

UNATTENDED DIALLING LISTS

Campaign Manager: Unattended Campaign & List

The screenshot displays the Noetica Campaign Manager interface. The top navigation bar includes the Noetica logo, 'SYNTHESYS™ CAMPAIGN MANAGER', and a user profile 'brigitte' with a 'Log off' option. A left-hand sidebar lists various campaigns, with 'UnattendedAppointments' highlighted in orange. The main content area is titled 'UnattendedAppointments' and features a sub-navigation bar with 'Campaign', 'Organiser', 'Settings', 'Queueing', 'Recycling', and 'Skills'. The 'Summary' section shows the Campaign Type as 'Voice - Outbound' and the Default Dialling Mode as 'Unattended Dialling'. Below this, the 'Campaign Teams' section prompts the user to select default teams for lists. It includes two columns: 'Assigned' (containing 'Global') and 'Available' (listing teams like 'AAAAIBSABRETeam', 'AAAAISABRETeam', etc.).

Route Manager IVR Strategy using Digits

The screenshot shows the Noetica Route Manager interface for configuring an IVR strategy. The main title is 'Missed Appointment IVR' and the user is identified as 'BR'. The 'Settings' section is active, showing fields for 'Name' (Missed Appointment IVR), 'Call Settings' (Minimum Ring Time: 0 seconds, Play Message: CustomerChoice.wav), and 'Digits' (Listen for digits: checked, Variable Name: CustomerChoice, Timeout: 15 seconds, Number of Digits: 1, Stop After: 1, Then/Otherwise: Hang up). An 'Allocate Digits' dialog box is open, showing a numeric keypad where the digit '1' is highlighted in red. The dialog title is '1 - Missed Appointment Pass to Agent'. At the bottom of the interface, there are buttons for 'Move', 'Export', 'Save As', 'Save', and 'Delete'.

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Unattended Dialling List

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UNATTENDED DIALLING

Unattended dialling lists do not require an agent to be logged in to initiate the calls. The dialler will automatically dial the records, whenever there are active calls available.



For example, you could use an unattended list to leave a message for a missed appointment.

If an answering machine is detected, the call could be transferred to an IVR to play a standard message. If a customer answers, the call could be transferred to an IVR including digits, giving the customer the option to speak to a live agent.

Enabling Unattended Dialling

In the Campaign Manager

- Create a new Unattended Dialling Campaign and Call List.
- Apply the required Settings of unattended dialling lines, switch to use and the path for transfer options to be used for the Unattended List.

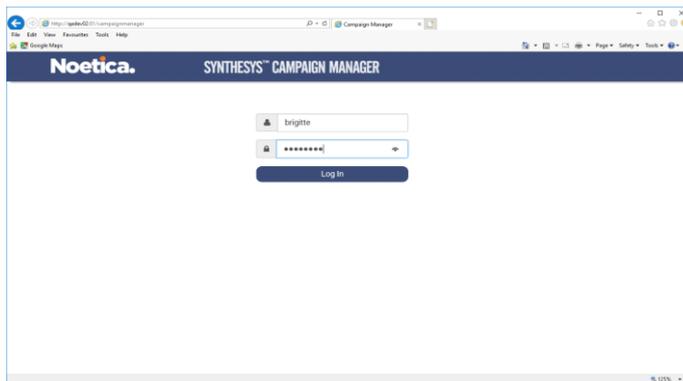
In the Route Manager

- Prepare the two wav files to be played, one for TransferToIVROnAMD (if AMD is enabled), the other for TransferToStrategy (if a customer answers).
- In the IVR section of the Route Manager, you then create two IVR routes:
 - The first IVR route to pick up and play the standard message on AMD detection.
 - The second IVR route using Digits so that the call can be transferred to an available agent when requested.

