

Inbound Announce

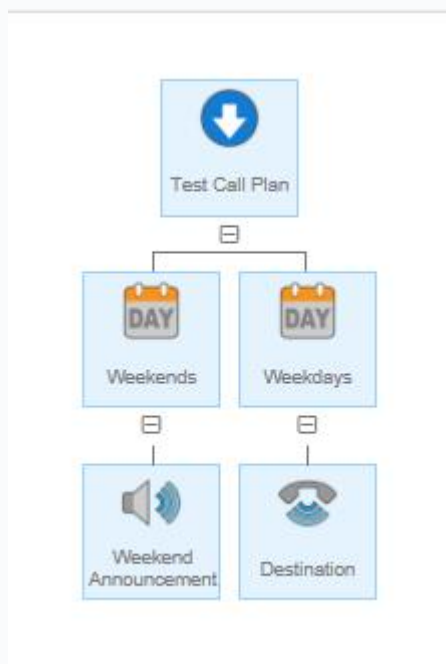
Description

The Announce control enables you to play a predefined announcement either before a call is connected or on its own.

The announcement comes with a basic and advanced tab

Announce Tip

Use announcements out of hours to tell callers what your operating hours are or to suggest an alternative contact method or provide a change number announcement. For example, in the call plan below a caller will hear an announcement played if they call at weekends but will be routed to a destination number if they call on weekdays.



Announce Rules

The Announce control is one of the three terminating controls, this means that it cannot have any siblings.

The Announce control can have children controls connected to it. This is to allow for example, an announcement to be inserted in front of an IVR to tell callers about a specific operational issue. Announcements can also be stacked on each other.

Announce Input Fields and Buttons in Basic Tab Mode

If you want to modify your announcement, select the announcement mode and then click on 'Modify properties'. In here you will automatically be placed on the basic tab to make some amendments, in this tab you will be able to:

- Give your announcement a name
- Dictate the amount of seconds you would like as your wait time after the announcement has been played
- Play your announcement
- Upload a new announcement

The screenshot shows the 'Announce' configuration interface. At the top left is the 'Announce' logo with a speaker icon and a help icon. Below the logo, there is a 'Node name' field containing 'Weekend Announcement'. There are two tabs: 'Basic' and 'Advanced', with 'Advanced' being the active tab. Under the 'Advanced' tab, there are three main fields: 1. 'Announcement' with a green checkmark, a dropdown menu showing 'Ambient (System default)', and two blue buttons: a play button and a speaker icon. 2. 'Wait time after announcement (seconds)' with a text input field containing '0' and two small blue buttons: a down arrow and an up arrow. At the bottom right, there are two buttons: a blue 'Save' button with a checkmark and a white 'Cancel' button.

Announce Input Fields and Buttons in Advanced Tab Mode

If you need to make some more specific changes to your announcement, you can select the advanced tab. In the advanced tab you will be able to do any of the following:


- Use all the same functionality/change anything that can be found in the basic tab
- You can enter a value in the 'Number' field, this field will play text to speech of any input number sequence and will play after the Prefix announcement.
- You will have access to the suffix announcement option, this drop down lists all of your pre-loaded announcements and will play after the Prefix and number announcements.
- You will be able to select the "Play announcement as early media" option
 - Selecting this option will provide the announcement at no ppm cost to you, your customer or the caller. The tick box option will only appear if the announcement node is inserted as the first node in the call plan. If the announcement node is inserted at any other place in the plan, this option will not be visible. If you check the Early Media option then the node name will be automatically renamed to Early Media from its default name. If the end user has renamed the node then this will be preserved.

Announcements Access Restrictions




Customer	Customer must have subscribed to Contact Pro, Voicemail or Call Whisper.
User	Must have Manage Announcements enabled

You can only view this tab if your company has subscribed to Contact Pro, Voicemail or the Call Whisper product.

If your company has such a subscription then your user profile must have the 'Manage Announcements' role enabled. Please contact your Service Provider if you need to view this tab but cannot do so.

My announcements  [Upload a new file](#)

Your available announcements are listed below. To listen to the announcement click the play icon. To delete a file click on the trash can icon. To upload a new announcement click on the Upload a new file button. All announcement files must be in MP3 or WAV format.

