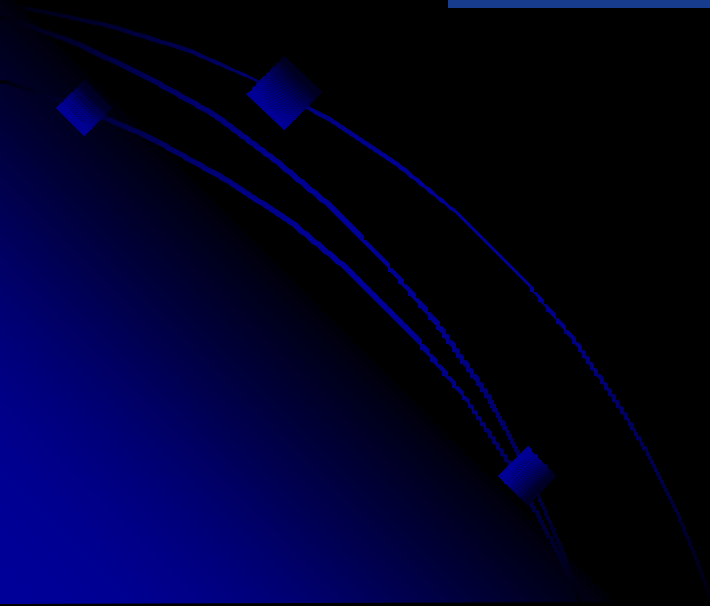


AUTOVOICE

the smart way to call

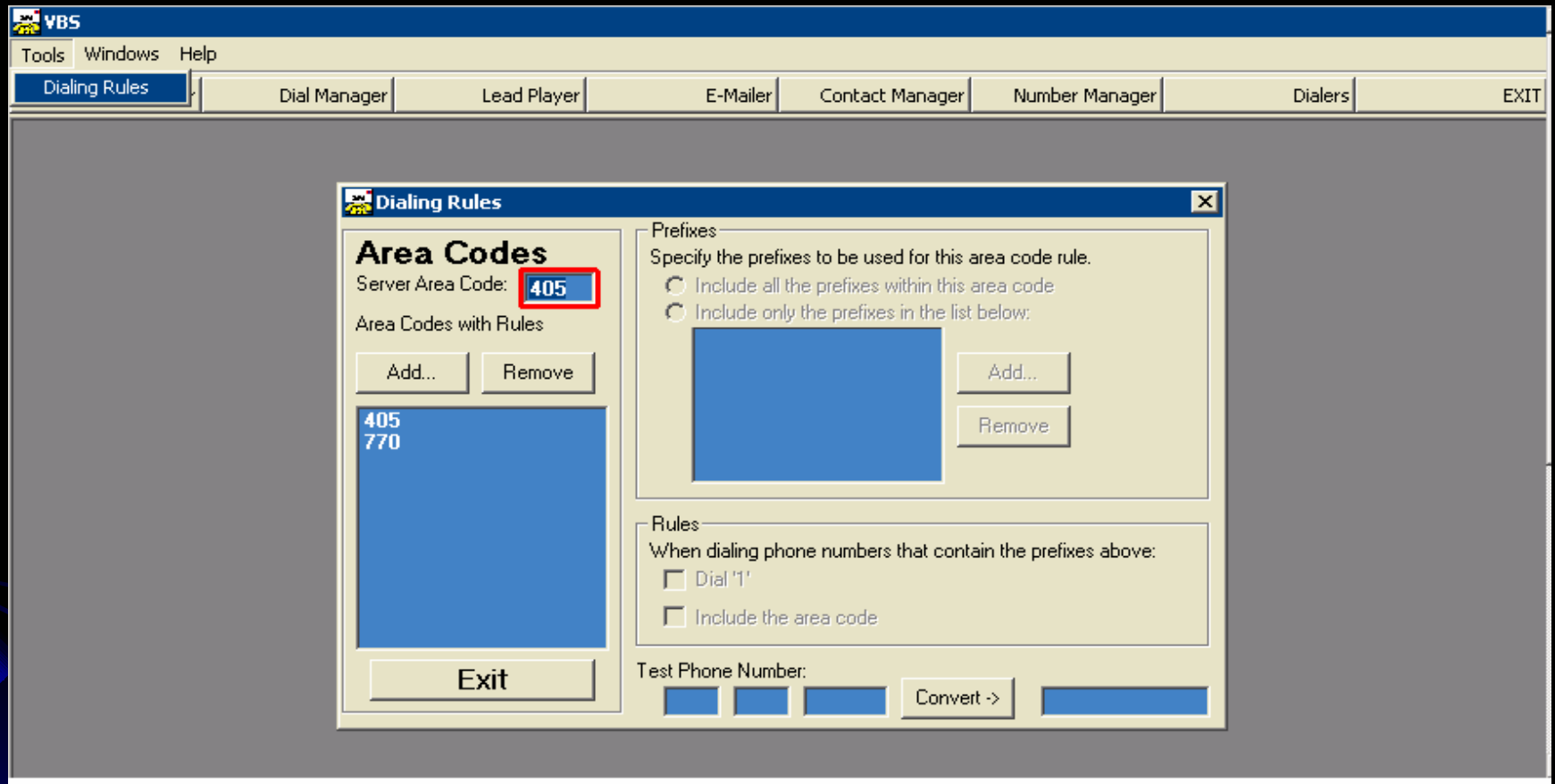


AutoVoice Tutorial

The following is an overview to assist you in understanding how the Autovoice system is managed. This system is easy to set up and use, and our help desk is available during business hours to assist you.