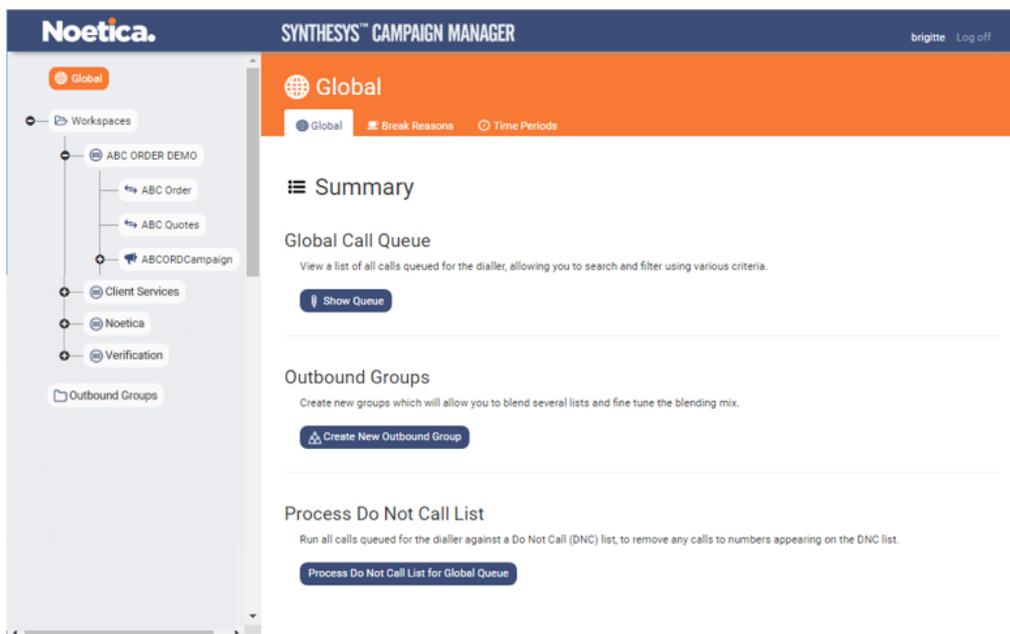
Campaign Manager

To start your Unattended Dialling Campaign

- Open the Campaign Manager via the Admin Portal or
- Enter the URL of your application server into the address field of the web browser, e.g., <http://WebserverName/campaignmanager>.
- Add your username and password, as provided by your system administrator.



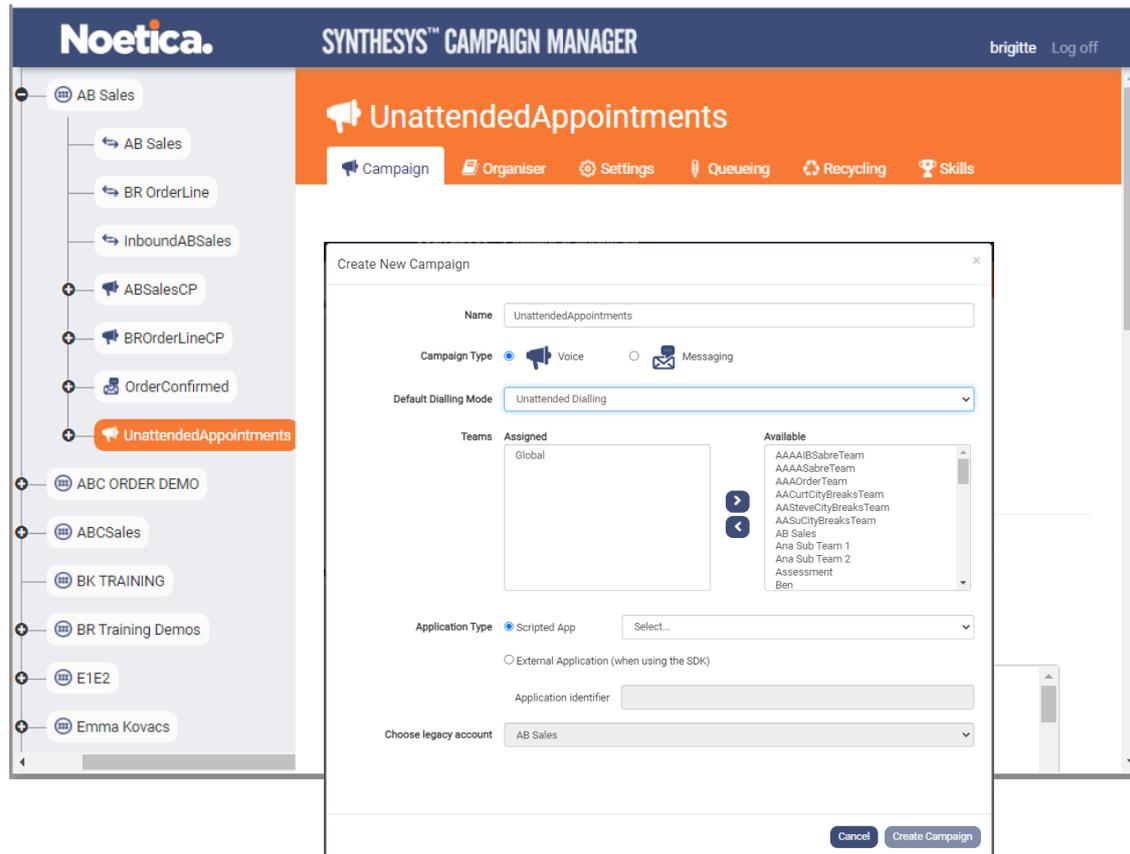
The Campaign Manager will open, displaying the available workspaces, scripted apps, campaigns, outbound lists, and groups.



