MOLI Integrated Telephony

email · SMS · voice · overhead page · fax

📡 MOLI doesn't just watch the floor — she speaks up when the floor needs it.

Every MOLI deployment includes an email address and phone number. That sounds like table stakes — and it mostly is. What matters is **what MOLI does with them:** routing escalations to the right supervisor before production stops, calling attention to a training gap before an auditor does, notifying visitors' hosts the moment someone signs in, and pushing production alerts to wherever your team actually pays attention. Email, SMS, voice call, and overhead page — outbound, on every event that matters.

OUTBOUND NOTIFICATION CHANNEL MATRIX — WHAT TRIGGERS WHAT

	CORE CHANNELS — INCLUDED IN EVERY MOLI DEPLOYMENT				OPTIONAL	NOTES
	✉️ EMAIL	💬 SMS	📞 VOICE CALL	📢 VOICE PAGE	📠 FAX	
ESCALATIONS *HELP button events*	✓	✓	✓	✓	Optional	Routes to designated contacts or broadcast. Photo + screenshot captured. Staleness triggers automatic re-notification.
PRODUCTION NOTIFICATIONS *rule-based triggers*	✓	✓	✓	✓	Optional	Triggered by job status changes, form data values, or machine API readings. Define the conditions; MOLI watches.
VISITOR ARRIVAL *visitor kiosk sign-in*	✓	✓	✓	✓	Optional	Notifies the designated host (or the whole team) the moment a visitor starts sign-in.
TRAINING EXCEPTIONS *assessments & training verifications*	✓	—	—	—	—	Failed assessments, unverified training — routed to supervisor or quality team for resolution.
ALERTS *manual notifications*	✓	✓	✓	✓	Optional	Broadcast a notice to the whole floor — or scope it to specific workcenters, jobs, parts, roles, or individuals.
MFA / 2FA CODES *authentication*	✓	✓	✓	—	—	TOTP app or hardware key preferred; email, SMS, and voice call codes also supported.
COMPLIANCE RECORDS *outbound fax*	—	—	—	—	Optional	Send production records, certifications, or quality documents directly from MOLI by fax. Receive inbound faxes too.

Full transmission log included. Every outbound email, SMS, voice call, and fax is logged with timestamp, recipient, trigger, and delivery status — visible on the MOLI Transmission Log digital signage panel and exportable for audit. Nothing disappears into the ether.

DELIVERY NOTES AND CHANNEL GUIDANCE

CHANNEL	BEST FOR	NOTES
✉️ **Email**	Records, summaries, documents, audit-ready threads	Full message body; attach PDFs or records. Archived automatically. Best for compliance paper trail.
💬 **SMS**	Urgent attention when no one is watching email	Fastest interrupt. Supervisors and quality staff keep phones in pocket; SMS gets read. Combine with voice for critical events.
📞 **Voice Call**	High-urgency events; escalation backup	Automated voice call with spoken message. If the supervisor doesn't answer SMS, a phone call follows. Hard to ignore.
📢 **Overhead Page**	Floor-wide broadcast; visitor calls; machine alerts	Requires paging system with phone extension. No additional hardware. MOLI calls the page extension and delivers the message.
📠 **Fax** (optional)	Compliance records; external document delivery	Send production records, quality certs, or regulatory documents by fax directly from MOLI. Receive inbound faxes.

⚑ Every notification is a record. Every record is auditable.

In a regulated manufacturing environment, **communication is documentation.** When an escalation was raised, who was notified, and when they were notified — that's not a conversation; it's evidence. MOLI logs every outbound message with trigger context, recipient, channel, timestamp, and delivery status. Connected to the Job Pack and Device History Record for full traceability. When an auditor asks how a critical issue was escalated and resolved, you have a complete, timestamped thread — not a verbal account.

WHEN THE PHONE RINGS — INBOUND CALL HANDLING AND THE SIMPLE PBX

Inbound call configuration

- **Configurable greeting** — recorded message plays on answer, sets caller context for your organization
- **Time and temperature announcements** — callers hear current facility conditions without pressing zero
- **General business information** — hours, location, and critical notices delivered automatically
- **Call routing menu tree** — direct callers to the right department or extension without a live operator
- **Extension-based routing** — map extensions to people, voicemail, or back to MOLI workflows

What it is — and what it isn't

- MOLI's telephony is purpose-built to **support operational workflows** — escalations, production alerts, visitor notifications — not to replace a business phone system
- For most deployments, operators and supervisors will never interact with the PBX directly; the value is entirely in outbound event-driven messaging
- The inbound PBX is a practical bonus: one number handles both directions, and callers aren't met with silence or a dead end
- All outbound activity is logged in detail and surfaced in the **MOLI Transmission Log** digital signage
- The "Transmit Test Messages" toolbox lets administrators verify email, SMS, and voice deliverability at any time

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Ready to put the floor on speed-dial? **Let's Talk.**

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