

Build Call Flows Outbound example Answering Machine

Architect->Main Menu->Create Flow->

Name: Agentless 2 Week Reminder-answering machine

Desc: Start Two Weeks before adventure begins

Contact List: Select list

Default WrapUp Code:

Label: Solved, Processed or Reminded wrap up code and hit CreateFlow

In Outbound:

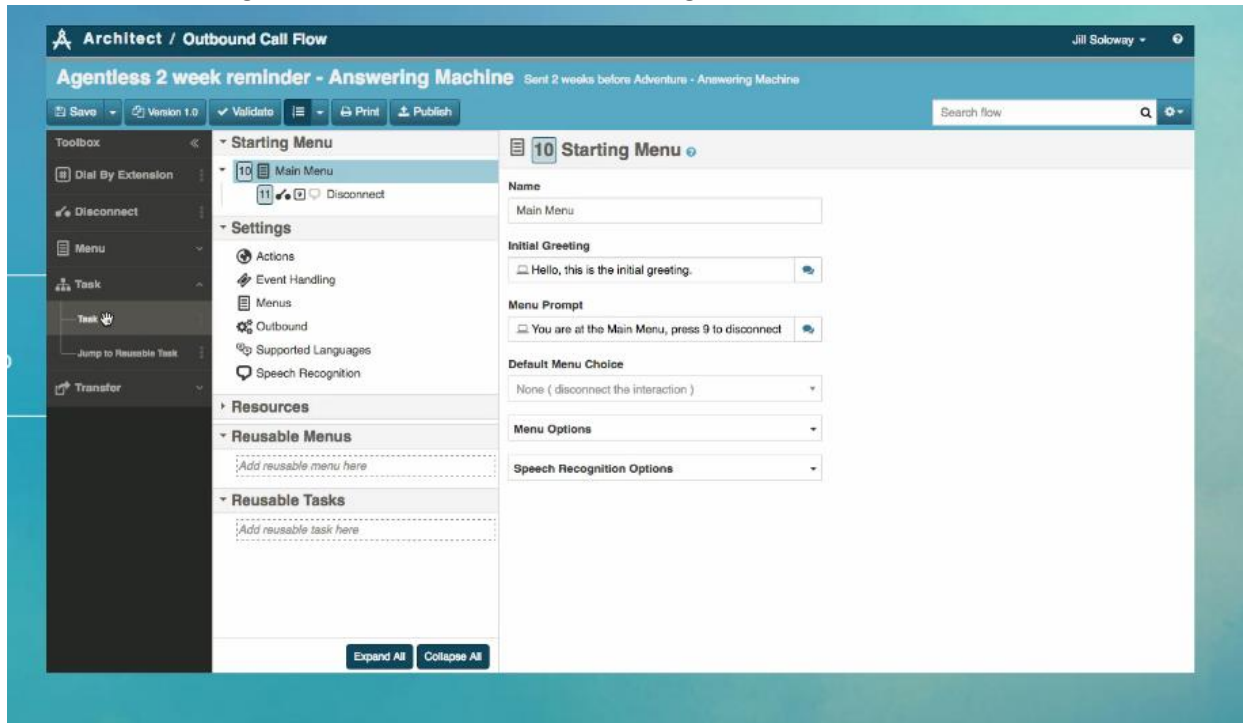
1. Outbound
 - a. Starting menu
 - b. Setting
 - i. Actions
 - ii. Event Handling
 - iii. Menus
 - iv. Outbound
 1. Outbound Settings
 - a. Default wrap up (Solved, Processed or Reminded wrapUp code)
 - b. Contact List and Properties
 - i. Business info
 - ii. Cell
 - iii. LastName
 - iv. FirstName
 - v. Phone
 - vi. State
 - vii. Type

