

Inbound - Technical Support

Announcements

Uploaded Announcements Not Visible

This could occur when, the File is not a supported format

Upload the same file in either .MP3 or .Wav, or upload an alternative in one of these formats.

The file may show on the table but will be unavailable for use within the plan

The length of the recording is less than 0.5 seconds

The minimum length of recording is 0.5 seconds, upload a new file which is longer than this.

The announcement has not finished converting

When announcements are uploaded they are converted to a local format. This can take up to 5 minutes depending on the size of the file.

Unable to play announcements from the table

This may be because you have Pop-up blocker enabled

The file will play in a new window, ensure your pop-up blocker is disabled or you add 'myinbound.com' to the allow list.

The duration shows as N/A.

The file is either the wrong format, an invalid file type, less than 0.5 seconds long or has yet to be converted. Conversion should take no more than 5 minutes.

Poor Quality Playback of Announcements

This can happen if there is a hardware problem

Test from another phone or play the file from another source, such as headphones.

The original file is of poor quality

Upload a better quality file.

For a better quality file try re-recording the file and saving as a higher bit-rate file or alternatively re-record the file using higher quality equipment.

Call Quality

Poor Quality Voice Calls

This could mean there is a problem with the receiving party hardware

Ask the customer to test another phone to confirm the problem does not lie with their hardware.

This could also mean there is a problem with the calling party hardware

Make a test call from another phone to confirm problem does not lie with the caller's hardware.

One Way Media

There could be a problem with the termination number

pen the active call plan and dial the termination number, if the call fails the problem lies with this number and should be raised with the service provider.

Long Post Dial Delay

The potential cause of this is a Network Issue

Please raise a fault with details of sample call(s)

Poor Quality Played Media

The original announcement file was of poor quality

Log into the customer Inbound account and play the announcement. If it is poor quality please upload a new, better quality file. If the file plays OK please see below.

Call Queue

Callers dropped from queues

A potential cause could have been the caller hanging up

To eliminate this, Make a test call and try to replicate the issue. If unable to replicate but occurring intermittently please complete the form below providing details of calls that have dropped.

Callers stuck in queues

A potential cause could be an Interoperability issue with call queue and destination setup (e.g. PBX)

The call queue must receive a ringing tone from the termination number to release a caller from the queue. Please ensure the end users system is set up to function in this way.

Call Routing

Calls Not Routing to Inbound Number

This could be as there isn't a valid and active service plan

Log into MyInbound as the user and confirm there is an active and valid service plan. If not, create, validate and activate a service plan and retest.

This may also happen as the call fails on the Gamma Network

Create a simple call plan to an announcement and make a test call, if you hear the announcement the call has reached the Inbound number. You may wish to refer to the Calls not Routing to Destination.

There may also be a Network Routing Issue

Make a test call from various sources (at least Gamma and BT).

Calls Not Routing to Destination

This could be as there isn't a valid and active service plan

Log into MyInbound as the user and confirm there is an active and valid service plan. If not, create, validate and activate a service plan and retest.

This could be due to an Incorrect Termination number

Open the active call plan and ensure the destination number is correct. If not, update and retest.

This could be due to a problem with the termination number

Open the active call plan and dial the termination number, if the call fails the problem lies with this number and should be raised with the service provider.

This could also occur when the call routes to the voicemail of the termination number

The termination number cannot have additional services on the line such as voicemail or call waiting, these will take priority over the MyInbound service.

This can occur if the call fails before it reaches the MyInbound number

Create a simple test call plan that terminates on an announcement and make a test call. If the announcement plays, please contact the service desk for further assistance. If the announcement doesn't play, the call has not routed to the MyInbound number.

Call Hangs

This may happen when there is a problem with the termination number

Dial the termination number direct. If the problem still exists the problem does not lie within Inbound, if there is no issue please complete the form below.

Calls get disconnected

This may happen if there is a problem with the termination number

Dial the termination number direct. If the problem still exists the problem does not lie within Inbound, if there is no issue please complete the form below.

Gamma Portal

Problems Adding Additional Features

This could be down to a Gamma portal error.

Please contact Gamma's service desk on 0161 667 72273

Unknown Error Displayed

This could be down to a Gamma portal error.