Creating an Unattended Dialling Campaign

First, you add a new Campaign to the relevant Workspace

- Check that an Entity prefix has been allocated to the Workspace.
- Click the **+Create Campaign** button under the Operations heading.
- Enter a name for the new campaign into the **Name** field.
- Select **Voice** as the **Campaign Type**.
- Select **Unattended Dialling** as the **Default Dialling Mode**.



The screenshot shows the 'Create New Campaign' dialog box in the Noetica SYNTHESYS™ CAMPAIGN MANAGER. The dialog is titled 'Create New Campaign' and contains the following fields:

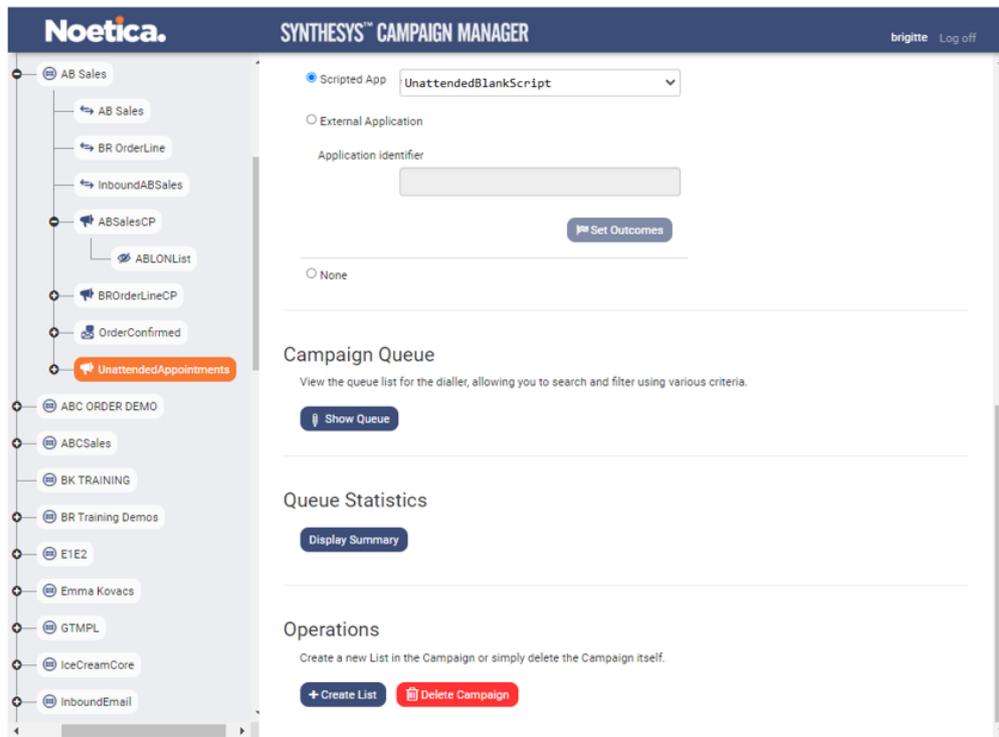
- Name:** UnattendedAppointments
- Campaign Type:** Voice (selected), Messaging
- Default Dialling Mode:** Unattended Dialling
- Teams Assigned:** Global
- Available:** AAAAIBSabreTeam, AAAASabreTeam, AAAOrderTeam, AAACurtCityBreaksTeam, AASSteveCityBreaksTeam, AASuCityBreaksTeam, AB Sales, Ana Sub Team 1, Ana Sub Team 2, Assessment, Ben
- Application Type:** Scripted App (selected), External Application (when using the SDK)
- Application identifier:** (empty field)
- Choose legacy account:** AB Sales

Buttons for 'Cancel' and 'Create Campaign' are located at the bottom right of the dialog.