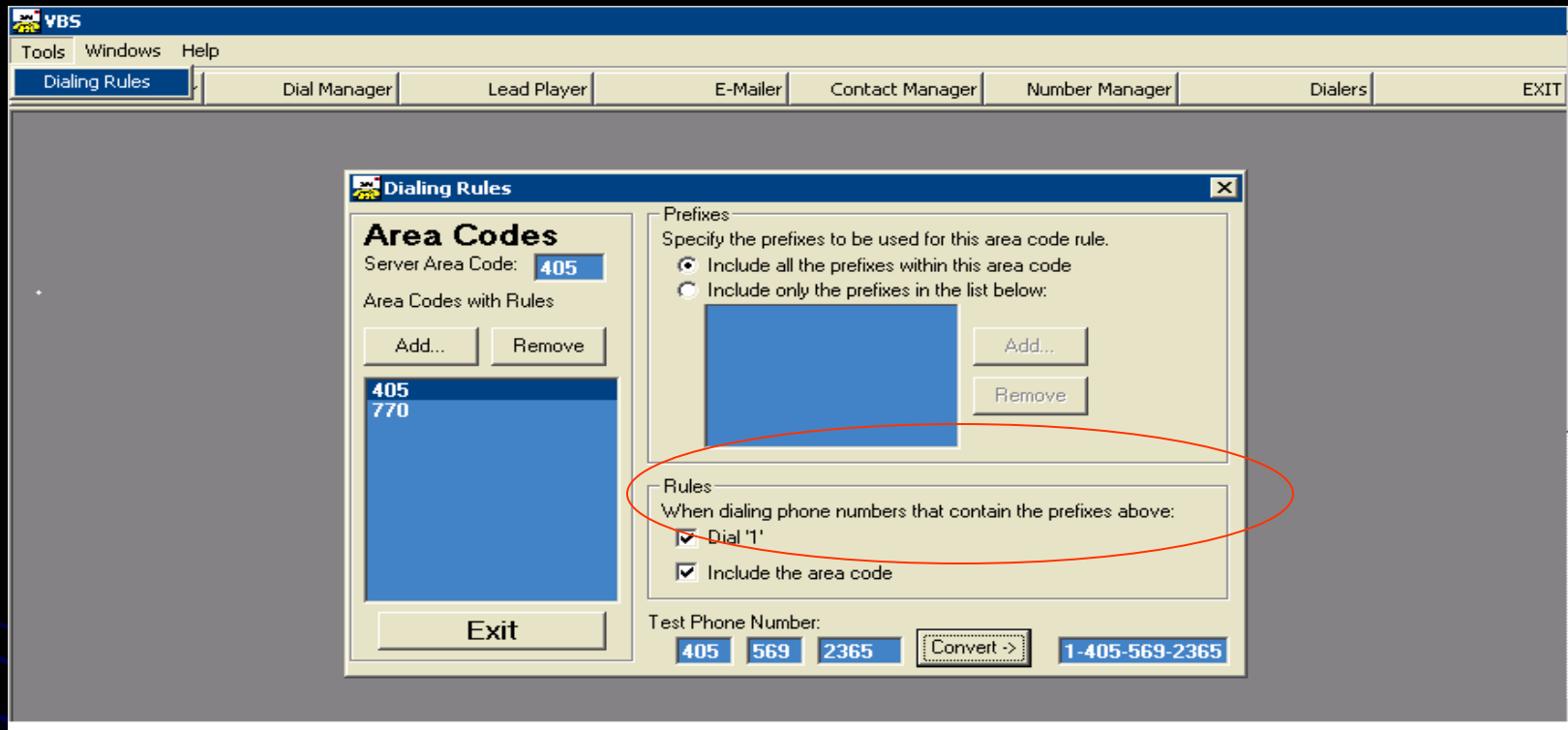
Step 1: Setting Dialing Rules



- Place your local area code in the box marked with red. You can also set up all different types of dialing rules such as dial 9 first, or area codes, least cost routing etc;



Step 1: Setting Dialing Rules



- You can test the way your dialer will dial number by using the Test Phone Number function at the bottom.
- Enter the number then click convert. The number on the right will display how the dialer will call that number.



Step 2: Contact Manager

Contact Manager

New Delete Import Export Move

Category Name: [Dropdown]

Display By: Name B Phone H Phone Email

Search Field: [Dropdown] Value: [Text] Show All Search

Contact Groups Groups: + - Contacts: + - ++ --

405 799
63
63017
Larry sample
Moore
North
Southwest

EXIT

- Click the button labeled Contact Manager
- The Contact manager stores contacts used for outbound dialing
- Click the arrow to create your first Contact Group.



Step 2: Contact Manager

The screenshot shows the VBS Contact Manager interface. The 'Import' button in the toolbar is circled in red. The 'Contact Manager' window has a 'New' button also circled in red. The interface includes a menu bar (Tools, Windows, Help), a toolbar (Prompt Manager, Dial Manager, Lead Player, E-Mailer, Contact Manager, Number Manager, Dialers, EXIT), and a main window titled 'Contacts'. The 'Contact Manager' window has a 'New' button circled in red. Below the toolbar, there are sections for 'General Information' (First Name, Middle Name, Last Name, Home Phone, Business Phone, Email, Home Address 1, Business Address 1, Job Title, Home Address 2, Business Address 2, Cell, Home City, Business City, Pager, Home State, Business State, Fax, Home Zip Code, Business Zip Code), 'Search' (Field, Value, Show All, Search), and 'Contact Groups' (Groups: +, -, Contacts: +, -, ++, --).

- The contact manager allows you to import phone numbers and records from Excel or any “flat file” such as ASCII, text, delimited etc; The contact manager gives you many fields for information.



Importing numbers into Goldmine is straightforward and easy to do. Or you can export to Autovoice for dialing....

