



“Alexa, write a message”

“Alexa, show me my pictures”

Introduction

The Family Messenger skill by DiscVision leverages the AI based voice recognition of Alexa to deliver an enhanced experience for your residents. Using an App on the mobile device and an Echo Show in the resident’s room the solution enables residents to keep in touch with their family and reduce the feelings of isolation.

Suitable for use in a wide range of managed accommodation:

- Retirement villages
- Residential care homes
- Sheltered / Warden assisted flats



Connect residents with their family

The easy to use systems uses an App on the family member’s mobile device to communicate with the Echo Show in the resident’s room in their care home.

Echo device can help the resident with:

- Add family members via QR code
- Secure messaging
- Send text messages and pictures
- Voice and video calling (coming soon)
- New messages announced by Alexa
- Ask Alexa to read out your messages
- Automatic creation of slide show of pictures
- Works with Android and Apple mobile devices
- No Amazon account/App needed by family member



Benefits

For the *Resident* it is a convenient way to:

- Keep in touch with their family
- Easy to use interface using voice or touch
- See family pictures on the screen
- Send messages to their family
- Voice and Video calling (coming soon)



For the *Service Provider* it enables:

- Better connection between residents and family
- Happier residents due to reduced sense of isolation
- Does not need staff time to pass messages and arrange calls

Smart Care

The Family Messenger skill is available as part of DiscVision's Smart Care solution for care homes and other types of managed accommodation.

Smart Care provides a fully integrated solution using Amazon's Alexa Smart Properties device fleet management to manage the Echo devices. This gives the Service Provider remote management and control of the service.



The Smart Care system may be integrated with the property's PMS/CMS, nurse call or workflow orchestration system (such as ASCOM Ofelia) using standard REST APIs so that Alexa communicates seamlessly with the property's other systems to enable tracking of requests and fulfilment of services.

About DiscVision

DiscVision has worked with Amazon since 2017 and registered with Amazon as a solution provider for Alexa Smart Properties. DiscVision is also certified by Amazon as an Alexa integration partner.