viii. Phone

The top screenshot shows the configuration interface for the 'Agentless 2 week reminder - Answering Machine'. The interface includes a left sidebar with a 'Toolbox' containing 'Disconnect', 'Menu', 'Task', and 'Transfer'. The main area is divided into 'Starting Menu' and 'Outbound Settings'. The 'Starting Menu' section includes 'Main Menu' (with 'Disconnected' selected), 'Settings' (with 'Outbound' selected), 'Resources', 'Reusable Menus', and 'Reusable Tasks'. The 'Outbound Settings' section includes 'Default Wrapup Code' (set to 'Solved'), 'Contact List' (set to 'CurrentCampaign'), and 'Contact List Properties' (with fields for Business, Cell, FirstName, LastName, PhoneNumber, State, Type, and Zone). The bottom screenshot shows the flow diagram for the 'Agentless Two-week Reminder_Answering Machine'. It features a 'Message 2 (Answering Machine)' block with the audio file 'Msg2_AnsweringMachine.wav' and a text message: 'Hi. This is Interactive Outdoor Adventure calling about your upcoming adventure. Your adventure is scheduled to begin in two weeks. Please remember to bring your signed waiver and a photo ID. If you have not paid in full, please complete your payment no later than one week before departure. Check your email for complete information about your trip. If you have any questions, would like to make a payment, or need to reschedule your trip, phone 1-800-555-1212. We are happy to have you participate in this exciting adventure. See you soon!'. An arrow points from this block to a 'Disconnect' block.

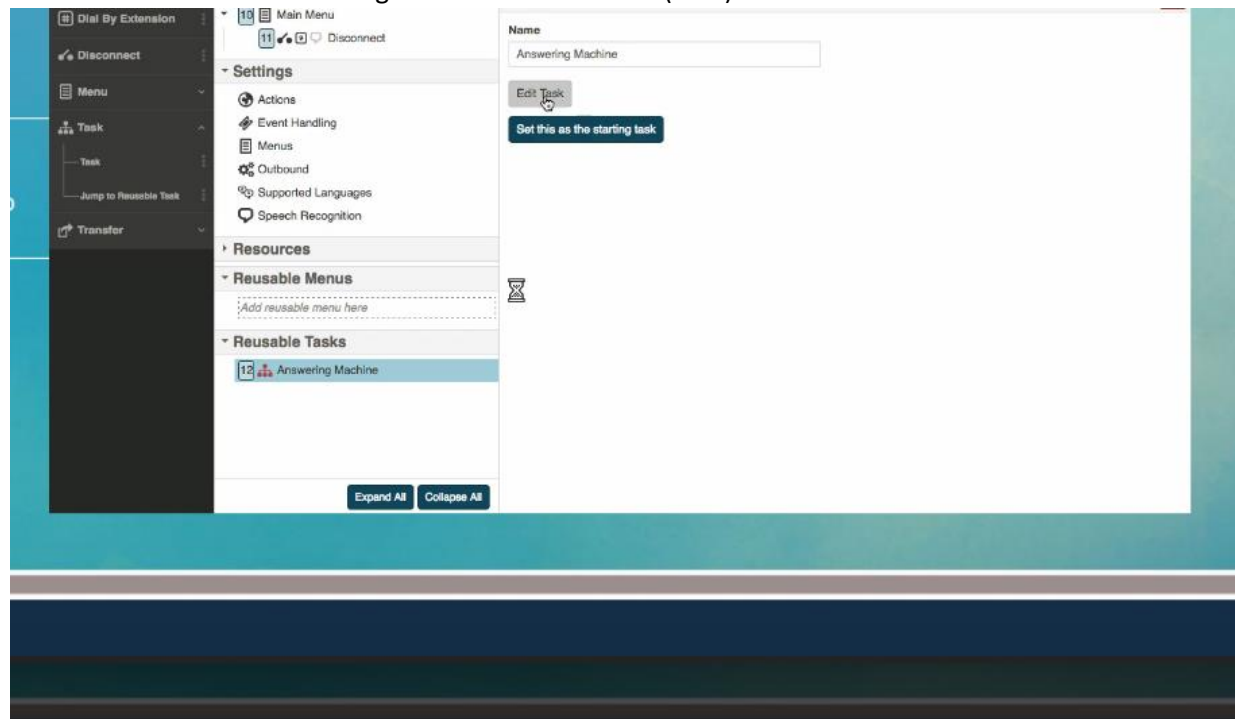
- c. Resources
- d. Reusable Menus
- e. Reusable Tasks
- 2. WHEN ANSWERING MACHINE ANSWERS OUTBOUND CALL
 - a. Play audio
 - b. Disconnect