Please contact Gamma's service desk on 0161 667 72273

Platform Issues

MyInbound Not Available

This may occur when there is a scheduled or unscheduled outage for maintenance/updates

These are normally communicated so you should be aware of planned outages

This may also happen when there is an issue with the End User browser

You can rectify this by clearing temporary internet files/cookies/cache or by using another browser.

Features Not Available

This may occur when the company is set up on a product which does not have these features

Check which product the customer is on via the Inbound Management screen and refer to the Product Handbook for the available features.

This can also happen when the company does not have the expected add-on features enabled.

Go to Inbound Management and select Edit Company Details from the drop down actions menu - this will display the current add-ons that are enabled. If you need to change these, select/de-select the relevant features and click edit.

This can happen if the user logged in does not have access to this page/feature

The admin user has access to all functionality, if the admin user is experiencing the issue please contact the service desk. If the problem is with a secondary user account go to Inbound Management and select End User Management from the actions drop down menu. This will show you and allow you to edit the restrictions applied to this user.

Pages take a long time to load

This can happen when the end user has a slow internet connection

Attempt to replicate the issue on a working PC with a good internet connection. If you still have the same issue then contact the service desk.

Error Message Displayed

This indicates there may be a potential fault, if you see this message please contact the service desk, please be sure to note the page where the error occurred.

Listen to My calls

Calls not being recorded

This can happen when the destination node has not been set to record calls

Access the call plan and ensure the destination has been set to record.

This may also happen if the call recorded was less than 5 minutes ago

Call recordings can take between 5 to 10 minutes to be processed and show online

Poor Quality playback

This may be as the call itself was poor quality

To test this, make a test call from a working phone and listen to the recording.

Recordings take a long time to become available

This may also happen if the call recorded was less than 5 minutes ago

Call recordings can take between 5 to 10 minutes to be processed and show online

Voicemail Management

Voicemails not being recorded

This could be because the call did not terminate on the Voicemail to E-mail node.

Make a test call and ensure the call terminates on a Voicemail to E-mail node.

This may happen if the voicemail was recorded less than 10 minutes ago

Recordings take about 5 - 10 minutes to appear on the voicemail management page. Wait for 15 minutes and check again.

Recordings take a long time to show

This may happen if the voicemail was recorded less than 10 minutes ago

Recordings take about 5 - 10 minutes to appear on the voicemail management page. Wait for 15 minutes and check again.

Poor Quality Voicemail Recording

This may happen when there is a problem with the customer's audio output hardware Listen to the same recording on another PC or with headphones.

This could also occur if there was a problem on the side of the calling party Make a test call and record a voicemail from a working phone.

Voicemail to E-mail

Email with voicemail not generated

This could be due to an incorrect e-mail address entered on the Voicemail to E-mail node properties screen

Log into MyInbound.com and open the active call plan. Click on the VM to EM node and ensure the e-mail address is correct. If it is incorrect de-activate the call plan, update the e-mail address, validate and activate the plan.

It could also be that nobody has left a voicemail

Make a test call that terminates on a Voicemail to E-mail node and leave a recording. This should be delivered within about 15 minutes.

The Emails may have been sent to junk/spam folders

If the e-mails have been marked as junk or spam they may have been deleted or placed into a separate folder. Add the domain @myinbound.com to your 'safe' list.

There could also be a delay in e-mail system/network

E-mail is not instantaneous. If the Gamma or Customers network is busy there may be a delay. E-mail should be delivered within 10 - 15 minutes.

Email to voicemail taking a long time to be delivered

Was the voicemail received less than 5 minutes ago?

Voicemails take about 5 to 10 minutes to be processed. The e-mail will be sent after this amount of

time.

There could be a delay in e-mail system/network

E-mail is not instantaneous. If the Gamma or Customers network is busy there may be a delay. E-mail should be delivered within 10 - 15 minutes.

Poor Quality voicemail

This may be because there is a problem with the customer's audio output hardware.

Listen to the same recording on another PC or with headphones

This may also be due to a problem on the side of the calling party

Make a test call and record a voicemail from a working phone

No recorded media in voicemail

This could be down to a system issue

Please contact the service desk.

Call Plan Validation Errors

When validating call plans you may experience validation errors, these will stop you from activating your call plan and can have a number of causes. Here you will find a list of these responses, what they mean and how to fix them.