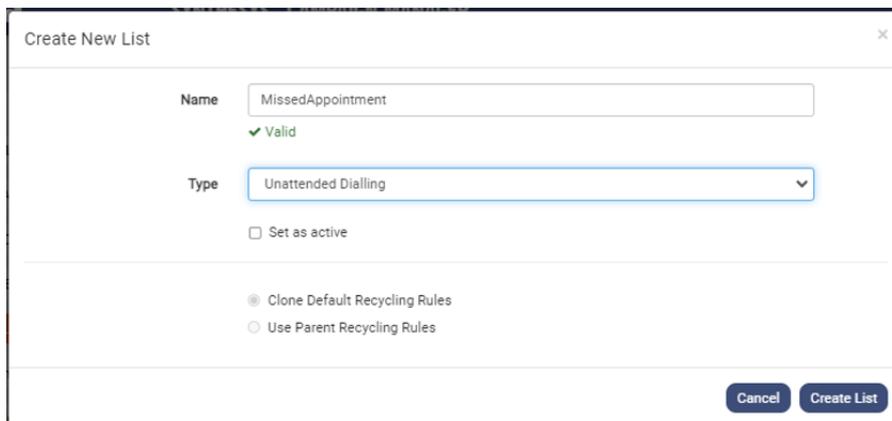
- As **Application Type**, select the scripted app to associate with the Unattended campaign.
- The scripted app you select here is only used to allow you to create an Unattended dialling list and will never actually pop up for this campaign.

Creating an Unattended Dialling List

To add an Unattended call list to the selected Campaign.



- Click the **+Create List** button under the Operations heading.
- Enter a name for your list into the **Name** field, of the Create New List dialog.



- To activate the list immediately, tick **Set as active**.
- To use the default recycling rules for the new call list, select **Clone Default Recycling Rules**. To use the recycling rules created specifically for the selected workspace or campaign, select **Use Parent Recycling Rules**.
- Click the **Create List** button, to create the Unattended dialling call list.

Active Times

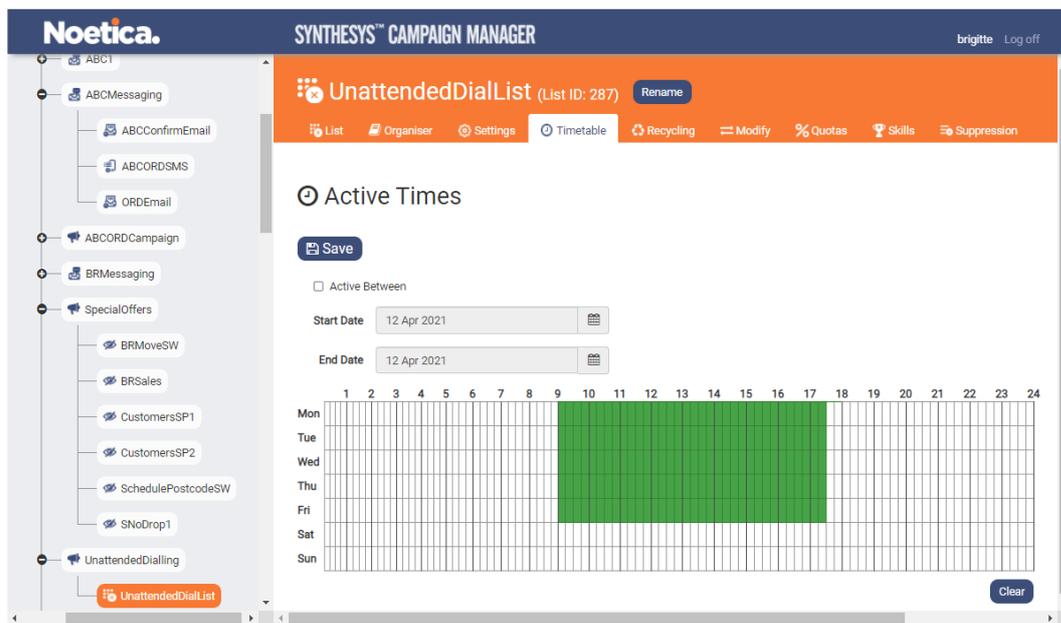
In the Active Times dialog, specify the date and time during which records for the selected active list should be dialled.

