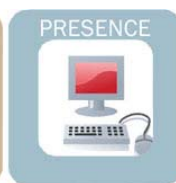


Telephony Office-LinX™

enterprise edition

Outcall Task Manager / Absenteeism User Guide

doc v. 7.0.2.0



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Overview

The Outcall Task Manager in the UC package can be used to make automated calls to any designated number (both internal and external number). The Outcall Manager may also collect DTMF response from the receivers.

A typical scenario of the Outcall Task Manager would be a school trying to verify a list of absent students' status. A staff member can create a list of students that are absent in a database form using a CSV (comma separated value) file, which can be automatically exported from a spreadsheet program. Alternatively, they have the option of manually entering each of the student's information in the Outcall Task Manager.

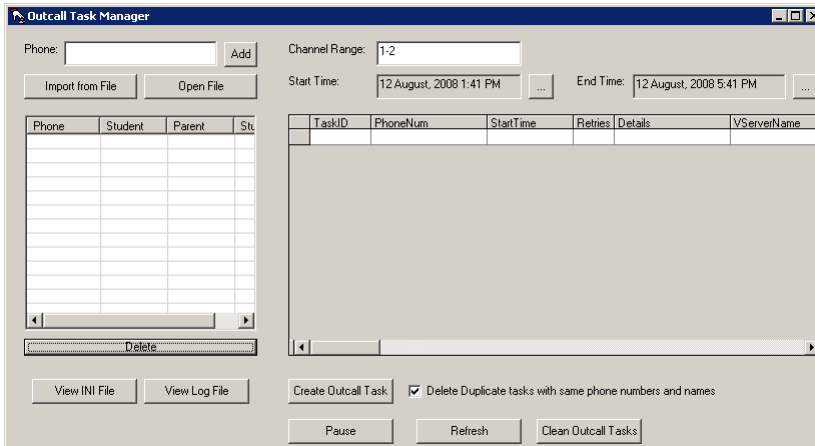
Once the list has been created the staff member must also create the greetings, DTMF responses to be accepted and schedule the outcall. Once everything is ready the Outcall Task Manager will start calling everyone on the list and keep a log of all the responses received during those calls.



Configuring the Outcall Tasks

Creating Outcall List

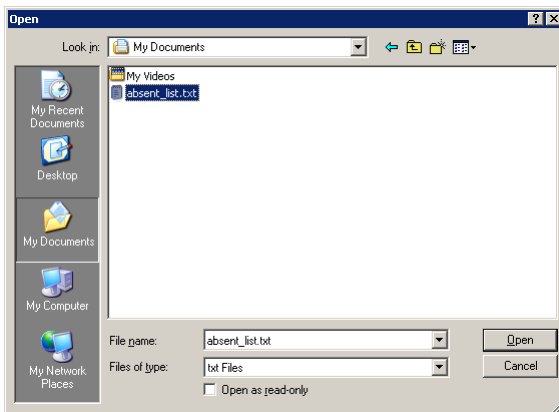
Launch the **Outcall Task Manager**. The following window will appear.



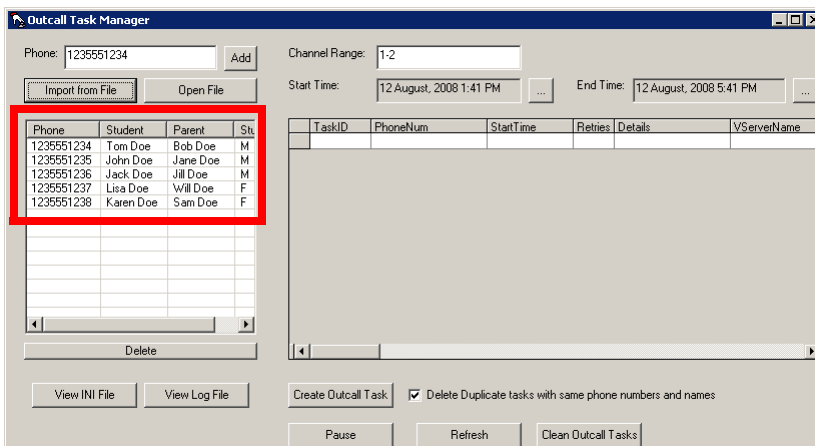
You have 2 choices from here.

→ **Import from File**

Click on the **Import from File** button. The following window will appear.