Name	Description	File	In use	Duration (mm:ss)	File size
Inbound Test Announcement	Test 1	Test Announcement 1.wma	No	Failed	44 kB   

1 of 1 Items per page: 10

Storage

Billing period
CURRENT

Max announcement storage used
0 B

Column	Description
Name	<p>The Name column shows the name that was given to the announcement when it was uploaded. It is this name that appears in the Build my plan control features where an announcement is required. See the Call queue control, Announce control and IVR Message controls for details of announcement usage.</p> <p>This field can be edited at any time by clicking on the Name column.</p>
Description	<p>The Description column shows the description of the announcement given when the announcement file was uploaded.</p> <p>This description can be edited at any time by clicking on the Description column.</p>
File	<p>The File column shows the original file name of the announcement when it was uploaded. This column cannot be changed.</p> <p>The announcement can be played by double clicking the relevant announcements File column.</p>
In Use	<p>If the announcement is used in a call plan then this column will show Yes. Otherwise it will show No.</p>
Duration	<p>The duration column shows the length of the announcement in minutes and seconds in the format mm:ss.</p> <p>When an announcement is uploaded it is stored in a local system format. This requires a conversion process. If the conversion to local format has failed for some reason then this column will show n/a.</p>

Column	Description
	<p>Please note the minimum duration for an announcement is 1 second. If a file of less than 1 second is uploaded then the duration will be rounded down to zero and the system will interpret that as a failed conversion and the duration will be shown as n/a.</p>
File Size	<p>The maximum file size that can be uploaded is 20Mb.</p> <p>The file size when uploaded may not be exactly the same as shown on your PC. This is because the files are re-formatted for use in the system. The file size shown is the size of the converted file only. You will not be billed for both the original and the converted file; only for the storage used by the converted file.</p>

Announcement Storage Billing

Refer to the billing page on the Gamma Academy for more information on the principles for storage billing.

The Max storage amount is updated each time an announcement file is successfully uploaded. The value is reset to the current storage used at the end of each month when the usage data is extracted for billing.

Recording Announcements

Minimum Requirements

There are many options for recording your announcements but the simplest is via a PC or laptop equipped with an input microphone. You will also require sound recording software to record the announcements. Again there are many available applications that can do this ranging from freeware to expensive professional studio applications. For most users Windows also comes with a sound recorder application that can also be used. The Windows application can be found by going to the Start menu and looking in the “All Programs\Accessories\ Entertainment” folder for the Sound Recorder application as shown below.

Recording tips

The following tips will help you to achieve the best results when your pre-recorded announcements are played back.

Use a good quality microphone that is positioned close to the mouth. For example, telephone headset style microphones are generally better than those built in to webcams.

Make your recordings in a quiet area with minimum background noise.

Set you application capture settings to the highest quality settings available.

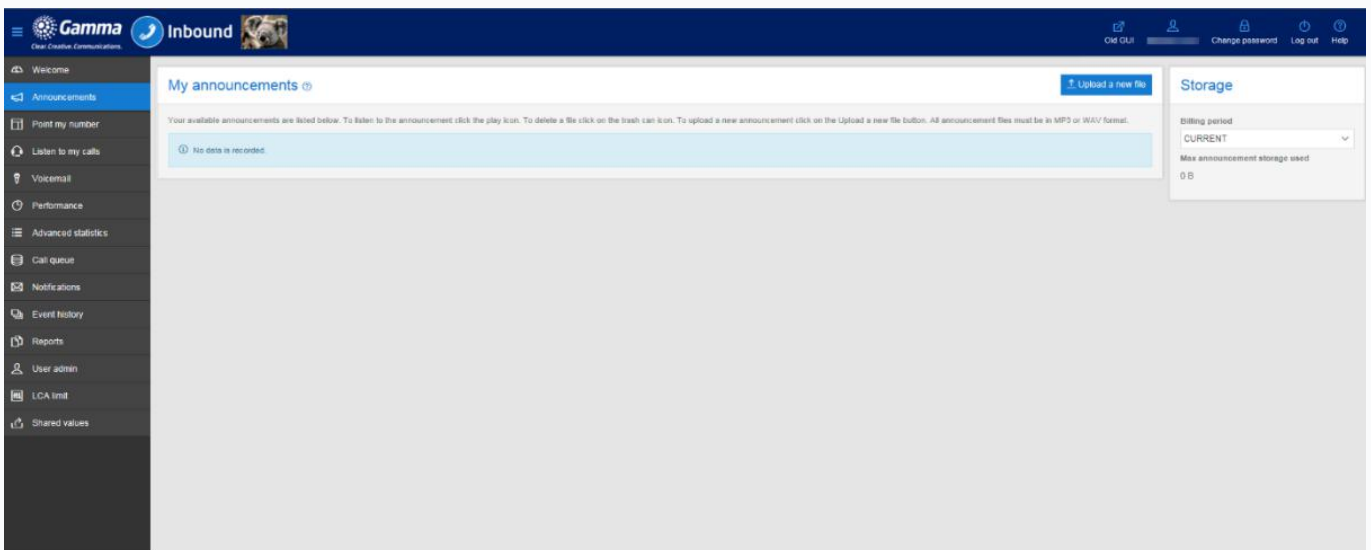
Check how your announcement sounds before you upload it. You may have inadvertently recorded more, or less, than you intended.