GoldMine 6.5 (Corporate Edition) - [Filter: Avaya Partners; Contact: Richard Fiene]

File Edit View Lookup Contact Schedule Complete Tools Window Help

MARKETING

New Dial Note Cycle Dial 2 Appt. Calendar Activity E-mail MailCtl Delete Report Last LABELS Edit Write

Company: Communications Solutions, USA Inc. Contact: Richard Fiene Last: Fiene Title: President Dear: Mr. Project Mgr: Source:	Phone1: (954)971-0717 Ext: Phone2: Ext: Phone3: Ext: FAX: DEL: E-mail: Web Site:
Address1: 4790 N. Powerline Rd Address2: Attn: City: Deerfield Beach State: FL Zip: 33073 Country: Merge:	Contact Type: Avaya Reseller Account Status: 2 Prospect Geographics: ProductInterest: Cynergy Software Account Manager: Tom Millerd

Summary Fields GM+View Notes Contacts Details Referrals Pending History

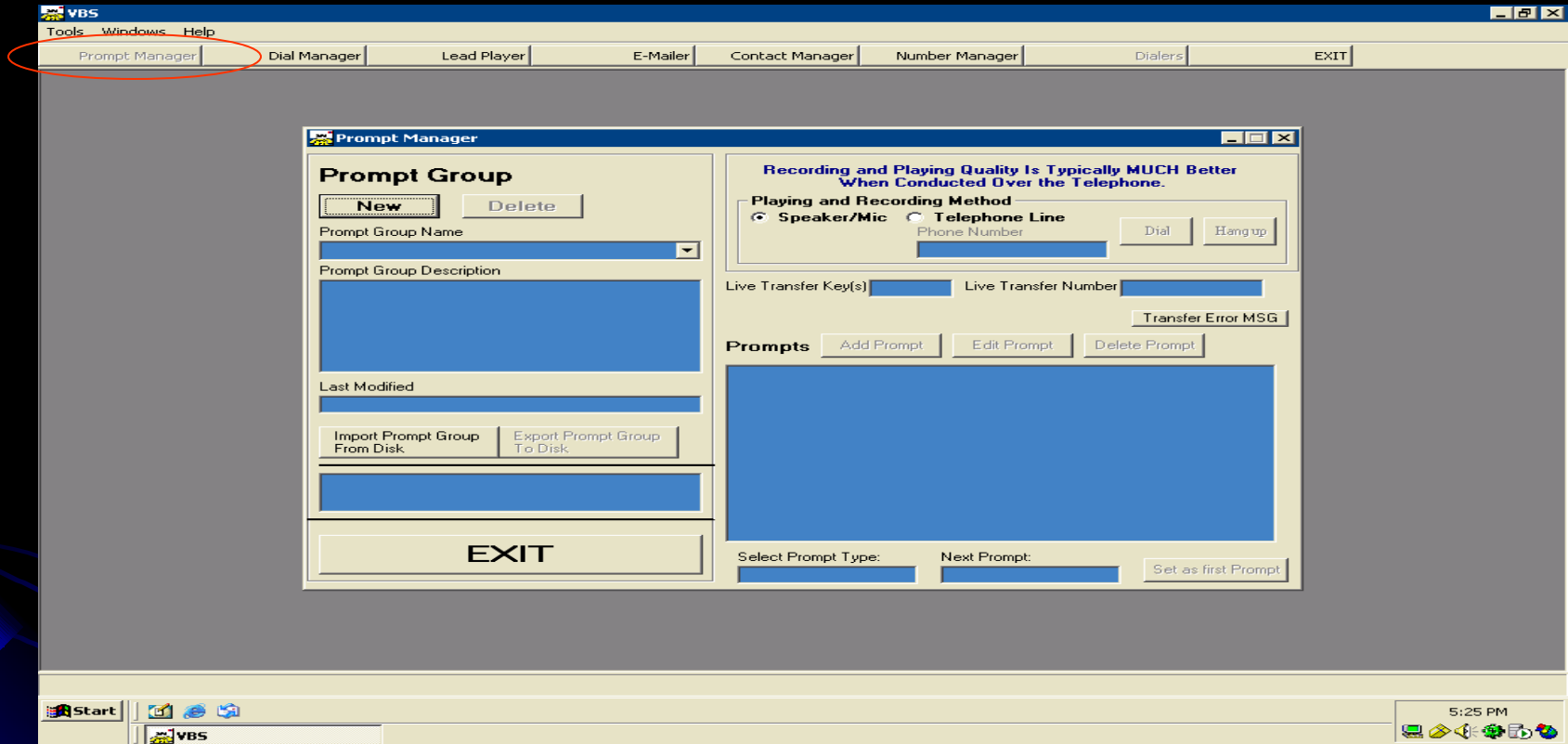
Comments: Prev Result: Next Step:	Last Contact: Last Attempt:
Next Action: Call Back:	Appointment: Forecast:
	Last Update: 04/16/04 STEVE Creation: 04/07/04 TOM Record: 23423 of 24790

Step 2: Contact Manager

You have now successfully imported your first set Contacts you would like to market. Now we must set up the prompt you would like a live person or answering machine to hear.



Step 3: Prompt Manager

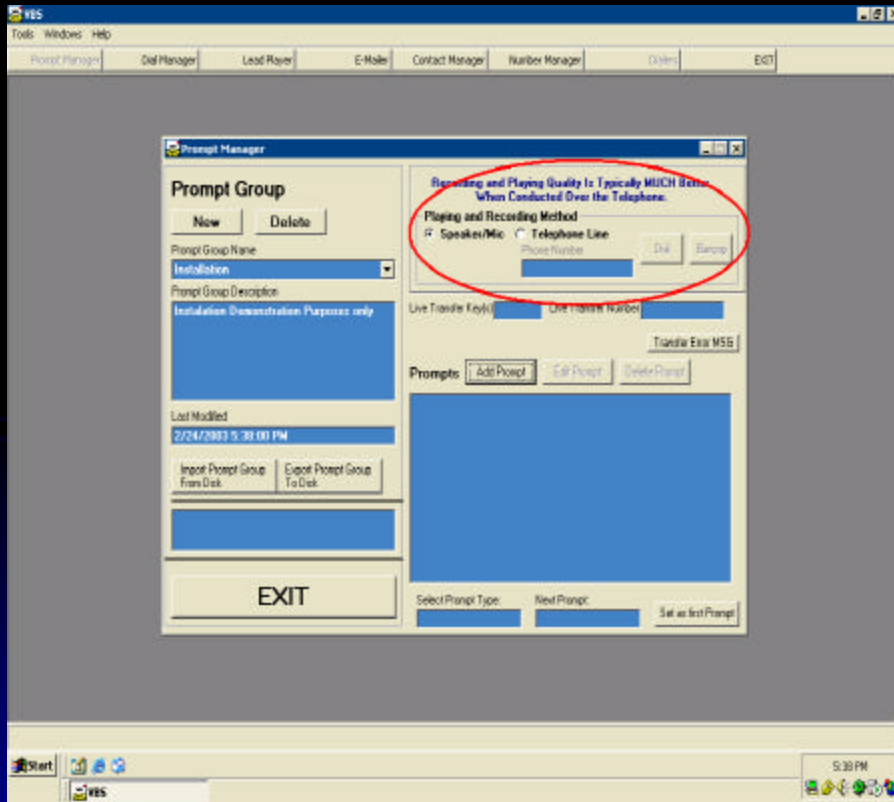


- The prompt is the message you intend to leave to your group.

