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FACTSHEET VOICE MESSAGES

ROUTING OPTIONS

1. Select Options

Send to: Primary Parental Contact | SMS | as a preference, except for members of group: Year 7 Group (SIMS)

For voice calls include: Home, Mobile and Work number(s)

The following elements are combined to decide how a message is routed and what contact numbers are used.

Contact Preference - This section gives the option to filter on **All Parental Contacts**, **Students Direct** or **Primary Parental Contacts**. This option is available from the first drop down box in the top section.

1. Select Options

Send to: All Parental Contacts (dropdown menu open)

2. Select Destinations

Primary Parental Contact: Send messages to priority one contacts.

Student Direct: Send messages directly to students.

All Parental Contacts: Send messages to all contacts.

Message Type - This should be set as **Voice**.

Voice

SELECT RECIPIENTS

2. Select Destinations

Students | Staff | Contacts / Groups | Attendance

Select Student: All Students | Add

Young, Kathryn - 9B
Yuki, Kaori - 8D
Yusefi, Yeshua - M
Zahoor, Dina - 8E
Zainol, Otilie - J
Ziglio, Ben - 11F
Ziglio, Emily - 11E
Zog, Simon - 10A

Select

Class: <Any> | Year: <Any> | Add

Gender: <Any> | House: <Any>

Only Include Students from: All Students

The following group tabs are available for the system to populate and send GroupCall messages too.

Student Search - List of students from the MIS system.

Staff Search - List of staff from the MIS system.

Contacts/Groups - List of manual added contacts and created groups.

SENDING THE VOICE MESSAGE

Once the recipients list has been created, the next step is to prepare the message that will be sent to the attached recipient list. Hit the **Next** button along the bottom right of this section to proceed to the message editor screen.

4. Next >>

The left panel displays the preset/saved message templates that can be used to automatically fill the message summary panel. The range for this should cover most standard/frequent used messages. Extra templates can be created and stored to the current list.

Attendance (Response Required)

<New>

Absent AM

Absent PM

First Day Contact

Late AM

Late PM

Please Call

Attendance (Response Required)

Attendance (Recorded Response Only)

Broadcast

Tip: Schools can modify and save changes to the current templates; this can be done by selecting the template from the list and modifying the changes on the right **Summary** panel.

All changes will need to be saved by clicking on the **Save Template As** button.

The bottom of this section has additional options for the message templates.

Attendance (Response Required)

Attendance (Recorded Response Only)

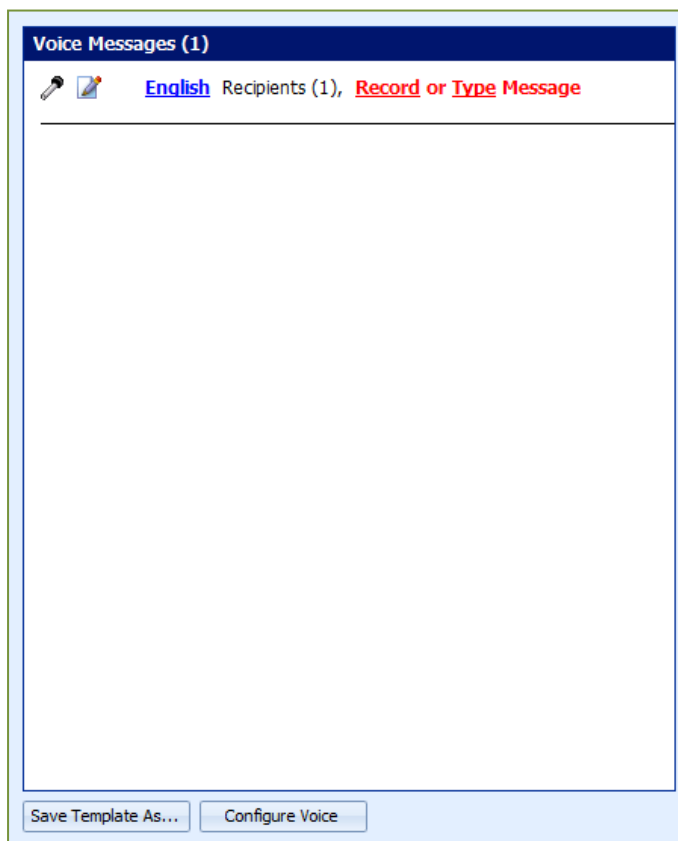
Broadcast

Attendance (Response Required) - A message is read to the parents and then offers 3 options; to leave a voice message, to talk directly to the school, or to repeat the message. This would typically be used to inform parents of their child's absence from school, to which you would either like to speak directly to them, or offer them to leave a voice message in response.

