

OSSmosis Call Center: Announcements

Announcements:

Entrance Message

Callers hear the Entrance Message upon first entering the queue. The Entrance Message can be mandatory so that callers must hear the entire message prior to being delivered to Available agent or the message can be played only until the caller is answered by an Available agent.

Entrance Message

Played to callers upon entering the queue

Enable

Always Play Entrance Message to callers

Default Custom ☰

↓ Drop audio files below ↓

Announcement #1	Announcement #2
MandatoryEntMsg	None
Announcement #3	Announcement #4
None	None

Settings:

1. *Enable/Disable* – to activate this feature, select Enable
2. *Always Play Entrance Message to callers*: The caller will hear the entire entrance message before their call is sent to an Available agent
3. *Announcements*:
 - a. *Default*: System generated default message
 - b. *Custom*: Allows up to 4 announcements to be uploaded. Callers will hear the messages in sequential order.

Music on Hold

The Music On Hold announcement(s) serve as the primary content that callers will hear while waiting in queue for an Available agent to answer their call.

Music on Hold

Music played to callers on hold

Enable

Default Custom ☰

Settings:

1. *Enable/Disable*
2. *Music/Announcements*
 - a. *Default*: System generated default music
 - b. *Custom*: Allows up to 4 announcements/music files to be uploaded. Callers receive the messages in sequential order.

Comfort Message

The Music on Hold will periodically be interrupted to play the caller a Comfort Message.

Comfort Message

Played periodically to callers in queue

Enable

Interval
20 seconds

Default Custom ☰

↓ Drop audio files below ↓

Announcement #1 <u>Comfort Message</u> ▼	Announcement #2 <u>None</u> ▼
Announcement #3 <u>None</u> ▼	Announcement #4 <u>None</u> ▼

Settings:

1. Enable/Disable
2. Interval (x) seconds: How frequently the comfort message will be played to the caller during the Music on Hold
3. *Announcements:*
 - a. *Default:* System generated default message
 - b. *Custom:* Allows up to 4 announcements to be uploaded. Callers receive the messages in sequential order.

Estimated Wait Time

The Estimated Wait Time message is played to callers based on their queue position or wait time and is played once when the caller first enters the queue.

Estimated Wait Time

Message played to callers based on queue position or wait time

Enable

Announce queue position

Play message for callers in queue position
10 or lower

Override and play High Volume announcement when queue higher than position

Announce wait time

Announce Queue Position Settings:

1. *Enable/Disable*
2. *Announce Queue Position*
 - a. *Play message for callers in queue position (x) or lower:* This will let callers know their current position in queue (how many calls are ahead of them) until the maximum value entered. After the number of calls in queue exceeds the maximum value entered, callers will no longer hear this information.
 - b. *Override and play High Volume announcement when queue higher than position:* This will play a system generated high volume message to a caller if the number of calls in queue exceeds the maximum value entered.

Estimated Wait Time

Message played to callers based on queue position or wait time

Enable

Announce queue position

Announce wait time

Play message for callers with a wait time of

minutes
 or lower

Override and play High Volume announcement when higher than wait time

Default handling time per call

minutes

Announce Wait Time Settings:

1. *Enable/Disable*
2. *Play message for callers with a wait time of (x) minutes or lower:* This will let callers know their expected wait time (in minutes) until the maximum value entered. After the expected wait time queue exceeds the maximum value entered, callers will no longer hear this information.
3. *Override and play High Volume announcement when higher than wait time:* This will play a system generated high volume message to a caller if their expected wait time exceeds the maximum value entered.
4. *Default handling time per call:* An average handling time for calls in this queue when the system doesn't have enough data to calculate this value.

Alternate Comfort Message

The Alternate Comfort Message will replace the regular comfort message if the estimated wait time is less than a specified number of seconds.

Alternate Comfort Message

An alternate message played if the call is expected to be answered quickly

Enable

Play alternate comfort message when estimated wait time is less than

Seconds

Play Announcements after ringing for

Seconds

Default Custom ≡

↓ Drop audio files below ↓

Announcement #1	Announcement #2
Comfort Message	None
Announcement #3	Announcement #4
None	None

Settings:

1. *Enable/Disable*
2. *Play alternate comfort message when estimated wait time is less than (x) seconds*
3. *Play announcements after ringing for (x) seconds*
 - a. *Default:* System generated default message
 - b. *Custom:* Allows up to 4 announcements to be uploaded. Callers receive the messages in sequential

Call Whisper Message

A whisper message played to the agent prior to being connected with the caller that provides information about their caller in their "ear" that the caller doesn't hear. This can be used to provide the agent with relevant information about the incoming call.

Call Whisper Message
Played to agent identifying call origin

Enable

Default Custom ☰

↓ Drop audio files below ↓

Announcement #1	Announcement #2
CS-Whisper	None
Announcement #3	Announcement #4
None	None

Settings:

1. *Enable/Disable*
2. *Announcements*
 - a. *Default:* System generated default message
 - b. *Custom:* Allows up to 4 announcements to be uploaded. Callers receive the messages in sequential order.

