

Callout Application

Purpose

The Callout application ensures that your callers reach important service staff in your organization. Instead of forwarding calls directly to a mobile, you would forward calls to a pilot number.

EG +61294964056

This could also be a 1300 or 1800 number. We can provide these services if required for you.

The callout application will call multiple numbers in a sequence to ensure that a real person has answered the call. Voicemail and not reachable announcements are ignored so the application will try the next number in the list if one is not reachable.

Each call generates an email with the results of each call. The email can be sent to multiple users.

What is wrong with forwarding call to a mobile?

This application overcomes these problems presented by conventional call groups and call forwarding:

1. Contact's mobile is unreachable. This would capture the call and play personal voicemail greeting or a carrier message. EG. No battery, no coverage. The call would not proceed to the next number in the list.
2. Contact's mobile is unanswered. This would capture the call and play a personal voicemail greeting. Once again, the call would not proceed to the next number in the list.
3. Contact's mobile is busy. This would capture the call and play a personal voicemail greeting. Once again, the call would not proceed to the next number in the list.

How do we overcome these problems?

To ensure a real person is answering the call not a machine the user is asked to:

- Accept the call by dialling 1
- Reject the call by dialling 0
- If no response the next person in the contact list is called.

Customisation

This application can be customised depending on your requirements, however, the goal here is to make this user/manager configurable.

In some circumstances, your existing company after hours service or voice menu would handle the initial call and then route to the pilot number for this callout application.

Web Pages

Each company has a phone number and web site so the application can be customised.

This example shows the web site for **on-line**. Authentication is required.

<https://callout.olcs.com.au/on-line/index.php>

Your company would have a similar URL.

EG. <https://callout.olcs.com.au/yourcompany/index.php>

Contact page

This page contains the people who will be called and how long each contact will be called. Numbers are currently limited to Australia and New Zealand.

Contacts	Email	Messages
Callout List		
This is the ordered list of contacts that will be called.		
First Name Joe Crystal Justin <input type="text"/>	Last Name King Ball Time <input type="text"/>	Phone +61280429456 +61294964044 +61294964068 <input type="text"/>
Ring Duration: <input type="text" value="9"/> <input type="button" value="✓"/>		
<div>↑ ↑ ↑ ↺ ✎ ✎ ✎ ✓ 🗑 🗑 🗑</div>		

Email page

This is the list of emails that will receive the alerts regarding the result of each call.

Contacts	Email	Messages
Email List		
This is the list of email addresses that will be notified.		
Email Address stuart.edge@olcs.com.au <input type="text"/>		
<div>✎ 🗑 ↺ ✓</div>		

Messages page

These are the messages that the caller will hear.

A text to speech engine will convert the text to speech.

Language and playback speed can be adjusted depending on your preference.

The messages are

1. Initial greeting
2. Message if the caller ID is presented
or message if the caller ID is suppressed

Contacts	Email	Messages
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Greetings and Messages

These are the greetings and messages that will be played to the caller. Text is translated to speech by google.

Initial Greeting

Welcome to Online Communications. Please wait while we find a service engineer.

✓

Message if not answered

None of our service staff are available right now, Please leave a message and we will send an email to service management.

✓

Message if not answered and no calling line ID

Your calling number identification is blocked so we can't call you back unless you leave a message. Please leave a message which includes your phone number after the tone and we will sent it to support.

✓

Language: en-GB
Play back speed: 1.2

