

# GSD. Work Instruction - Service Desk IVR Recording and Activation

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General Information:

Possible symptoms/errors:

The purpose of this article is to provide work instructions for emergency and outage message recording and activation in Odigo Telephony System. The work instructions will be used by Fresenius Global IT Service Desk team.

Alternative names of the system:

N/A

**IMPORTANT NOTICE:**

IVR should be recorded only when a major incident affects a significant number of users and increased contacts volume is expected. Decision to record IVR and its recording is usually handled by Incident Manager, however when IM is not available, then it's the SD's responsibility to decide whether IVR is needed and to record the message. If the message needs to be recorded in German language Incident Manager will ask the German SD to record it. IVR needs to be recorded and activated immediately after the Major Incident is declared by the MIM team. The standard MI communication will be sent to all members of the SD. It may happen that MIM will get SD agent that raised the IVR to join a bridge call. Please be advised that they should not do it, especially when only one agent is available on SD at the time.

Solution:

In order to record and activate an outage or emergency message please follow the instructions below:

Call the number +33177862795 (0177862795 from a Polycom phone) and input the client access code 75001 after the initial prompt is played by the system (this prompt is not interruptible). Input one of the below message IDs after the 2nd prompt is played by the system:

Outage IDs:

English queue: 7756 German queue: 7400

Choose from one of the following options:

- press 1 to activate the message
- press 2 to de-activate the message

- press 3 to listen to the message (Outage only)
- press 4 to record a new message (Outage only)

In order to place a new message in the system, the message has to be recorded first (option 4), then activated (option 1). If the message is no longer required, it just has to be deactivated (option 2).

Note: Please be advised that the recorded message must be at least 5 seconds long, shorter messages will not be accepted by the system. After recording, you need to press the 'pound/hash' key (#) to indicate that you have finished recording.

Message Examples:

Application / Server / Website Outage

"This message is dated Tuesday, 1st February 2019 1PM GMT.

Please be advised that (name of the application / server / website) is currently unavailable/inaccessible.

Our teams are currently investigating this issue under a reference (INC number) and working to restore the service.

We apologize for any inconvenience this may cause.

Please hold the line if you wish to speak to an Analyst. Thank you."

Network connectivity issues / Exchange mail server outage

"This message is dated Tuesday, 1st February 2019 1PM GMT.

Please be advised that we are currently experiencing network connectivity issues in (location affected).

Customers may experience problems accessing and browsing the Internet.

Customers may receive delivery failures sending e-mails to external recipients.

(or other issue description depending on what symptoms users report).

Our teams are currently investigating this issue under a reference (INC number) and working to restore the service.

Please hold the line if you wish to speak to an Analyst. Thank you."

General message

"This message is dated Tuesday, 1st February 2019 1PM GMT.

Please be advised that...

[...]

Please hold the line if you wish to speak to an Analyst. Thank you."

Assignment Group:

N/A

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A