3. Go to TASK under Agentless 2 Week Reminder- answering machine



4. Under Reusable Tasks

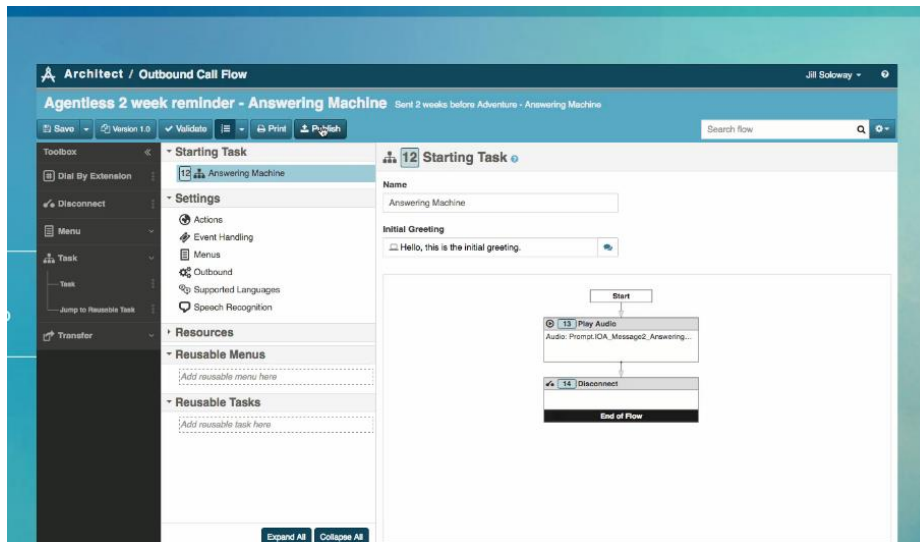
- a. Name: New Task 1 to Answering Machine and edit Task(click)



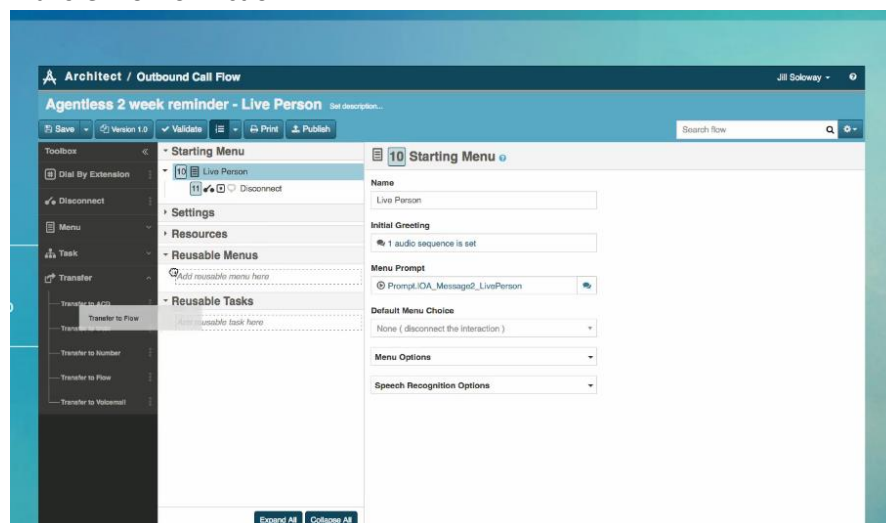
5. Toolbox Options

- a. Data, Dial by Extension, Disconnect, Flow, Logical, Loop, Jump to Reusable Task, Transfer or Play Audio
- b. Add PLAY AUDIO drag and drop