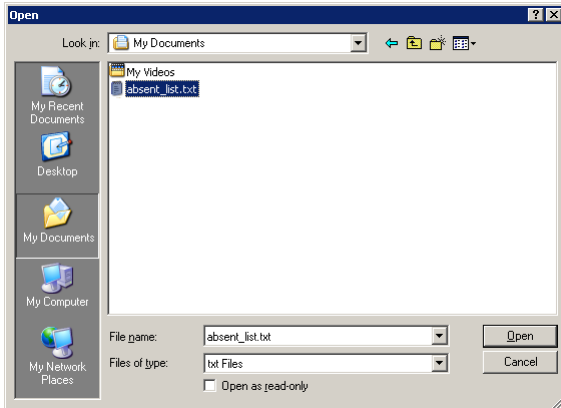


Select the text file to be imported then click **OK**. The outcall list will be filled automatically as shown below.

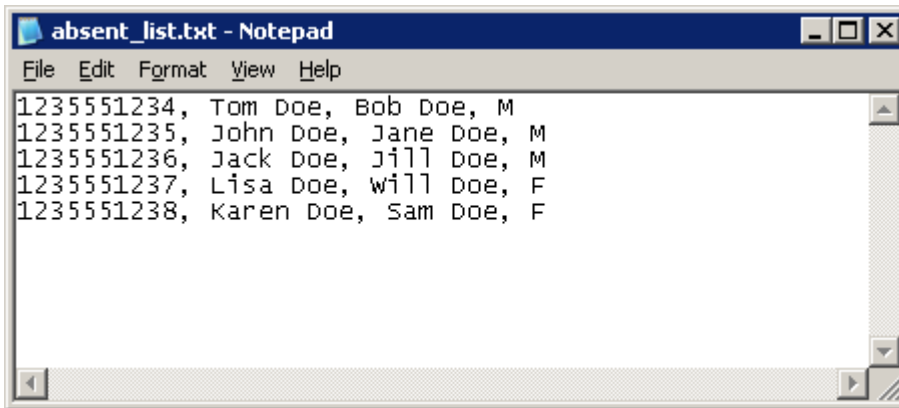




You also have the option of the **Open File** button where you can check the text file before you import the list. Clicking on the **Open File** button will open the same file selection window shown below.

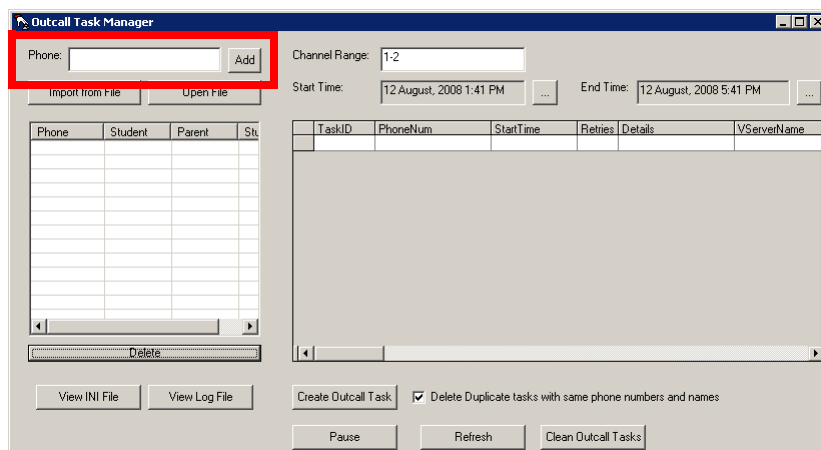


Simply select the file and click **Open** and the default text editor will open the target text file as shown below.

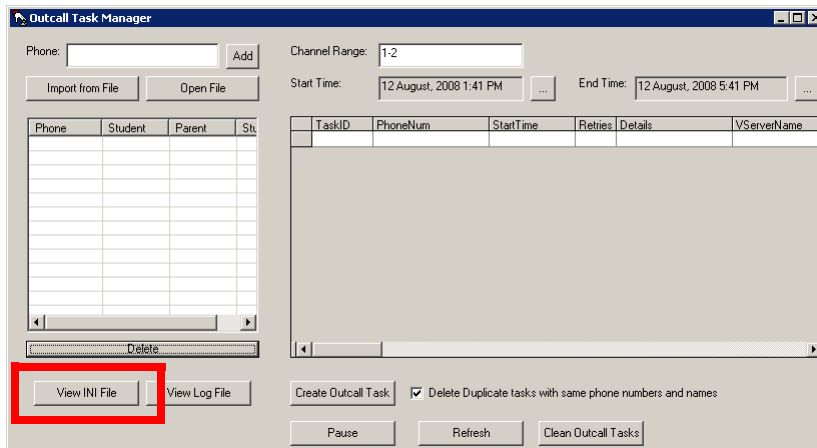


The **CSV** file may be exported from a spreadsheet program. The first entry is the **phone number for the outcall**. The second is the **student's name** and the third is the **parent's name**. The last entry signifies the **student's gender**.

