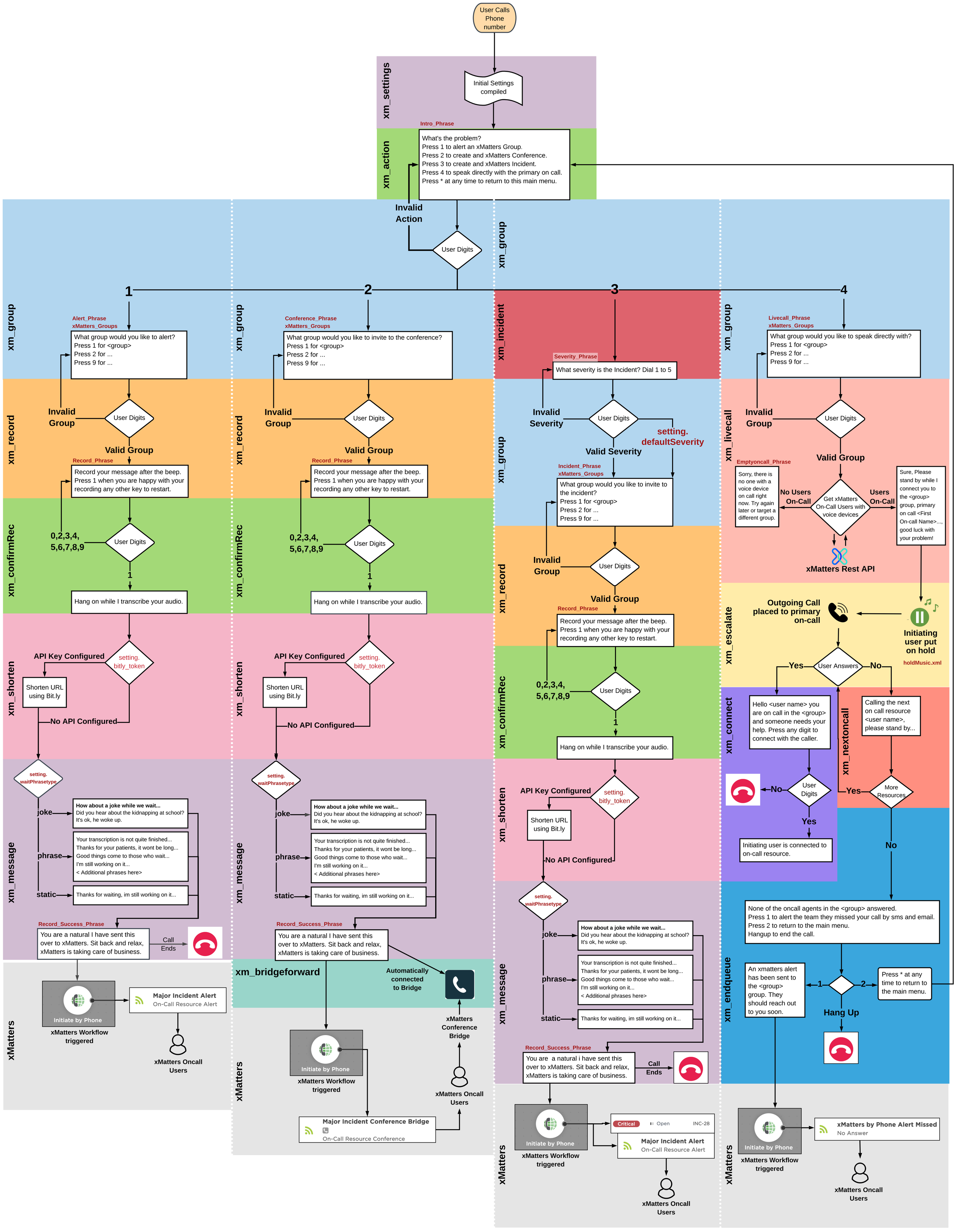
User Calls Phone number
xm_settings
Initial Settings compiled
xm_action
Intro_Phrase
What's the problem?
Press 1 to alert an xMatters Group.
Press 2 to create and xMatters Conference.
Press 3 to create and xMatters Incident.
Press 4 to speak directly with the primary on call.
Press * at any time to return to this main menu.
Invalid Action
User Digits
xm_group
1
2
3
4
xm_group
Alert_Phrase
xMatters_Groups
What group would you like to alert?
Press 1 for <group>
Press 2 for ...
Press 9 for ...
xm_group
Conference_Phrase
xMatters_Groups
What group would you like to invite to the conference?
Press 1 for <group>
Press 2 for ...
Press 9 for ...
xm_incident
Severity_Phrase
What severity is the Incident? Dial 1 to 5
xm_group
Livecall_Phrase
xMatters_Groups
What group would you like to speak directly with?
Press 1 for <group>
Press 2 for ...
Press 9 for ...
xm_record
Invalid Group
User Digits
Valid Group
Record_Phrase
Record your message after the beep.
Press 1 when you are happy with your recording any other key to restart.
xm_confirmRec
0,2,3,4, 5,6,7,8,9
User Digits
1
Hang on while I transcribe your audio.
xm_shorten
API Key Configured
setting. bitly_token
Shorten URL using Bit.ly
No API Configured
xm_message
setting. waitPhrasetype
joke
How about a joke while we wait...
Did you hear about the kidnapping at school?
It's ok, he woke up.
phrase
Your transcription is not quite finished...
Thanks for your patients, it wont be long...
Good things come to those who wait...
I'm still working on it...
< Additional phrases here>
static
Thanks for waiting, im still working on it...
Record_Success_Phrase
You are a natural I have sent this over to xMatters. Sit back and relax, xMatters is taking care of business.
Call Ends
xMatters
Initiate by Phone
xMatters Workflow triggered
Major Incident Alert
On-Call Resource Alert
xMatters Oncall Users
xm_bridgeforward
Automatically connected to Bridge
xMatters Conference Bridge
Major Incident Conference Bridge
On-Call Resource Conference
xm_group
Invalid Severity
User Digits
setting. defaultSeverity
Valid Severity
Incident_Phrase
xMatters_Groups
What group would you like to invite to the incident?
Press 1 for <group>
Press 2 for ...
Press 9 for ...
Critical
Open
INC-28
xm_livecall
Emptyoncall_Phrase
Sorry, there is no one with a voice device on call right now. Try again later or target a different group.
No Users On-Call
Get xMatters On-Call Users with voice devices
Users On-Call
Sure, Please stand by while I connect you to the <group> group, primary on call <First On-call Name>..., good luck with your problem!
xMatters Rest API
xm_escalate
Outgoing Call placed to primary on-call
Initiating user put on hold
holdMusic.xml
Yes
User Answers
No
xm_connect
Hello <user name> you are on call in the <group> and someone needs your help. Press any digit to connect with the caller.
No
User Digits
Yes
Initiating user is connected to on-call resource.
xm_nextoncall
Calling the next on call resource <user name>, please stand by...
Yes
More Resources
No
xm_endqueue
None of the oncall agents in the <group> answered.
Press 1 to alert the team they missed your call by sms and email.
Press 2 to return to the main menu.
Hangup to end the call.
An xmatters alert has been sent to the <group> group. They should reach out to you soon.
1
2
Press * at any time to return to the main menu.
Hang Up
xMatters by Phone Alert Missed
No Answer