Setting Outbound List Active Times

- Select the list and click the **Timetable** (Active Times) tab at the top right of the List dialog.



Active Times, displaying green cells, are by default enabled from 09:00 to 17:30, Monday to Friday.



The screenshot shows the Noetica SYNTHESYS™ CAMPAIGN MANAGER interface. The main window is titled 'UnattendedDialList (List ID: 287)' and has a 'Rename' button. Below the title bar are several tabs: 'List', 'Organiser', 'Settings', 'Timetable', 'Recycling', 'Modify', 'Quotas', 'Skills', and 'Suppression'. The 'Timetable' tab is active, displaying the 'Active Times' dialog. The dialog has a 'Save' button and an 'Active Between' checkbox. Below the checkbox are 'Start Date' and 'End Date' fields, both set to '12 Apr 2021'. The main part of the dialog is a grid representing a calendar. The grid has columns numbered 1 to 24 and rows for the days of the week (Mon to Sun). A green shaded area covers the cells from column 9 to 17 for the days Monday through Friday, indicating active times. A 'Clear' button is located at the bottom right of the grid.

Changing Active Time settings

- To activate additional time slots, move the mouse pointer to the required time cell and drag the pointer from left to right, to activate the required time slot.
- To deselect active times, move the mouse pointer to the required active time cell and drag the pointer from left to right.
- To deselect all active times, click the 'Clear' button at the bottom right of the Active Times dialog box.

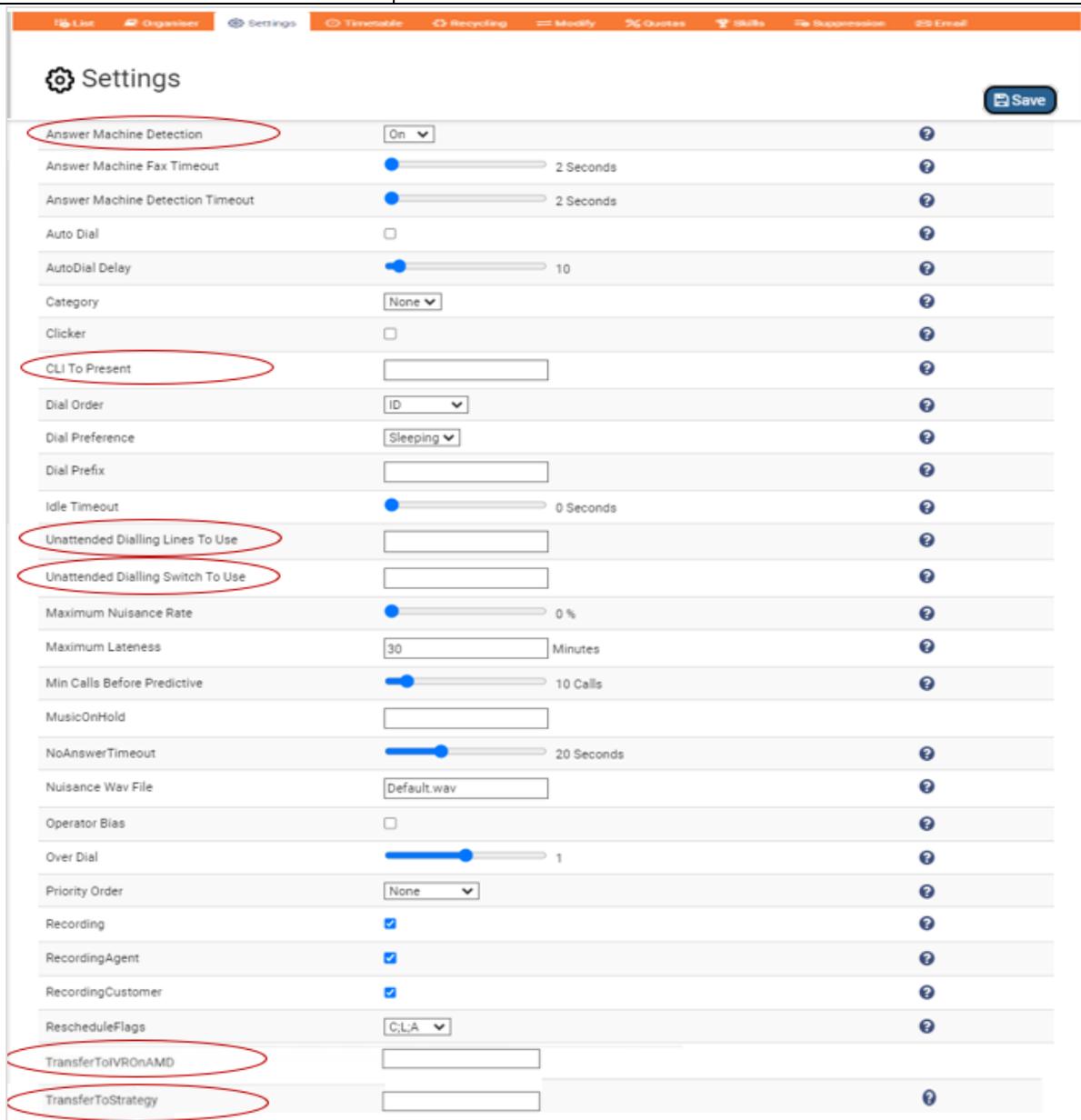
Setting Outbound List Start and End Date