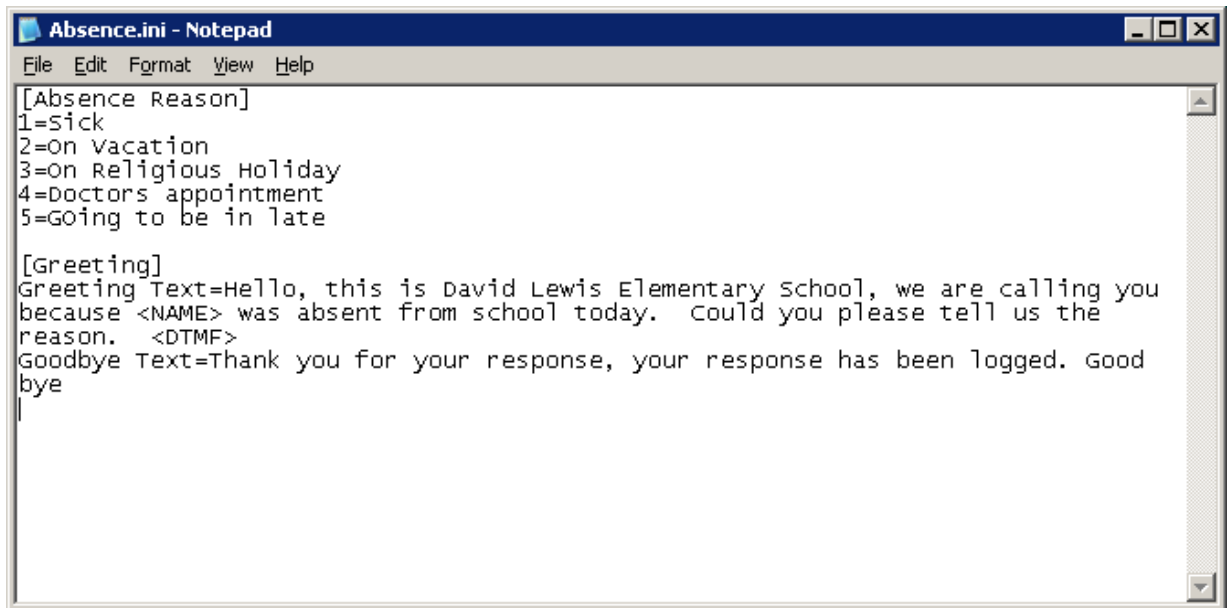
→ **Add an Entry Manually**



Creating a Custom Outcall Message



You may create a custom outcall message through the **absence.ini** file. The contents of the .ini file will be spoken to the call receivers through a TTS (text-to-speech) engine. To create a custom outcall message click on the **View INI File** button highlighted above. The following window will appear.



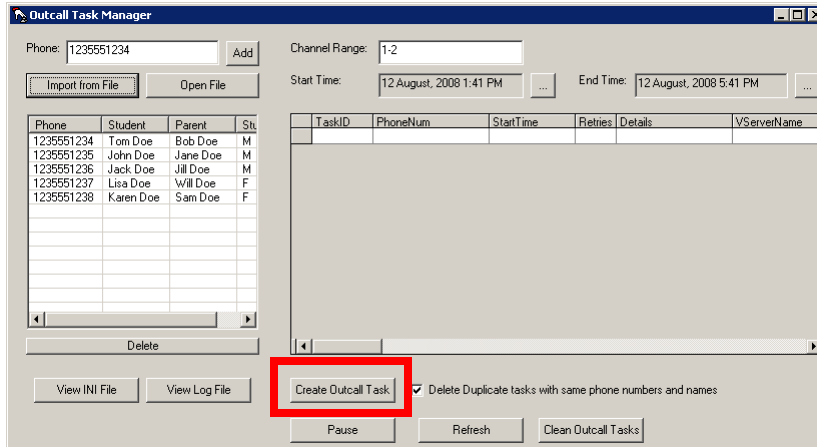
Under the Absence Reason section create a list of responses that the call receiver may enter. These entries must follow the shown format **#=message**. The list created here will be spoken to the call receiver in the format of "Press 1 if he/she is Sick", "Press 2 if he/she is On Vacation" and so on. You may only use single digit numbers to receive a response. This limits the type of response that you can receive to **10** (0 to 9).

The greeting section manages the greeting and the good bye message. The text typed after **Greeting Text=** will be spoken to the call receiver. The string **<NAME>** may be inserted in the greetings to customize each message to the receiver. This string will be automatically replaced by the student's name according to the number that the Outcall Task Manager is calling. The string **<DTMF>** at the end will invoke the list of response defined in the **Absence Reason** section.