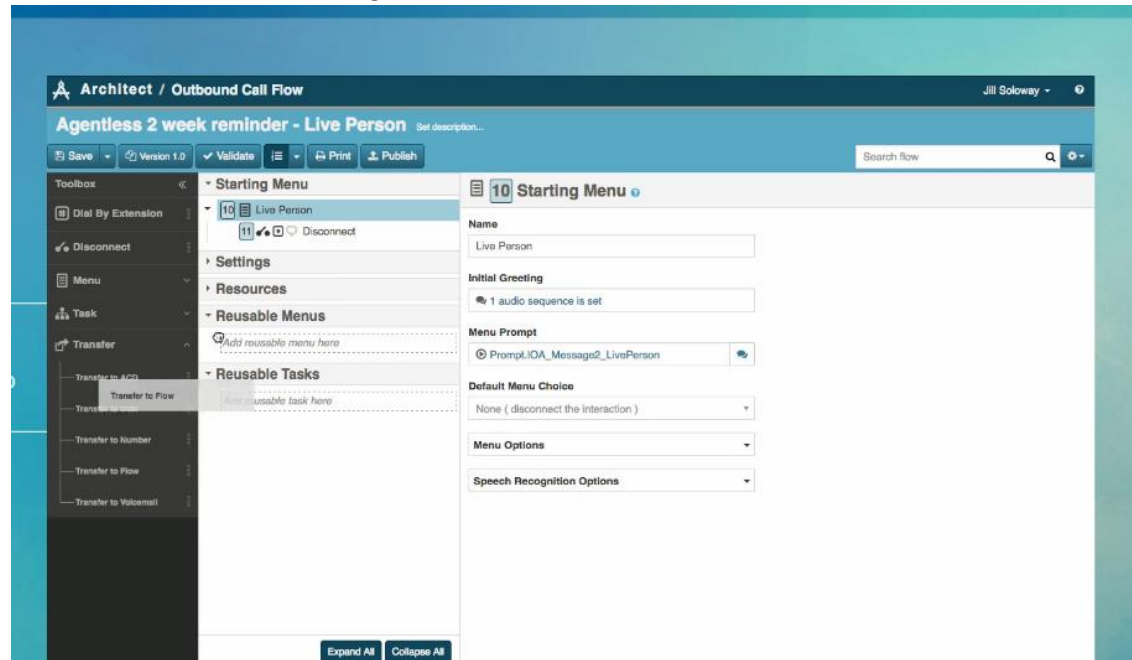
6. Node/Webframe START-> play Audio (promptIDA.message2_AnsweringMachine) -> add Disconnect
 - a. Return to overview
7. Now set “Answering Machine” as STARTING TASK
8. Go to Reusable Menu
 - a. Delete MAIN MENU
 - b. Keep DISCONNECT module/node
9. Validate and Publish



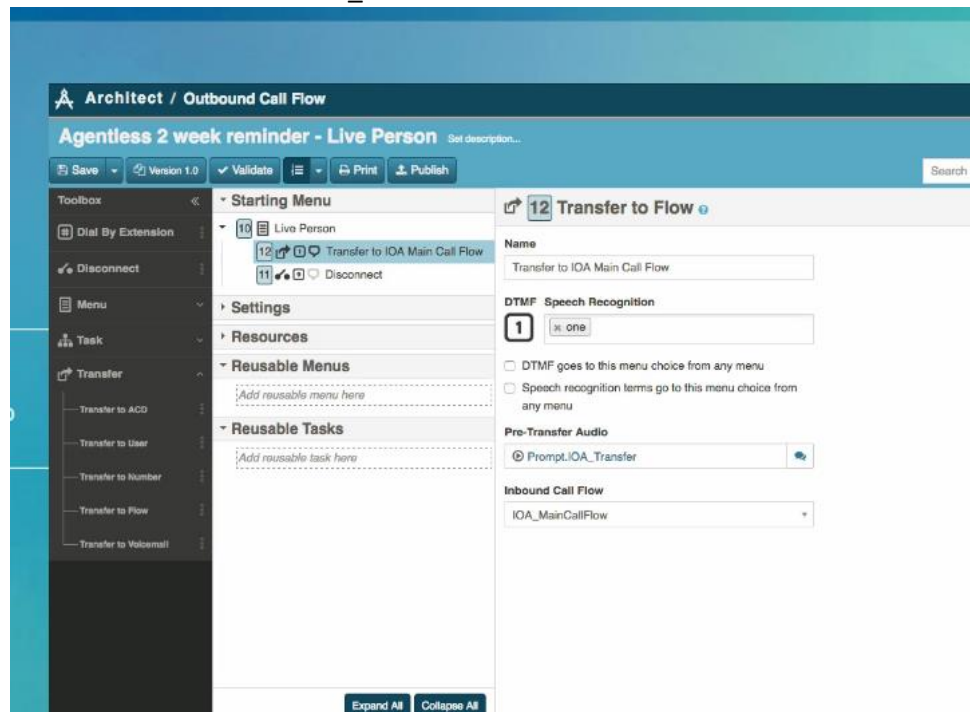
10. Set up Live Person_Agentless Two Week Reminder- if someone answers the phone call(not answeringMachine)
 - a. Create Flow->Name:Agent 2 Week Reminder_LivePerson
 - i. Initial Greeting: You are at main menu
 1. Delete Initial Greeting and replace with 100ms Blank Audio
 2. Menu Prompt:Add prompt IDA_Message2_LivePerson and close
 - b. Transfer To FlowAction