Uploading announcements

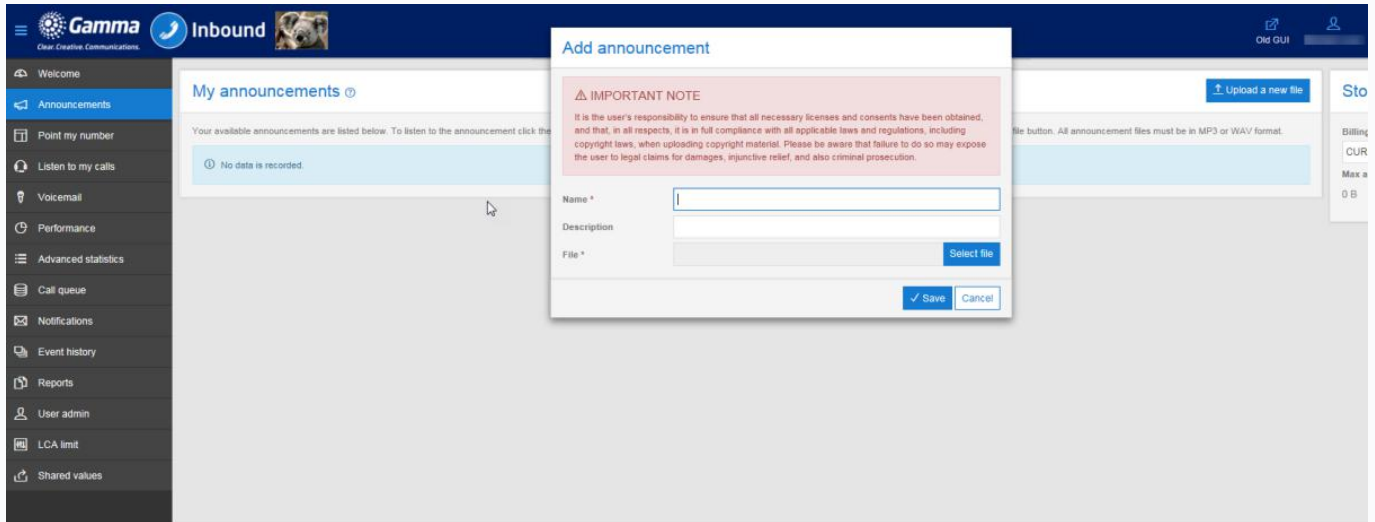
Once you are satisfied you have a good quality recording save the file in MP3 or WAV format and note its name.

Log on to Myinbound.com as either an Administrator or as a user with “Manage My Announcements” role enabled.