Validation Error	What does this mean?	How do I fix it?
A xxx control cannot be added as the child of a xxx.	The user is trying to create an invalid call plan.	By design, certain combinations of control nodes are not allowed as nonsense plans could be created. To see a valid list of control node combinations click here .
A divert must be added as the sibling of a destination node. Please add the destination node to the call plan and then add the divert.	The user is trying to add a divert on a level which does not contain a destination node.	A divert can only be added as the sibling of a destination node. To see valid control combinations click here .
Active tree cannot be edited	The user is trying to edit an active call plan	An active call plan cannot be edited. Either copy the call plan and make the changes to this, or if logged in as an admin the call plan can be de-activated and edited.
An Announcement must be selected for the IVR Menu control.	An IVR welcome message node is present within the call plan and has no announcement set.	Open the properties screen for the relevant node and select an announcement from the drop down.
Another IVR menu is defined on this level.	Only one IVR menu can be placed within a sibling group.	This is a design feature, there would be no need to add more than one IVR menu in a sibling group.
This name is already in use. Please choose another name for this call plan.	The user is trying to create a new call plan and has named it the same as an existing call plan.	Call plan names must be unique, change the name to one that is not already in use.
Call queue has no breakout node specified.	A breakout key has been set on a call queue however a node with this function has not been added to the call plan.	Add a routing option below the call queue and set the type to 'breakout' - this is the route calls will follow when the breakout key is selected in the call queue.
Control node has no child defined.	The control node as no route for the call to take.	Each control node must route somewhere, define the next routing requirements.
Distribution control type is not the same for all nodes.	The user has selected both serial and random distribution within one sibling group of distribution control nodes.	This is a design feature, it is not possible to mix distribution types on the same level.

Validation Error	What does this mean?	How do I fix it?
Divert node has an invalid type.	This is a system error.	Contact support and provide the error reference.
Internal error occurred, please contact administrator.	This is a system error.	Contact support and provide the error reference.
It is not permitted to mix control types within the same branch at the same level on a call plan.	The user has tried to place more than one control type in the same sibling group (i.e. date control and time control).	This is not permitted. Each level on the call plan can only have one type of call control.
IVR has no digits defined.	An IVR has been placed within the call plan but has no menu options.	An IVR must have menu options, either add these or remove the IVR from the call plan.
IVR has no invalid key node.	An IVR has been placed within the call plan and doesn't have a menu option type selected as 'Incorrect Key.'	An IVR must have a menu option with its properties set to 'Incorrect Key' and an announcement selected - this is the announcement that will play when the caller selects a key not specified on the other menu options.
Multiple entries for same divert type in field "Divert Type"	The user has set multiple diverts of the same type for one destination node.	This is not allowed, the maximum number of diverts for one destination node is three and they must be unique. Either remove the duplicate node(s) or change the divert type so each is unique.
No default area control item specified.	A sibling group of area control nodes does not have a node set as 'Default' on the properties screen.	When using area control a default node must be specified, this is the route calls from areas not specified will take. Either set an existing node to default or add a new area control and set this to default.
No default time item specified.	A sibling group of time control nodes does not have a node set as 'Default' on the properties screen.	When using time control a default node must be specified, this is the route calls received during times not specified will take. Either set an existing node to default or add a new time control and set this to default.
No destination set with answer action for the call queue.	The user has placed a call queue that does not route to a destination set to answer on the properties screen.	A call queue must route to a destination node set to answer. Either change the properties of the existing destination node to answer or add another and set this to answer.
No value entered in "area list"	An area control node is present which has no areas selected.	Open the properties screen for the relevant node and select at least one area. If there are no areas present then follow the