Attendance (Recorded Response Only) - A message is read to the parents and then offers 2 options; to leave a voice message, or to repeat the message. This would typically be used to inform parents of their child's absence from school, to which you would like to reduce the amount of calls that come into the office, but would like to offer them to leave a voice message in response.

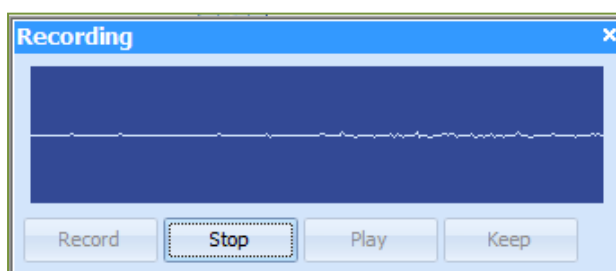
Broadcast - A message is read to the recipient and then offers the option to leave a voice message, or to repeat the message. This would typically be used to send information to pupils, parents, staff or any other contact that may be in your database.

The right panel displays the message content. This links in with the left hand panel explained on page 14. This section is for typing/recording out the message and to view/edit any pre-defined messages, which are selected from the left hand panel.



Tip: To confirm changes/modifications for messages, click the **Save Template As** button, location at the bottom of this section.

Record Message - If a microphone device is plugged into the machine Messenger is running from, it is possible to record personalised voice messages. Clicking **Record**/Microphone Icon will bring up the **Recording** dialog box.



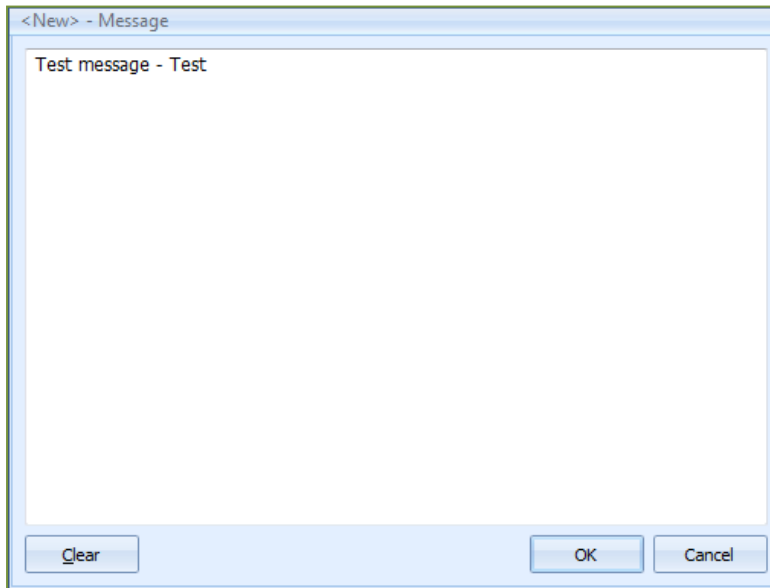
Record: Will start to record the voice message.

Stop: Will stop the recording of the message.

Play: Will playback the recorded voice message.

Keep: Will confirm the currently set voice message.

Type Message - If a microphone device is not plugged into the machine Messenger is running from, it is not possible to record personalised voice messages, the option to type a recorded message is available. Clicking **Type/Notepad Icon** will bring up the **<New> - Message** dialog box.

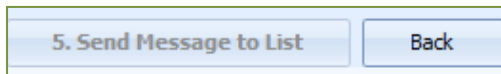


Clear: This will clear the message content.

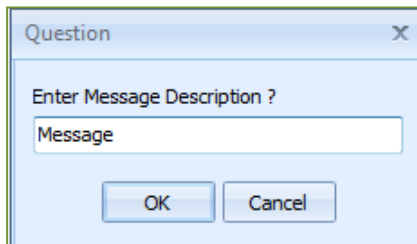
OK: This will confirm the message details and proceed adding in the message details.

Cancel: This will cancel the new message window.

On completion, to send the composed message, simply click **Send Message to List**. The option to go back to the previous recipients screen is also available.



To send a message, it will require a Message Description. When complete, click OK.



A confirmation in the transition status will state if the message sent correctly.