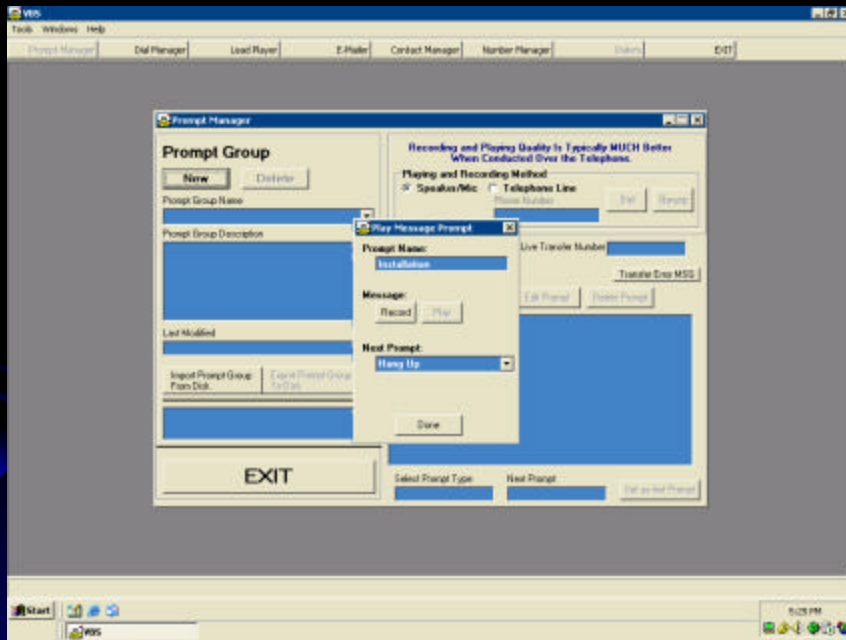


Step 3: Prompt Manager

- Autovoice gives you 2 options. Speaker/Mic and Telephone Line. The quality of your recording will be higher if you use the telephone line option.



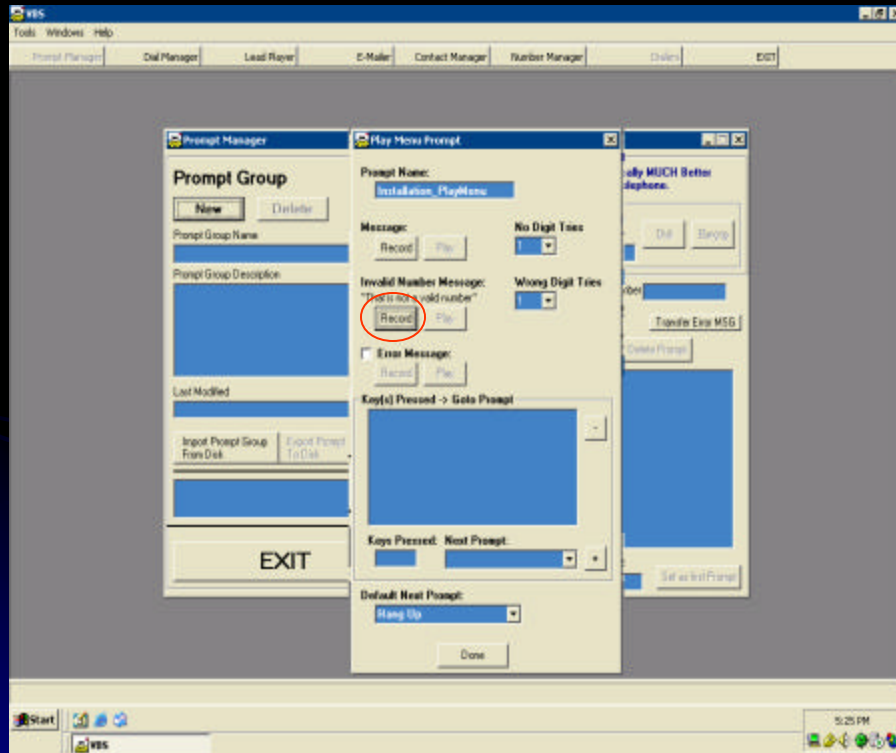
Step 3: Prompt Group



- Play Message – This prompt type will broadcast a message to all callers.
- The Record Message Prompt will instruct callers to leave a message.
- A caller may also listen to the message they recorded and re-record it if needed.



