

TRAINING

# Automation of communications with Voice Broadcast.

## General vision

Automation of communication with Voice Broadcast

### Goal

Understand and learn how to efficiently implement campaigns.

### Requirements

An active licence to access uContact's Administrator profile.



**The Voice Broadcast auto-dialer automates communication with customers eliminating the need to depend on an agent manually contacting them to communicate the message in question.**

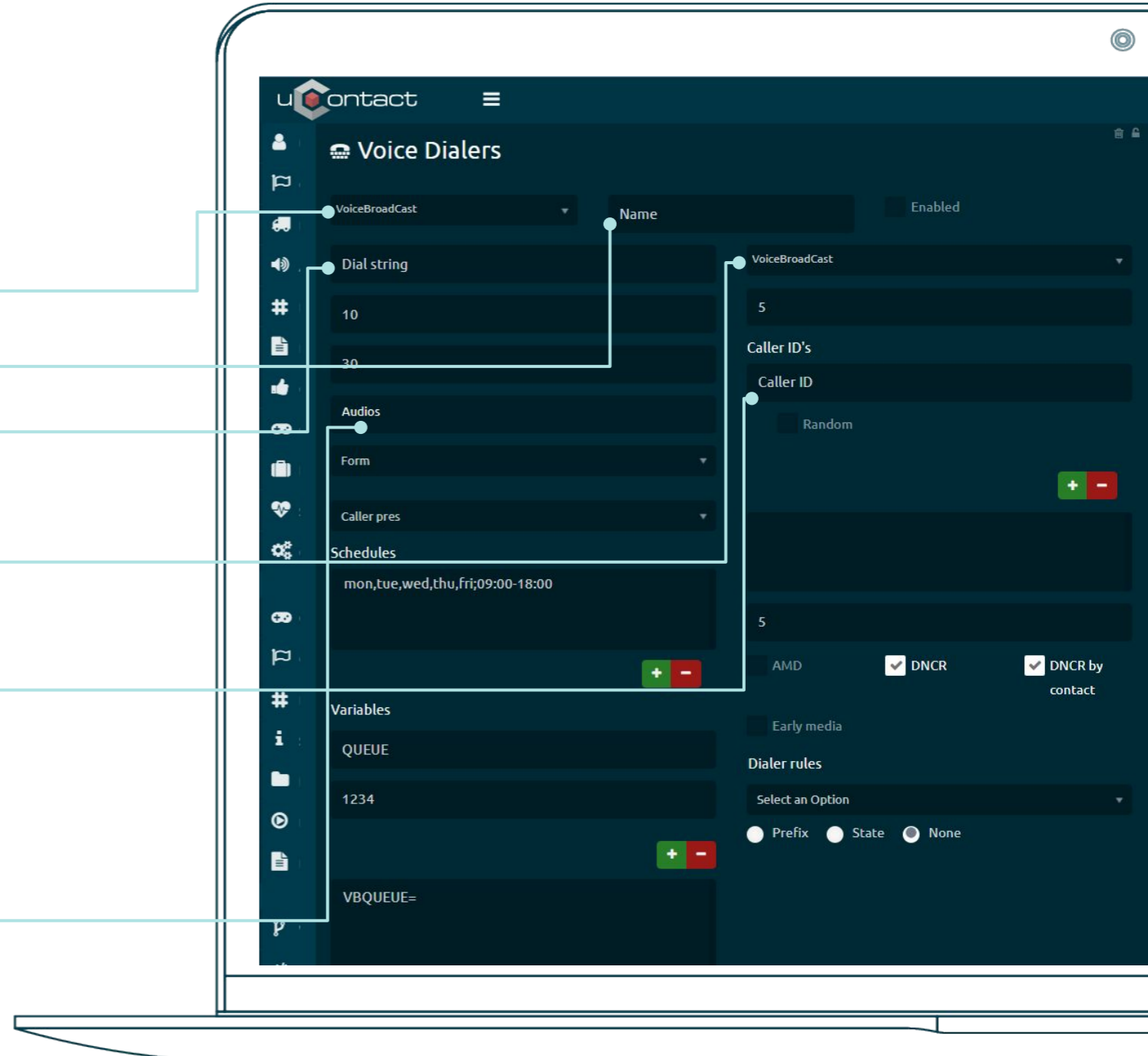


- The Voice Broadcast auto-dialer can work in two ways:
  1. **Static:** reproduces the same audio to all contacts on the uploaded list, which must be set up in the campaign manager. contacts.
  2. **Dynamic:** reproduces different audios to each contact according to certain rules indicated to the Voice Broadcast. To use it this way, you must upload the audio you want it to reproduce under the code *parameter=value* with certain rules that will explained in the following slides.