How to add a Custom Announcement

1. To add a custom announcement first click the custom radio button under any announcement option.

Entrance Message
Played to callers upon entering the queue

Enable

Always Play Entrance Message to callers

Default Custom ☰

↓ Drop audio files below ↓

Announcement #1	Announcement #2
None	None
Announcement #3	Announcement #4
None	None

2. Drag a .WAV or .MP3 file into the announcement section, where it says "*Drop audio files below*"

Entrance Message

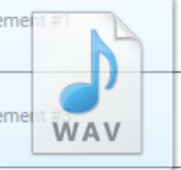
Played to callers upon entering the queue

Enable

Always Play Entrance Message to callers

Default Custom ☰

Drop audio files below

Announcement #1 None		Announcement #2 None
Announcement #3 None		Announcement #4 None

[→ Move](#)

3. When the file has been added a popup window will appear to provide a description and select whether to add the announcement to the *User* or *Group Announcement Repository*. If added to the *User Repository* the audio file will only be available to the end user that added it to the repository. If added to the *Group Repository* the audio file will be available for use to any end user within that group/location.

Add announcement

Add MandatoryEntMsg.wav to repository

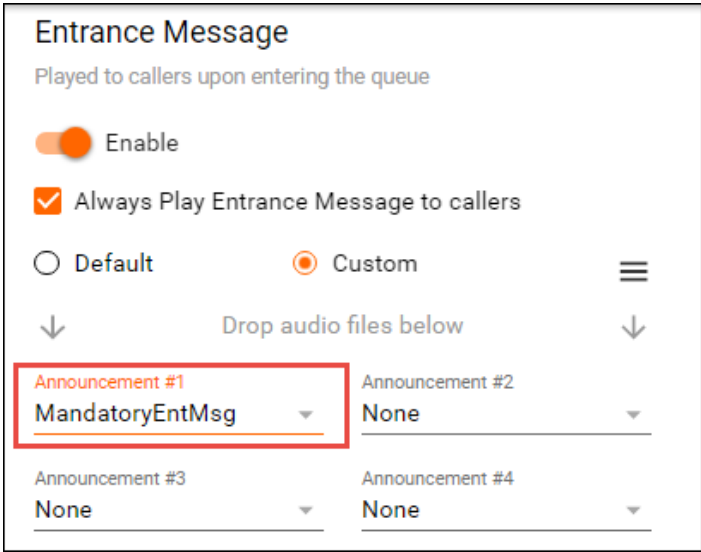
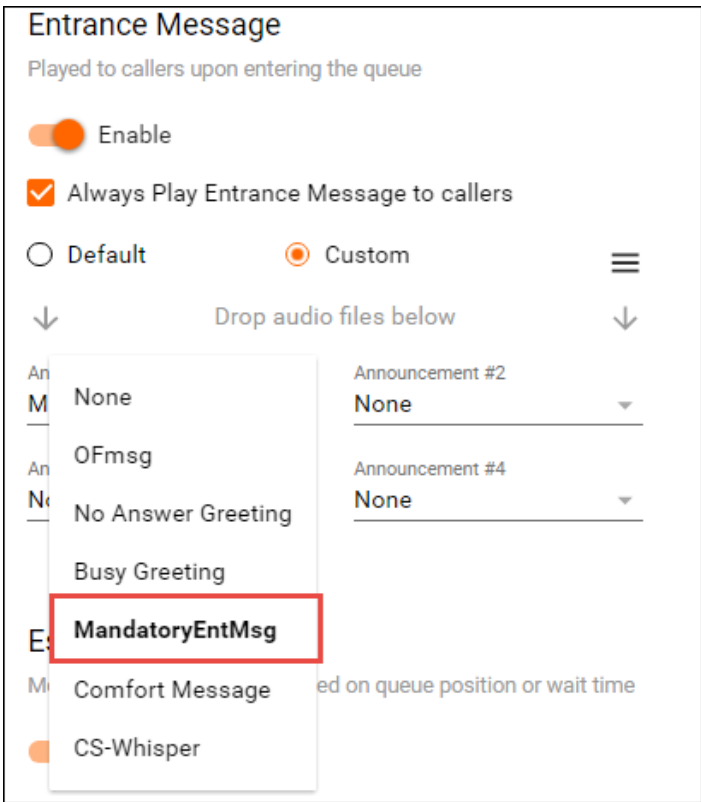
User Group

Announcement Name
MandatoryEntMsg

Description
Mandatory Entrance Message

[CANCEL](#) [SAVE](#)

4. From the announcement drop down menu select the announcement.



5. From the *Actions Icon*, save the announcement

The above announcement features are available in our Call Center Premium package. Some of these features may be disabled in OSSmosis if you have a Basic or Standard Call Center. To learn more about which features are available in your Call Center, click [Here](#)