Step 3: Prompt Manager

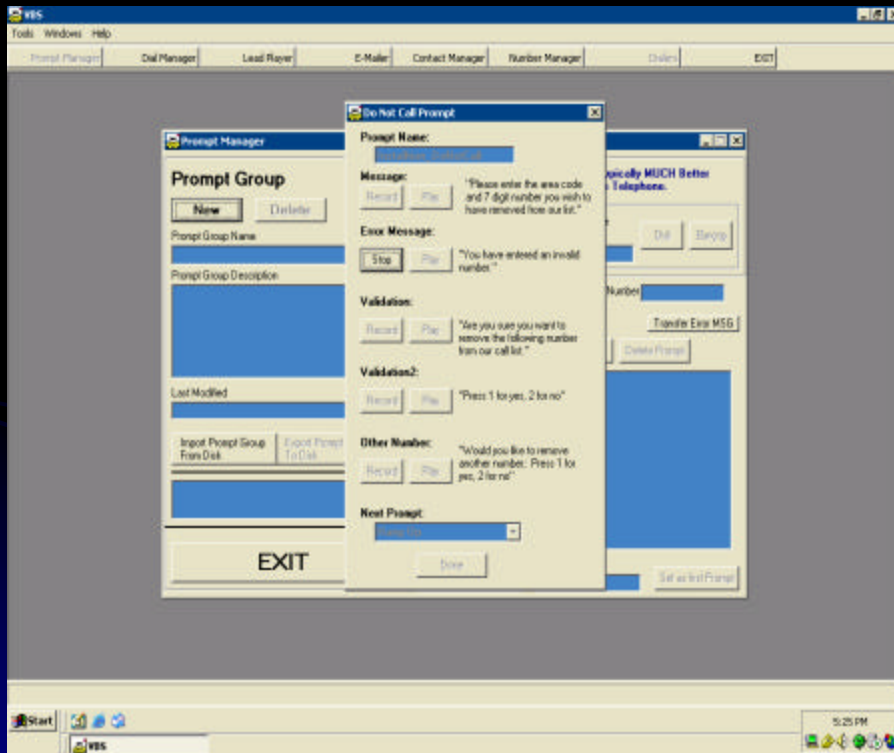


- The Play Menu type allows callers to choose options by pressing defined keys.
- To record the message you want the client to hear Press the Record Button under the label Message.



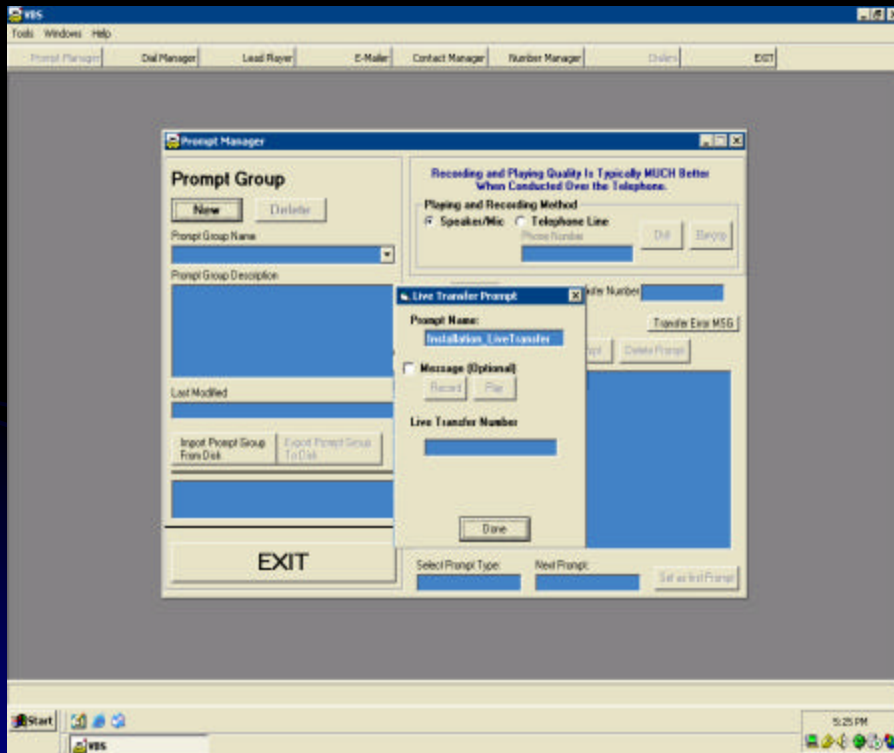
Step 3: Prompt Manager

- The Do Not Call Prompt allows the user to enter their phone number or phone numbers to be added to your Do not call list.

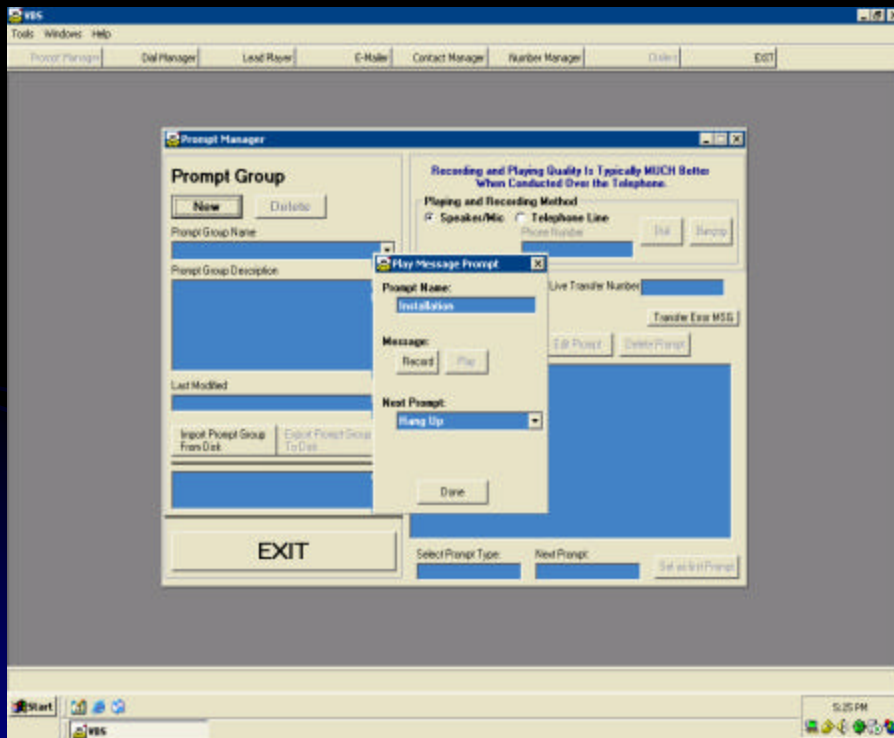


Step 3: Prompt Manger

- The Live Transfer Prompt Type allows you to transfer a caller to a live person.
- For example: You have a prompt telling the caller if you would like to speak with us now press 1 (Play Menu Type with an key set to transfer to the Live transfer prompt). Then the system will transfer the caller to the number you specify in the box below Live Transfer Number.