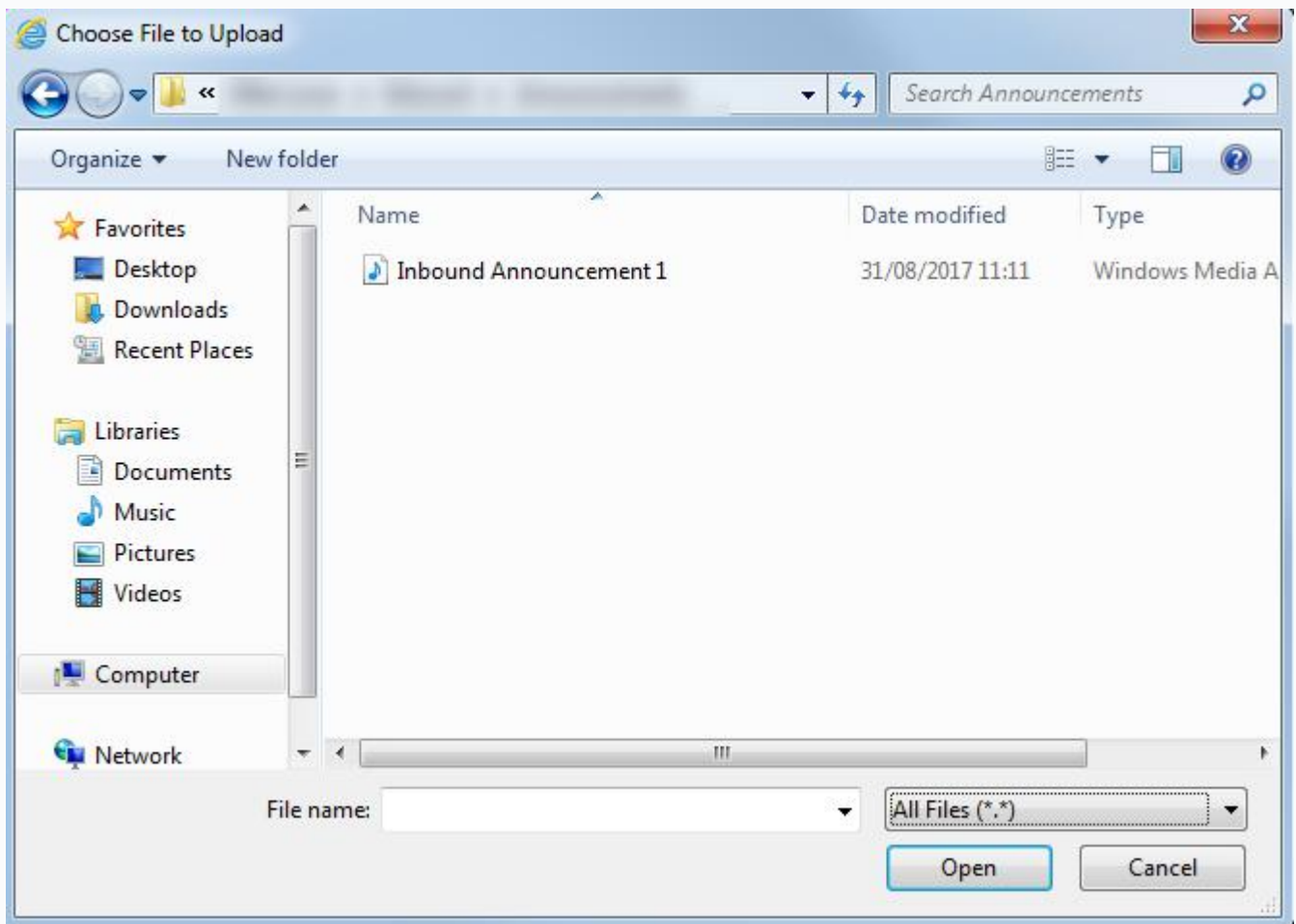
Go to the Announcements tab (screenshot below)



Click on the Upload a new file button



Enter a meaningful name and description for your announcement, this will help you identify what the announcement is when you have multiple announcements uploaded. Next, use the 'select file' button and find the file you wish to upload:



After clicking on Open you should see a popup window similar to the one below. Click on Save to upload your announcement file to the Inbound Portal. Once the file has been saved, you will be taken back the main announcements screen and your upload will be shown in the announcement list.

You will notice that the duration column says "Processing" for a short time after your announcement has been uploaded. This is because your announcement is being converted to the format required for use in call plans. The announcement cannot be used until the conversion process is complete. When the conversion process is complete the Duration column will show the length of the converted file in Minutes and seconds. You may need to refresh your browser window to see the updated Duration.

Once the conversion process completes, your announcement is ready to use in the Point my number controls (i.e. Announce, Voicemail to Email, IVR welcome message, Call queue).

The screenshot shows the 'Point my number' interface in the Gamma Inbound system. The interface includes a sidebar with navigation options like 'Welcome', 'Announcements', 'Point my number', 'Listen to my calls', 'Voicemail', 'Performance', 'Advanced statistics', 'Call queue', 'Notifications', 'Event history', 'Reports', 'User admin', 'LCA limit', and 'Shared values'. The main content area features a search bar for inbound numbers and a table with columns for Number, Description, Status, and Aliases. The table contains three rows, all with a status of 'Inactive'. Callout boxes with arrows point to various UI elements: 'Create, edit and delete custom fields by clicking here' points to the 'Manage custom fields' button; 'Download numbers or customer fields template by clicking here' points to the 'Download numbers' button; 'Invoke "one touch" Business continuance functions by clicking here' points to the 'Manage My BC' button; and another 'Create, edit and delete custom fields by clicking here' points to the 'Manage custom fields' button.

Number	Description	Status	Aliases
	Test	Inactive	No alias make primary, make alias
		Inactive	No alias make primary, make alias
		Inactive	No alias make primary, make alias