- To set a *Start Date* and an *End Date* for your outbound list, tick the **Active between** checkbox and then select the required dates from the respective diary pages.

Next, go to the Settings tab, to define the number of Unattended Dialling Lines, the Switch to use for this list, relevant Transfer options and other settings, as required.

Unattended List Settings

AnswerMachineDetection	Set to On to use AMD (only for switches that support AMD).
CLIToPresent	Enter the Calling Line Identification to show customers who is dialling.
Unattended Dialling Lines To Use	Set the number of calls to be made concurrently by the dialler.
Unattended Switch To Use	If configured on a multi switch, you can choose the switch that will be making the dials. Leave blank to use the default switch.
TransferToIVROnAMD	Enter the name of the IVR route (as created in the Route Manager) to play a message on answering machine detection.
TransferToStrategy	Enter the name of the IVR route (as created in the Route Manager) including digits to enable the transfer to a live agent on customer request.



The screenshot shows the 'Settings' page for an Unattended List. The settings are as follows:

- Answer Machine Detection:** On (dropdown)
- Answer Machine Fax Timeout:** 2 Seconds (slider)
- Answer Machine Detection Timeout:** 2 Seconds (slider)
- Auto Dial:**
- AutoDial Delay:** 10 (slider)
- Category:** None (dropdown)
- Clicker:**
- CLI To Present:** (text input)
- Dial Order:** ID (dropdown)
- Dial Preference:** Sleeping (dropdown)
- Dial Prefix:** (text input)
- Idle Timeout:** 0 Seconds (slider)
- Unattended Dialling Lines To Use:** (text input)
- Unattended Dialling Switch To Use:** (text input)
- Maximum Nuisance Rate:** 0% (slider)
- Maximum Lateness:** 30 Minutes (text input)
- Min Calls Before Predictive:** 10 Calls (slider)
- MusicOnHold:** (text input)
- NoAnswerTimeout:** 20 Seconds (slider)
- Nuisance Wav File:** Default.wav (text input)
- Operator Bias:**
- Over Dial:** 1 (slider)
- Priority Order:** None (dropdown)
- Recording:**
- RecordingAgent:**
- RecordingCustomer:**
- RescheduleFlags:** C:L:A (dropdown)
- TransferToIVROnAMD:** (text input)
- TransferToStrategy:** (text input)

Route Manager

In the Route Manager, create the IVR routes that will invoke the TransferToIVROnAMD, if answering machine detection is enabled, or TransferToStrategy with digits to enable transfer to a live agent on request.