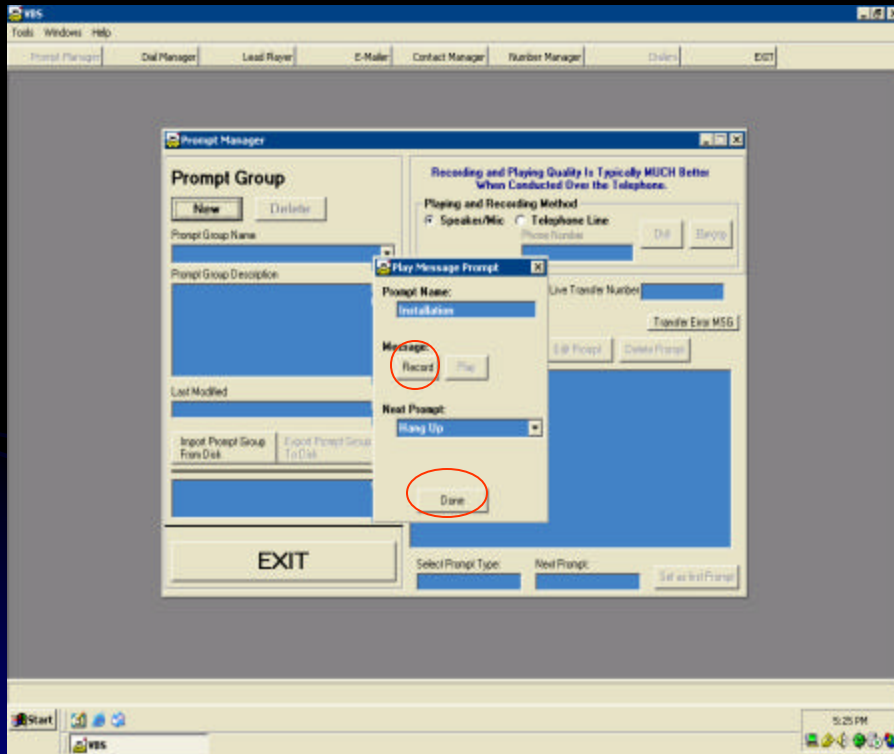
Step 3: Prompt Manager



- This example will show you how to record a basic message for the caller to hear.
- Click the Add button next to the label Add Prompt. Type in the name of the prompt you want to call this prompt.



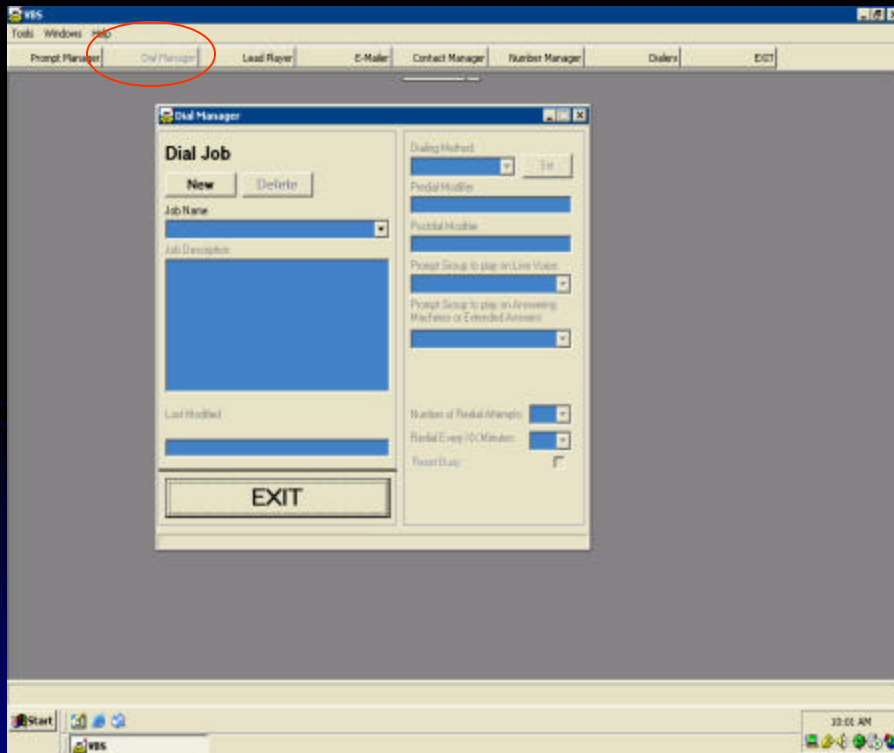
Step 3: Prompt Manager



- Underneath the label Message you will see a button that says Record. Click that button one time. You will hear a beep on your phone. At that time, start recording the message you want the caller to hear. When you are done recording click the button that says Stop. Now click the button that says Play, you will hear the message you just recorded. If you are satisfied with the message then select the Next prompt you would like for the system to perform by selecting it from the drop down box under the label Next Prompt.
- Click done.




Step 4: Dial Manager



- The Dial Job links the Prompt group, the numbers to be dialed, and the lines all together.
- Click the button labeled Dial Manager.
- Before creating your Dial job there are 4 questions you will want to answer first.

