

Setting up Auto Greeting

Purpose

Auto Greeting is a feature on SolaCom Guardian that allows a dispatcher to prerecord a message that is played when they answer an incoming call. Recordings can be made for 9-1-1 calls, administrative calls, or for an individual incoming number (DNIS (Dialed Number Identification Service)).

The purpose of this document is to provide step-by-step information on the implementation of Auto Greeting.

Auto Greeting

Step 1: If you haven't already done so, create an individual login for every dispatcher.

Step 2: Notify BRICS of your intention to use Auto Greeting.

- BRICS personnel will need to enable this feature for every role that will be answering incoming phone calls.
 - *It is strongly suggested by both SolaCom and BRICS that users DO NOT enable Auto Greeting on their administrative roles.*

Step 3: Have each individual dispatcher navigate to Tools -> Administration -> Telecom -> Auto Greetings -> Personal Auto Greetings. This will bring up the window in figure '1'.

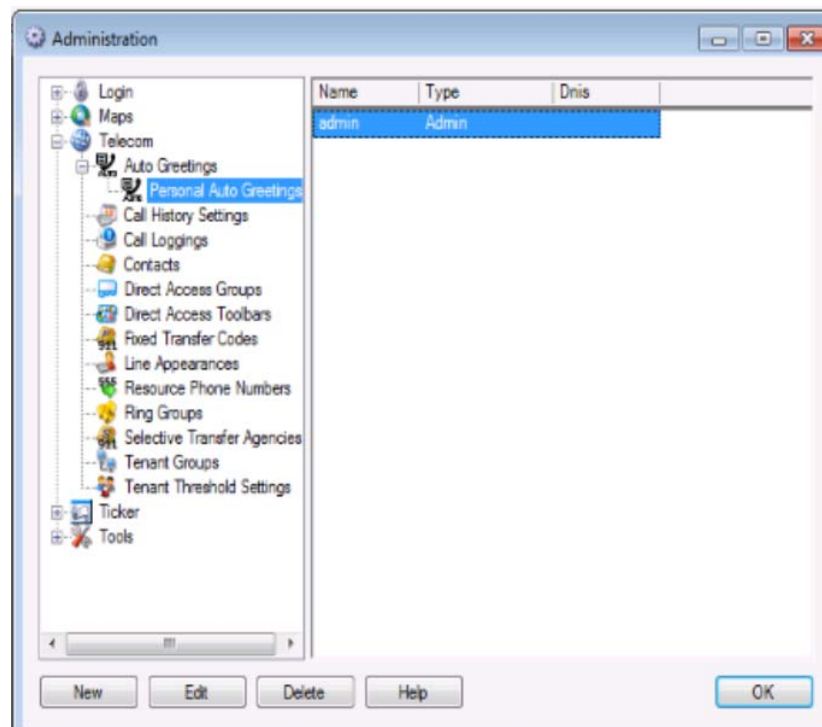


Figure 1

Step 4: Press 'New', that will bring up the window listed in Figure 2.

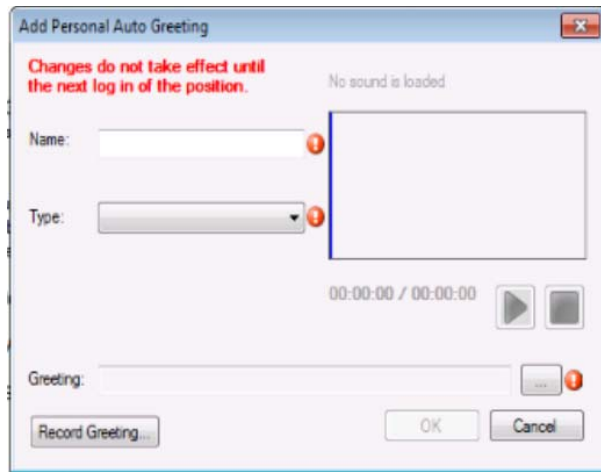


Figure 2

Step 5: Press 'Record Greeting'. That will bring up the window listed in Figure 3.

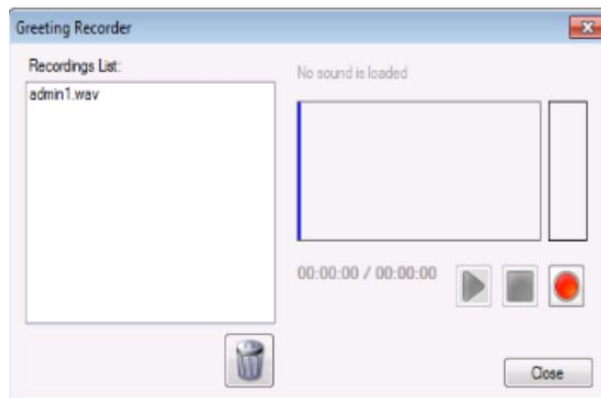


Figure 3

Step 6: To record a greeting, press the record button (the button with the red circle shown in Figure 3), then speak your message into the microphone of your headset or handset. When finished, press the square to the left of the record button. Play back the recording by pressing the triangle button shown in Figure 3.

Step 7: If you are not satisfied with your greeting, repeat Step 6. If you are satisfied, press the floppy disk icon in the upper left-hand corner of the greeting recorder.

Step 8: Enter a name for your recording in the box that appears and press 'Save'. **It is strongly suggested that you use your login name and the incoming call type to make your file name unique. Example: 9_cyoung911**

Step 9: Press the 'Close' button to exit the Greeting Recorder.

Step 10: Enter a name in the 'Name' field. **It is strongly suggested that you use the same name that you entered in Step 8.**

Step 11: Pick the appropriate type of incoming call in the 'Type' drop down box. The call types are as follows:

Admin: Incoming from a seven-digit number

Admin Emergency: <Not currently used on the system>

Emergency: Incoming 9-1-1 calls

DNIS: Incoming call to a specific number as opposed to all other administrative calls. For example, 8COM could choose to have 513-425-7705 answered differently than the default for all other numbers by specifying 'DNIS' and entering '5134257705' in the test box that appears for 'DNIS'.

Step 12: Click the 'ellipse' button at the end of the 'Greeting' text box and pick the appropriate recording (as named in Step 8) from the recordings list and press 'Open'. The first time that a position is used to add a recording, it may be necessary to navigate to the proper directory:

C:\\EdgeIQ\\LibertySHIELD\\Recordings

Step 13: Press 'OK' to exit 'Add Personal Auto Greeting' and logoff the position. Changes will be in effect the next time that particular login logs in again.