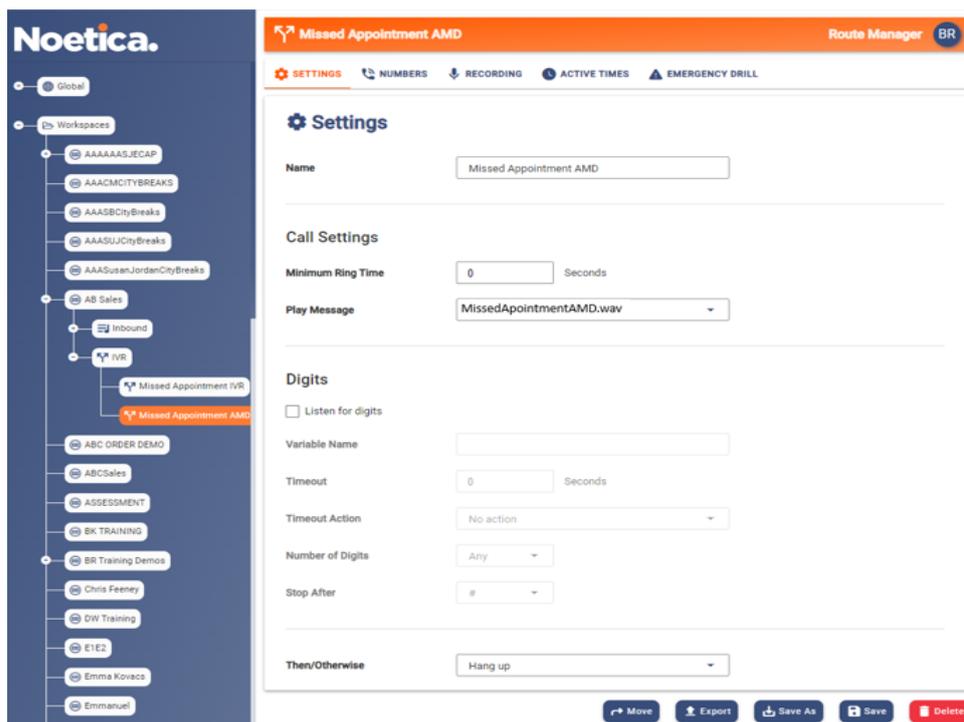


Ensure that the **.wav** files that you want to play back for both TransferToIVROnAMD and TransferToStrategy are available for selection.

Configuration of Transfer To IVR On AMD

To enable the TransferToIVROnAMD on answering machine detection

- Go to the relevant **Workspace** in the Route Manager.
- Create the required **IVR route** (e.g., “Missed Appointment AMD”).
- In **Call Settings**, set the **Minimum Ring Time** to zero (**0**).
- For **Play Message** select the message to play for AMD detection, in our example, the MissedAppointmentAMD.wav.



The screenshot displays the Noetica Route Manager interface. On the left is a navigation tree with 'Workspaces' and 'IVR' sections. The 'IVR' section is expanded to show 'Missed Appointment AMD'. The main panel shows the 'Settings' for this route. The 'Name' field is 'Missed Appointment AMD'. Under 'Call Settings', 'Minimum Ring Time' is set to '0' seconds and 'Play Message' is 'MissedAppointmentAMD.wav'. The 'Digits' section has 'Listen for digits' unchecked, 'Variable Name' empty, 'Timeout' set to '0' seconds, 'Timeout Action' set to 'No action', 'Number of Digits' set to 'Any', and 'Stop After' set to '#'. The 'Then/Otherwise' section is set to 'Hang up'. At the bottom are buttons for 'Move', 'Export', 'Save As', 'Save', and 'Delete'.

- Skip the Digits section and go straight to the **Then/ Otherwise** option.
- Select **Hangup**, to hang up the call after the missed appointment message is played.

Configuration of Transfer To Strategy

Should the customer answer the call, you will use TransferToStrategy, with an IVR route that includes Digits to enable transfer to a live agent on customer request.

As part of the Digits setup, you can select the Inbound route associated with the scripted app that will assist agents in handling the connected call.