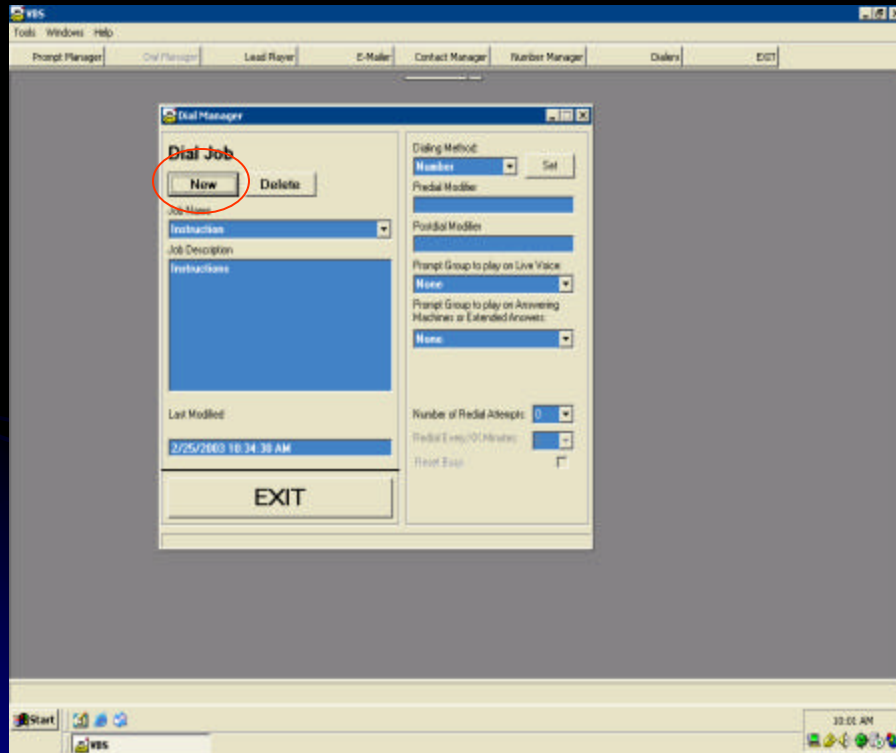


Step 4: Dial Manager

- Which Prompt group will be played for outbound dialing?
- Which lines you will have carry out the dialing?
- Which Dialing Method will be used: Number, Contact, or Test? 
- What Dialing Modifiers are needed?



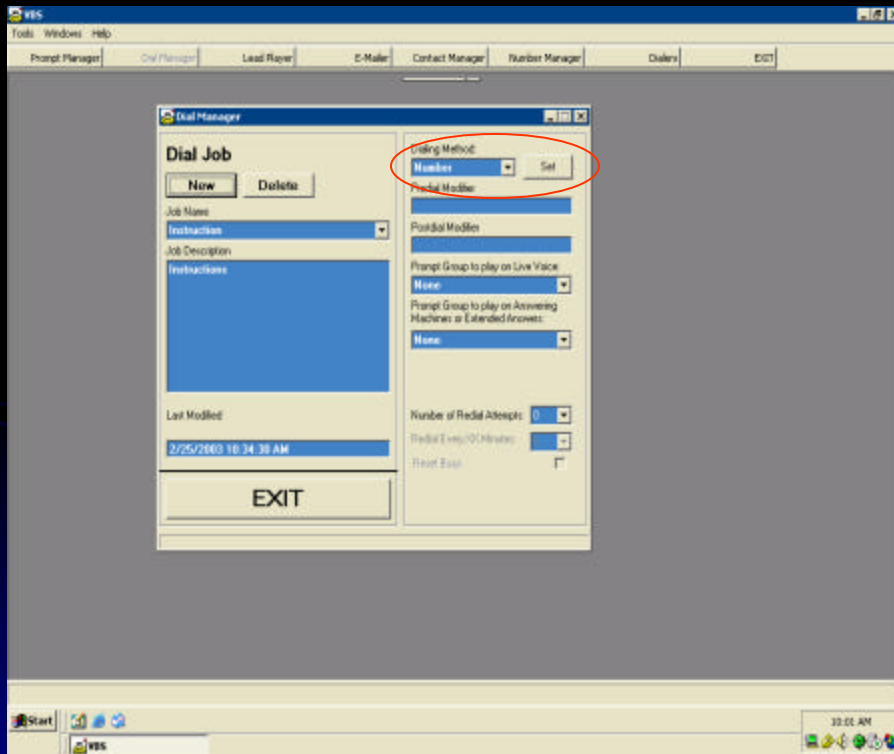
Step 4: Dial Manager



- To create a Dial Job Click the New button under the label Dial Job.
- Enter a name and description for the Dial Job you want to use. For example purposes we have used Instructions.



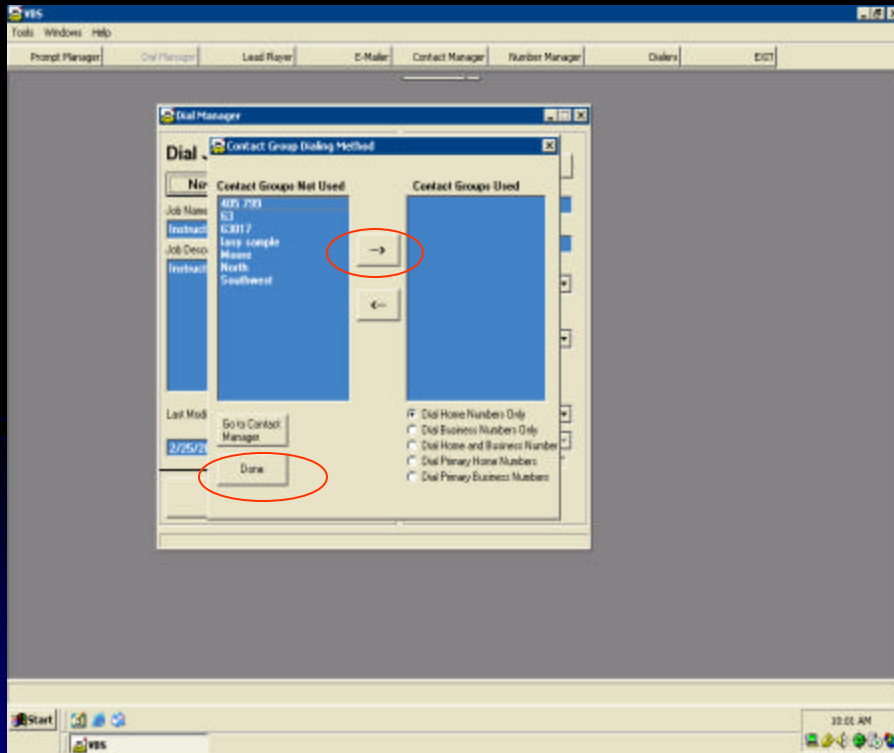
Step 4: Dial Manager



- Under the new button you will see the dial job you just made.
- It is time to set the Prompt for this dial job and the Contact we are going to call.
- Under the dialing method label, click the drop down box and select Contact Group.
- Click on the Set Button.