## Setting up the dialer

These are the basic/main fields you must complete:

- Voice Broadcast
- Example. SIP/Carrier
- Example: Test
- Voice Broadcast
- Number displayed to contact
- In case you use it as Static



The database or contact list must be uploaded in the system in CSV format according to the following structure:

- Static Voice Broadcast:

```
DialerName;MainTelephone;;Alternate numbers(separated by ":");priority;  
VBCPrueba;M=099111111;;H=099222222;W=099333333;9999;
```

- Dynamic Voice Broadcast:

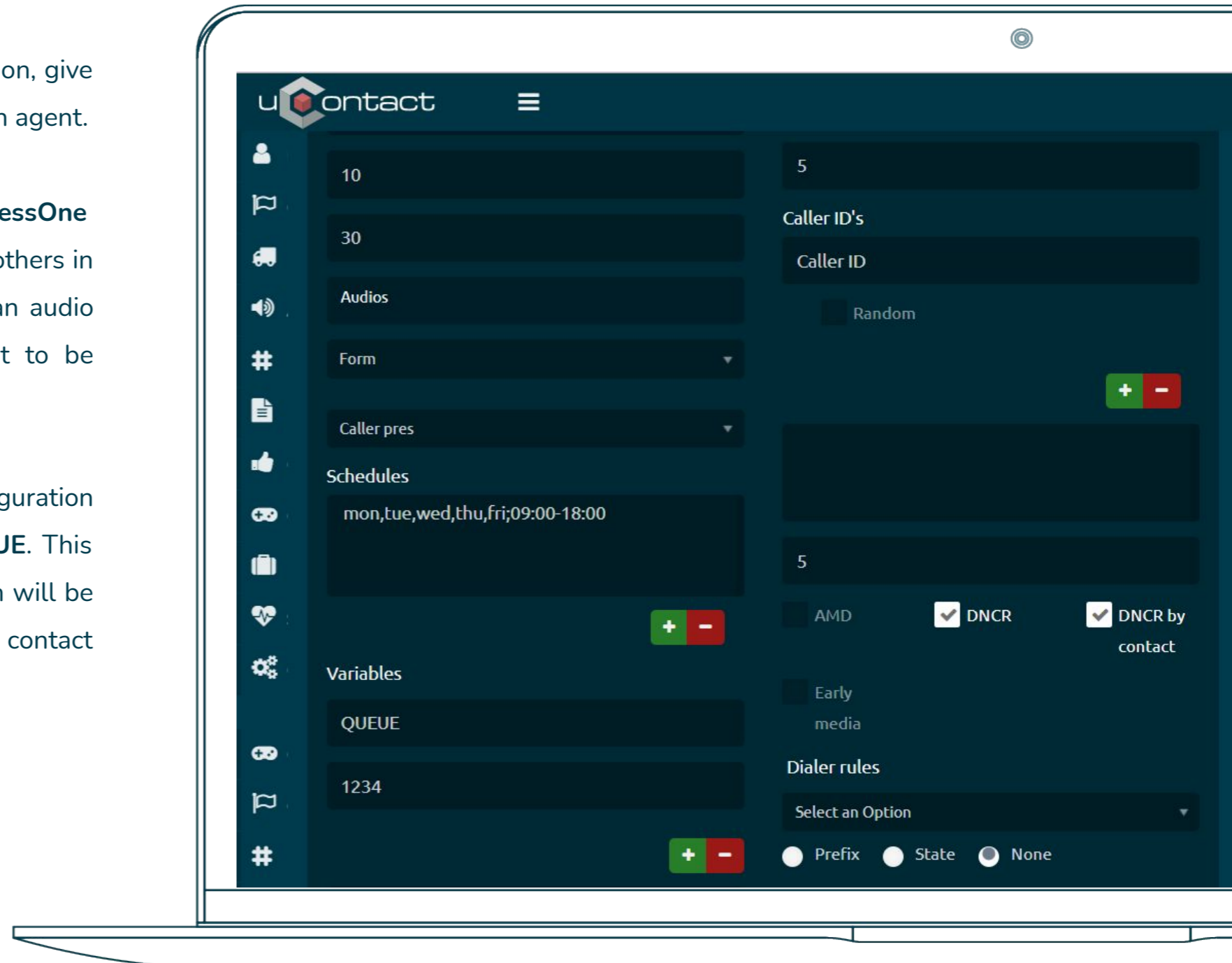
```
DialerName;Tel;param=val:param2=val2(separated by ":");Alternate phones(separated by ":");9999;  
VBCPrueba;M=098344484;A_param=val:M_param=250;H=099124551;W=0=099111111;9999;
```

### Possible parameters to upload to the list:

- Amount(M): M\_ParameterName =** Converts the amount specified in the variable from text to speech.
- Date(F): F\_ParameterName =** Converts the 'date-month-year' specified in the variable from text to speech.
- Digits(D): D\_ParameterName =** Turns any digit specified in the variable from text to speech.
- Audio(A): A\_ParameterName =** Reproduces the audio named 'nameAudio' The audio must be previously uploaded to the system in the Administration/Audios section.
- TTS(T): T\_ParameterName =** Turns the paragraph specified in the variable from text to speech (useful when you do not want to create preset audios).
- PressOne(P): P\_ParameterName=** Reproduces the audio under the name 'nameAudio', which allows the client to communicate with an agent by pressing the number 1 button.

## Execute action by option

- It is also possible after reproducing information, give the option to the contact to be attended by an agent.
- For this, you must make use of the **PressOne** parameter which must be indicated like the others in the csv file and the value of this must be an audio indicating that you press one if you want to be attended by an operator.
- In addition to the above, in the marker configuration you must give a value to the variable **QUEUE**. This value will be the **DID** of the campaign which will be taken in the workflow to be able to refer the contact after pressing one.



**Thank you!**