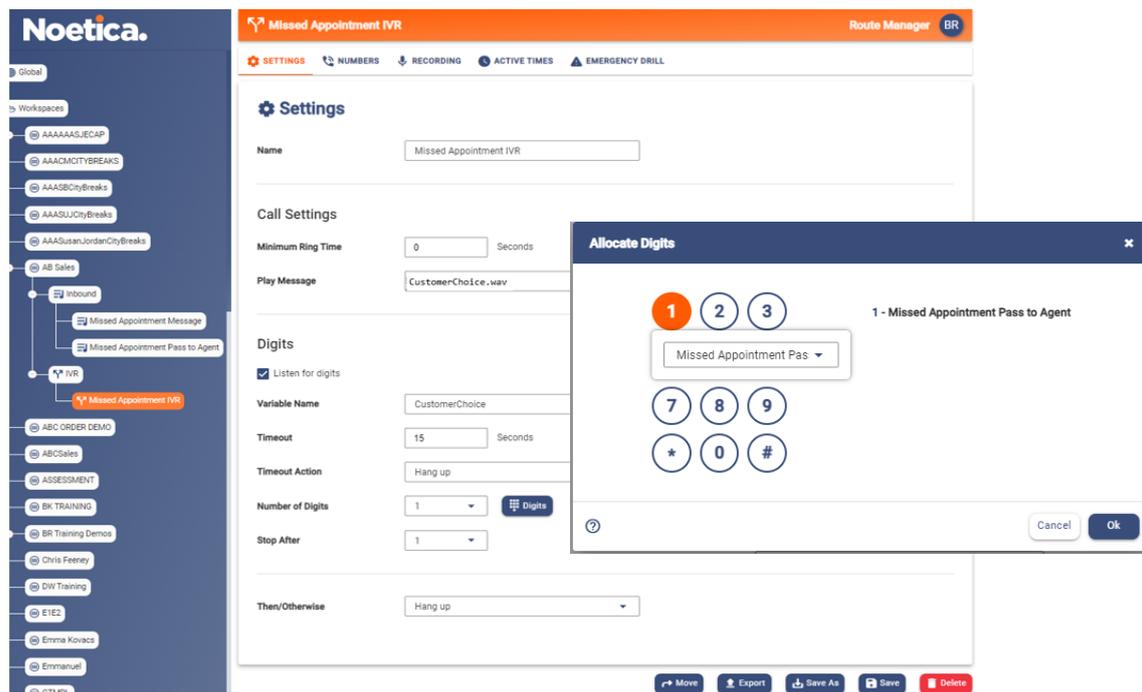


Ensure that both the **.wav file** to play for the TransferToStrategy and the **Inbound route** for “Missed Appointment Pass to Agent” (associated with the “Rebook Appointment” scripted app) are available for selection.

Missed Appointment IVR

To enable the TransferToStrategy option

- Select the relevant **Workspace** in the Route Manager.
- Create a new **IVR route** (e.g., “Missed Appointment IVR”) and select the **message to play**, e.g., CustomerChoice.wav.
- Tick **Listen for digits** and enter the Variable Name.
- Decide on the **Timeout** (in seconds) and **Timeout Action**.
- For **Number of Digits** enter **1**, to enable the Digits button.



The screenshot displays the Noetica Route Manager interface. On the left, a sidebar shows a tree view of workspaces, with 'Missed Appointment IVR' selected. The main panel shows the 'Settings' for this route. The 'Name' field is 'Missed Appointment IVR'. Under 'Call Settings', 'Minimum Ring Time' is 0 seconds and 'Play Message' is 'CustomerChoice.wav'. In the 'Digits' section, 'Listen for digits' is checked, 'Variable Name' is 'CustomerChoice', 'Timeout' is 15 seconds, and 'Timeout Action' is 'Hang up'. 'Number of Digits' is set to 1, and the 'Digits' button is active. 'Stop After' is set to 1. An 'Allocate Digits' dialog box is open, showing a numeric keypad with '1' highlighted and a dropdown menu set to 'Missed Appointment Pas'. The dialog title is '1 - Missed Appointment Pass to Agent'.

- Click the **Digits** button, and in the **Allocate Digits** dialog, select **1** and then the Inbound Route you want to use when the Customer requests to speak to an Agent.
- The **Inbound route** we select in our example is “Missed Appointment Pass to Agent”, which is linked to the rebooking scripted app that guides agents through the booking process on connection.