Step 4: Dial Manager

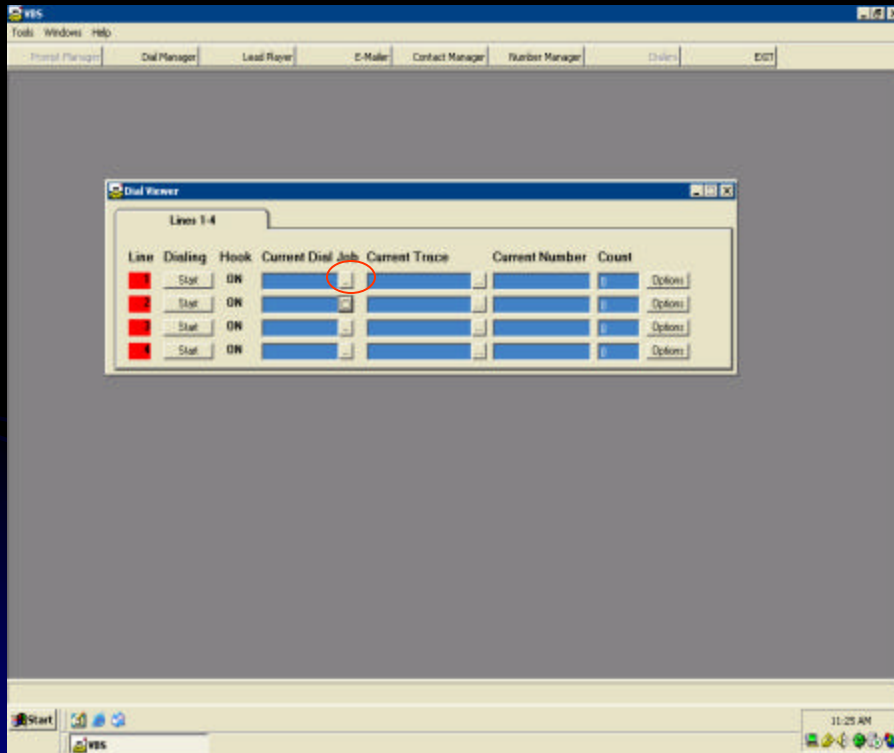


- Now select the Contact Group you would like to dial by clicking on it one time.
- Then Clicking the → button. This will move the contact group from one window into the other.
- For information regarding the options at the bottom. Refer to page 34 of your manual.
- Now click the Done button.

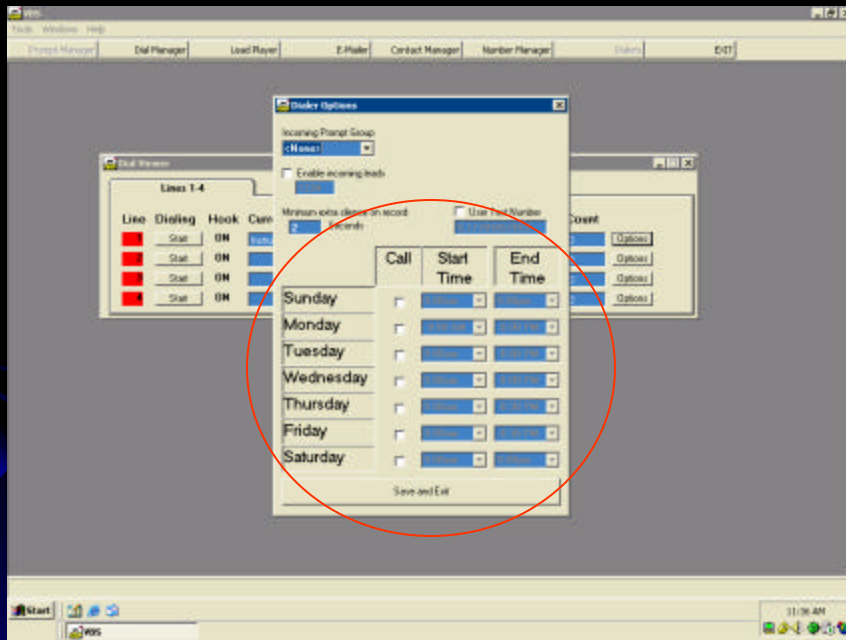


Step 5: Dialers

- You can dedicate 1 phone line to the task (per project) or as many as you have the software/hardware for. It is very easy and flexible.



Step 4: Dialers



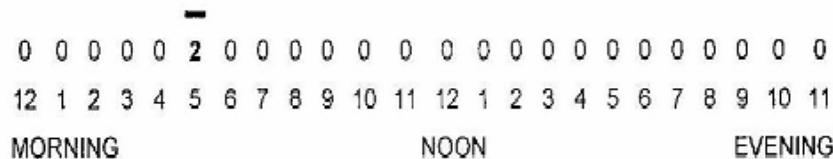
- Click on the button on the right of Line 1 labeled Options.
- You can set what day and times you would like the AutoVoice to dial these numbers. By clicking on the Checkbox next to the day and putting in the times.
- When done, just click dial to start the dialer.



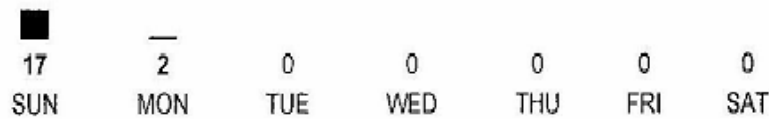
AutoVoice Traffic Report

GENERATED 10/28/2002 07:00

TODAY: HITS PER HOUR



THIS WEEK: HITS PER DAY



THIS WEEK VS. LAST WEEK



THIS YEAR: HITS PER MONTH



- There are a number of Reports available, and custom reports can be written upon request

REPORTS

Call Result	Count	Percentage
No Results	0	0.0%
Errors	0	0.0%
Answer	8	66.7%
Answering Machine	4	33.3%
Intercept	0	0.0%
No Ring	0	0.0%
No Answer	0	0.0%
Busy	0	0.0%
No CPA Tone	0	0.0%
Answer Fax	0	0.0%

