Announcements

94 Mark Simcoe Tue, Aug 1, 2017 Applications Modules 2718

Overview

The Announcements module is used to play a recording to callers and then send them to a different destination once the announcement has been played. Do not confuse Announcements with the System Recordings module. The System Recording module is where you create the actual system recordings. The Announcement module just lets you play one of those recordings and continue on with the call flow.

Your recording should be created in the System Recording Module for assignment here.

Logging In

- From the top menu click **Applications**
- In the drop down click **Announcements**

Creating an Announcement

- Click the **Add** button.

- You will be taken to a form where you can set various options for the new announcement.

Description

Give the announcement a descriptive name.

Recording

Select the recording to be played. This is the recording that you have created using the System Recording module.

Repeat

You may optionally pick a keypress value from 0-9 or * and # that a caller can press to repeat the announcement. If you use this setting, don’t forget to include instructions for the caller in your recording. For example, "To hear our hours again, press hash."

Allow Skip

Yes/No - You can optionally enable the Allow Skip option, which will let the caller press any key on their phone to skip to the end of the recording. They will then go to the destination that is set in this announcement without having to listen to the entire recording.

Return to IVR

Yes/No - If set to **Yes**, a caller who came from an IVR will be sent back to the IVR after the announcement, instead of being sent to the destination set below. This is handy if you have more than one IVR pointing to this announcement, because otherwise you would need to create a separate announcement for each IVR. (A single announcement can only route the caller to one defined destination.) If set to **No**, the caller will only be routed to the destination set below, and will not be sent back to the IVR they came from.

Don’t Answer Channel

Yes/No - The normal and recommend setting is **No**, which means the behavior is to answer the call and play this message. If you would rather play this message as early media to the caller, you can set this to **Yes**. We do not recommend setting

this option, as many phone carriers do not support early media for sending audio messages.

Destination after Playback

Here you define where to route the caller after they have listened to the message. Remember, this option is ignored if you have set Return to IVR to Yes *and* the caller came from an IVR.

Saving the Announcement

- Click the **Submit** button.
- Click the **Apply Config** button.
- Click **List Announcements** to return to the announcement list.

- Your new announcement should show up in the list.

Editing an Announcement

for the announcement. This will bring up the same form as when creating the announcement.

Make your changes, then click the **Submit** button followed by the **Apply Config** button.

Deleting an Announcement

, then click **OK** to confirm the deletion, and click the **Apply Config** button.

Alternatively, when viewing an announcement, click the **Delete** button, click **OK** to confirm the deletion, and click the **Apply Config** button.

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