

OpenVoice Outbound

Inside the Supervisor Workstation

Create a Script Message

An example script message might look like:

Hello {CN} [Customer Name], this is {DN}[Dealer Name] calling to inform you of the {ED}[Event Description] that occurred on {ET}[Event Date] at {TM}[Event Time]. This event occurred for account {CN}[Customer Name] located at {A1}[Address 1] {A2}[Address 2] in {AC}[City]. For more information please contact {RN}[Callback]. Thank you.

At the very end of the script it is important to tie the MediaGateway menu to use to make the call. The syntax is {\$OVSCRIPT}; that breaks down to:

- Curly bracket open
- \$ sign
- OV = OpenVoice
- Script name from the MediaGateway
- Curly bracket close

Inside the Operator Workstation

Customer Record

Within the Customer's record (or Dealer's or Company's) Contact list:

- Locate the contact person then navigate to the Customer Details (House Tab)
- Add a contact point (Phone number) with the type of OpenVoice
 - o Enter into the Properties dialog by clicking the Properties button to the left of the phone number field.
 - o Select the appropriate Output device type from the drop down.
 - o Select the appropriate Service provider device from the drop down
 - o Enter the telephone number
 - o Select a default script
 - o Click OK
- *All the above mentioned fields are required.
- Save the Record



Important items to verify before configuring OpenVoice:

1. Verify which MediaGateway lines will use Outbound OpenVoice
 - a. If responses are expected lines must be allocated for those as well.
2. Verify the Output device type and Service Provider devices are configured for OpenVoice.
3. TTS Reverse command is correctly configured.

* Contact Bold Technologies for assistance if this needs further configuration.

Standard training includes:

- Linking Lines to Menus
- Linking scripts to Menus
- Testing behavior

Customizing MediaGateway menus is a separate course. Contact your sales representative for available training courses.

OpenVoice Outbound

Create an Action Pattern (This may be done at a higher level, such as dealer or company).

- In Edit mode, click Add on the Customer Action Patterns
- Enter an ID and a Name then click OK
- Select the person's OpenVoice number and click Add Command. There you can specify the same script message or another for this event.
- Complete the action pattern as needed, such as a close command with a resolution code.
- Save the record.

Link the Action Pattern to an alarming event.

1. In Edit mode open the Customer Programming and navigate to the Event Actions Programming section.
 - o Customer Record>Systems>Programming
2. Enter a line for the event to test and select the new action pattern to the event.
3. Save the record.

Manual Signal Form

Send in a manual signal to test the signal does what is expected.

- Press F4 on the keyboard or navigate to the Manual signal form under the Operations menu.
- Load the customer (If coming from the customer record this will automatically load)
- Select the transmitter upon which to send the manual signal
- Enter in the alarming event
- Press F5 on the keyboard or click Send Signal
- Check the signal does what is expected.

Troubleshooting

Issue: The auto-client picked up the alarm and tried to send the message but "hung" and eventually failed.

Possible cause: The MediaGateway did not receive a dial tone or the call was denied.

What to check:

- MediaGateway configuration.
- Telephone line card for its ability to dial out
- Telephone line

Issue: The auto-client and the MediaGateway showed success but the test telephone number did not receive the call.

Possible cause: Bad/Wrong telephone number on the contact called within the Action pattern.

What to check:

- Check the telephone number on the contact point.
- Check the Action Pattern for the contact person/point.