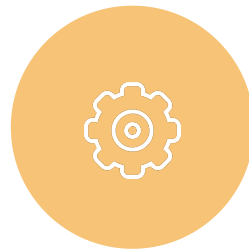


Devices

Device Selection

Selecting and purchasing the devices for your properties.

Creation



Set Up

Portal Set Up

Portal set up, room names, Wi-Fi configuration, access permissions.

Device set up. Configuring 3rd party skills and any custom skill development



Testing

Testing & Training

Testing and training for staff

Collateral and information production



Deployment

Delivery

Delivery of devices to the location and deployment.



Support

Ongoing Support

As well as maintenance.

Support

Our service includes:

- On going access to the administration portal
- Flo. Care Alexa skill
- Hosting
- Voice Management System (VMS)
- Email support

Additional support contracts, on-site deployment and custom developments can be provided and quoted for. Device purchase can also be quoted for.

SLA response times

PRIORITY TYPE	OFFICE HOURS RESPONSE TIME	OFFICE HOURS TURNAROUND TIME
Response level	Time to respond to an incident - by email	Time to action the issue reported
P1 – Failure of System. System Offline	< 1hr Telephone support available for P1	Once responded, immediately.
P2 - System online, however an error meaning that part of a website or application is not working as expected.	< 2 hours	Attempt to resolve issue within 1 day of receipt.
P3 - General update request and or new request for changes to an existing or new product	< 16 hours	Update with schedule of when the changes will be made once reviewed, and costs proposed if required.

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Find out more and get in touch with the team at vocala.co

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