Warning: Having no **<DTMF>** string at the end will not provide the **Absence Reason** list to the call receiver, but the system will still wait for a response from the receiver and will repeat the **Greeting Text** after an error message.

The **Goodbye Text=** is the response given to the call receiver once they have responded to the **Absence Reason**.

Managing the Outcall Tasks



Once the list has been complete simply click on the **Create Outcall Task** button. The outcall list will be automatically generated using the database provided on the left window. The outcalls will begin and end at the designated time. For additional outcall management and configuration please take a look at the list below.

Pause: This button will pause the outcall task.

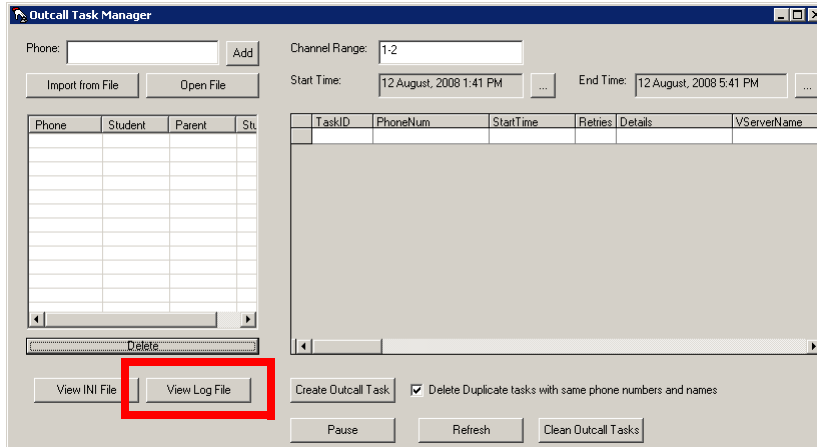
Refresh: This button will refresh the list of outcalls.

Clean outcall Tasks: This button will delete all pending outcalls that are on the list.

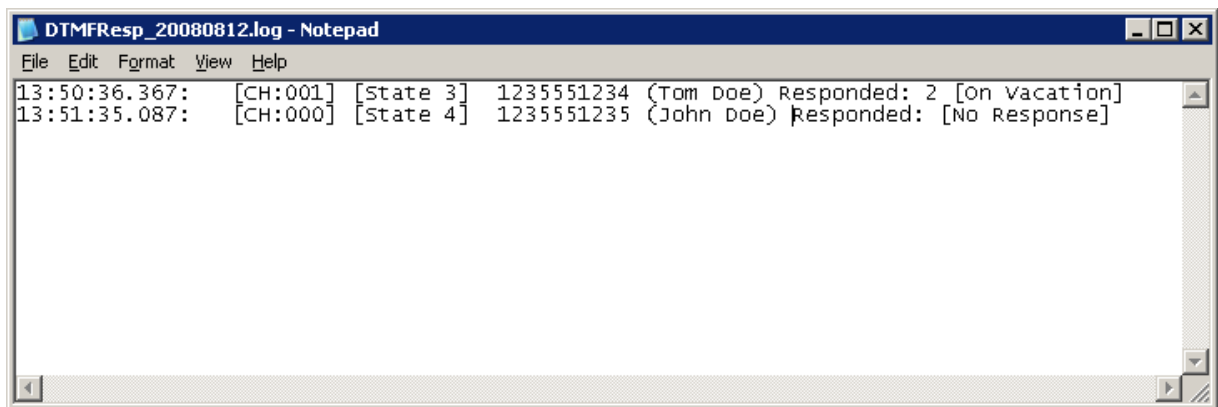
Delete Duplicate tasks with same phone numbers and names: Having a check mark on this box will eliminate any duplicate entries that exists on the pending outcalls.

Channel Range: You may configure the range of channels that the Outcall Task Manager can use depending on your usage. For example, if you need to make as much calls as possible at once, you may allocate most of the channels to the task, but if you need to use your phone system you may allocated only a few channels to the Outcall Task Manager so that your regular calls are not interrupted.

Managing the Response Log



The Outcall Task Manager keeps a log of all the outcalls that are made. This log is especially useful if you are requesting response from the call receivers since all the responses are recorded in the log. To view the logs simply click on the **View Log File** button highlighted above. The following window will appear.



The information shown is in the following order:

Call Time (13:50:36.367)

Channel Used for Outcall (CH:001)

State (State 3) *this information is for development purpose and may be discarded

Phone Number Called (1235551234)

Name of Student (Tom Doe)

Type of Response (Responded: 2 [On Vacation])