Validation Error	What does this mean?	How do I fix it?
		standard process for defining areas.
No value entered in field "in-queue music"	An IVR has been placed within the call plan that doesn't have an announcement set for in-queue music.	Open the properties screen for the relevant node and select an announcement from the drop down below in-queue music.
No value entered in field "date range"	A date control node is present within the call plan which has no date range specified.	Open the properties screen for the relevant node and specify at least one date range.
No value entered in field "number"	A destination node is present and has no termination number defined.	Open the properties screen for the relevant node and enter a termination number.
No value entered in field "TO"	A voicemail to email node is present which has no e-mail address entered.	Open the properties screen for the relevant node and add a valid e-mail address into the 'To' field. This is the e-mail address voicemails will be sent to.
No value entered in field "VD_CLI_I_PREFIX"	An area control node is present which has an area selected but no prefix defined for this area.	Open the properties screen for the relevant node, select the area name then enter the prefix in the area details tab.
Please ensure there is only one incorrect key node within each sibling group.	An IVR welcome message has multiple menu options set to 'Incorrect Key' on properties.	Either delete the duplicate incorrect key nodes or change or specify their digit on the properties screen to something unique.
Sum of percentages for the random distribution is not 100%	A sibling group of distribution nodes have been set to random distribution and the total percent is not equal to 100.	Ensure the percentage on each of the distribution control nodes totals 100%.
The call plan has overlapping menu option controls within a sibling group. This is not permitted, please amend so that each menu option is unique within the group.	Multiple menu options have been set with the same digit within a single IVR.	Either remove the conflicting nodes or change the digit assigned to them on the properties screen so they are all unique.
The Day control group must have a Default control defined if the group does not cover all seven days. Please add a Default control or amend the definition to cover all days of the week.	The user has used day control within the call plan but the nodes do not cover all seven days of the week.	Either add additional day control nodes and ensure each day of the week is selected on the properties screen or add another and set this as default, this is the route calls receive on days not specified will take.
The destination control is the end point of the call routing, there are no valid follow on actions after a destination node has been reached. Alternative actions can	The user is trying to add a control node as the child of a destination node.	This is not allowed, there is no valid routing option below a destination.

Validation Error	What does this mean?	How do I fix it?
be specified using the divert control if required.		
The prefix is already set for another area.	Different area names have been set with the same prefix on the area control properties screen	Either remove the conflicting area names or update them with a prefix which has not been allocated to another area name.
The start date must come before the end date	The user has set the 'from' date later than the 'to' date on the date control properties screen.	Ensure the date range is valid and the start date is before the end date.
There must be a Default action for the call routing to cater for dates not specified in other controls.	Date control has been used but no default node has been specified.	Change an existing date control nodes properties to default or add another node and set this to default. This is the route calls received on dates not specified will take.
Time control has multiple default items.	Time control has been used and more than one node has been set to default within one level.	Either change the node from default to a specified time range or delete it.
Within a sibling group the Date ranges must be unique. Please amend to ensure that the Date ranges do not overlap.	The user has set date ranges within a sibling group that overlap.	Ensure the date ranges within a level are unique and do not have overlapping dates.
Within a sibling group the Day ranges must be unique. Please amend to ensure that the Day ranges do not overlap.	The user has set day control within a sibling group and the days selected overlap.	Ensure the selected days do not overlap within a level. Either delete the node with the overlapping days or change these on the properties screen.
Within a sibling group the Time ranges must be unique. Please amend to ensure that the Time ranges do not overlap.	The user has set up time control within a sibling group and the specified times overlap.	Ensure the time ranges do not overlap, either delete the offending time control node or change the time ranges.
You must select an announcement for the announce control.	The user is validating a call plan which has an announcement node with no announcement selected.	Open the properties screen for the relevant node and select an announcement from the drop down and click done.
ERROR: A final destination number is missing. Each destination node must have a terminating number where calls can be routed.	The user is trying to close the properties screen for a destination node without entering a number.	Enter the desired termination number and click done. To close the properties screen without entering a number click cancel.
ERROR: Day control of type 'Days' must have at least one day selected.	The user is trying to close the properties screen for a day control node with its type set to days	Select at least one day on the properties window and click done. If you have specified days on other day control nodes the type can be changed to default, this is the route calls received on

Validation Error	What does this mean?	How do I fix it?
	without any days selected.	days not specified will take. To close the window without selecting any days click cancel.
ERROR: You must select an announcement for the IVR welcome message.	The user is trying to close the properties screen for an IVR node without selecting an announcement.	Select an announcement to be used as the welcome message on the IVR and click done. To close the properties screen without selecting an announcement click cancel.
ERROR: Your account is not authorised to terminate call plans to 08 numbers.	The user is trying to use a 08 number as a termination numbers but does not have privileges to do so.	The feature is restricted from the portal under 'Change Company Details' and can be updated from here.
ERROR: Your account is not authorised to terminate call plans to international numbers. Please contact your service provider for further information on this feature.	The user is trying to use an international number as a termination number but does not have the privileged to do so.	The feature is restricted from the portal under 'Change Company Details' and can be updated from here.

APIs

For any specific API issues please contact Gamma Service Desk.

Service Announcements

Please sign up for Inbound Alerts on the Gamma Portal. It is important you do so as important service announcements and updates are communicated through these means