i. Transfer FlowAction to Starting Menu



1. Name: Transfer To IDA_MainCallFlow
 - a. Dtmf 1 and Speech Recognition : One
 - b. Pretransfer Audio: add prompt IDA_Transfer and close
 - c. Inbound CallFlow name: IDA_mainCallFlow



2. Go back to Live Person In STARTING MENU
 - a. Set Default MenuChoice in StartingMenu and choose Disconnect
3. Menu Options

- a. Times to repeat menu =1
- b. New selection timeout:10
- c. Listen to extension dialing:true/false
 - i. Check for errors and publish

11. Now USE OUTBOUND CALLFLOW

- a. Go to PureCloud
 - i. Admin
 - 1. Outbound Dialing
 - ii. Select Call Analysis Responses (tells system how to respond when dialing automatically)
 - 1. Create New and Name:CallAnalysisResponse
 - a. CallName:IDAAgent_2
 - b. RESPONSE ACTION
 - i. Answering Machine:
 - 1. Transfer to Outbound Flow -Agentless 2 Week reminder_answering machine
 - c. Live Voice Setup
 - i. Transfer Outbound flow
 - 1. Agentless 2 week reminder live person
 - ii. Campaign Management
 - 1. Create New
 - 2. Name:IDA 2 Week
 - 3. Dialing Mode Options
 - a. Name: Agentless Dialing
 - b. # Outbound Lines: 1
 - c. EdgeGroup: IDA_Edges
 - d. CallResponse: Default Response Set or choose IDA Agentless 2 Week

The screenshot displays the 'Create Campaign' form within the PureCloud Outbound Dialing Campaign Management section. The form is organized into several sections:

- Campaign Name:** A text input field containing 'IOA 2 Week'.
- Dialing Mode Options:**
 - Dialing Mode:** A dropdown menu set to 'Agentless Dialing'.
 - Number of Outbound Lines:** A text input field containing '1'.
 - Call Response:** A dropdown menu set to 'IOA Agentless 2 week'.
- Campaign Options:**
 - Contact List:** A dropdown menu set to 'Selection Required...'.
 - Callable Time Set:** A dropdown menu set to 'Selection Optional...'.
- Rule Sets:** A dropdown menu set to 'Selection Optional...'.
- Edge Group:** A dropdown menu set to 'IOA_Edges'.
- No-answer Timeout:** A text input field containing '30'.
- DNC Lists:** A dropdown menu set to 'Selection Optional...'.

The interface includes a sidebar with navigation links for Campaign Management, Lists, Callable Time Sets, Call Analysis Responses, Rule Sets, Wrap-up Code Mappings, and Search Audits. The top navigation bar shows tabs for Activity, Directory, Documents, Performance, Reports, and Admin.

Once ready can turn on campaign

Unbound Learning / Campaign Management / Campaigns

Campaign Management

Lists

Callable Time Sets

Call Analysis Responses

Rule Sets

Wrap-up Code Mappings

Search Audits

Campaigns Sequences Schedule

☐ Edit ☐ Copy ☐ Delete

Status	Dialing Progress	Name	Contact List	Script
<input type="checkbox"/> <input type="button" value="Off"/>	4 / 1123 <input type="button" value="Refresh"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
<input type="checkbox"/> <input type="button" value="On"/>	Contacts Dialed 0% 0 / 1123	IOA 2 Week	CurrentCampaign	

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