

OSSmosis 5 User Guide

Call Center Announcements

MOMENTUM

T E L E C O M

Announcements

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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 an available agent or the message can be played only until the call 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 or click here to browse

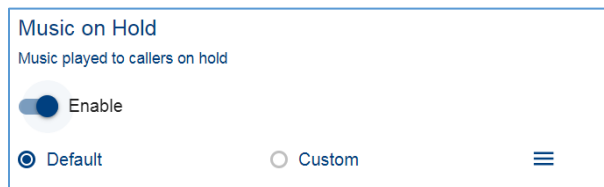
Announcement #1 MandatoryEntMsg ▼	Announcement #2 None ▼
Announcement #3 None ▼	Announcement #4 None ▼

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*: “Your call is very important to us. Please wait for the next available agent.”
 - b. *Custom*: Allows up to 4 announcements to be uploaded. Callers will hear the messages in sequential order.

Music on Hold

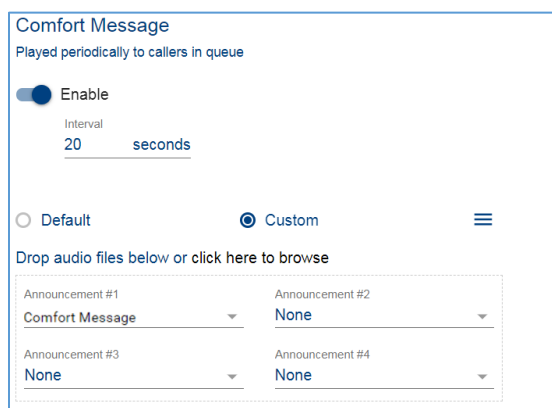
The Music on Hold announcement(s) serve as the primary content that callers will hear while waiting in queue for an available agent to answer their call.

**Settings:**

1. *Enable/Disable*
2. *Music/Announcements*
 - a. *Default*: System generated default music.
 - b. *Custom*: Allows up to 4 announcement/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.



Settings:

1. *Enable/Disable*
2. *Interval (x) seconds:* How frequently the comfort message will be played to the caller during Music on Hold.
3. *Announcements:*
 - a. *Default:* “Your call is very important to us. Please wait for the next available agent.”
 - 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

Play updated wait message every _____ seconds

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.
 - i) *Message:* “You are caller number ___ in the queue. Please hold.”
 - 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.
 - i) *Message:* “We are experiencing a high volume of calls. Please hold.”

Estimated Wait Time
 Message played to callers based on queue position or wait time

Enable

Play updated wait message every _____ seconds

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 is entered. After the expected wait time queue exceeds the maximum value entered, callers will no longer hear this information.
 - i) *Message:* “Your call should be answered in approximately __ minutes. Please hold.”
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.
 - i) *Message:* “We are experiencing a high volume of calls. Please hold.”
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 or click here to browse

Announcement #1 Comfort Message	Announcement #2 None
Announcement #3 None	Announcement #4 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:* “Please hold while we transfer you to an agent.”
 - b. *Custom:* Allows up to 4 announcements to be uploaded. Callers receive the messages in sequential order.

Call Whisper Message

A Whisper Message is a message played to the agent prior to being connected with the caller that provides information about the 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 or click here to browse

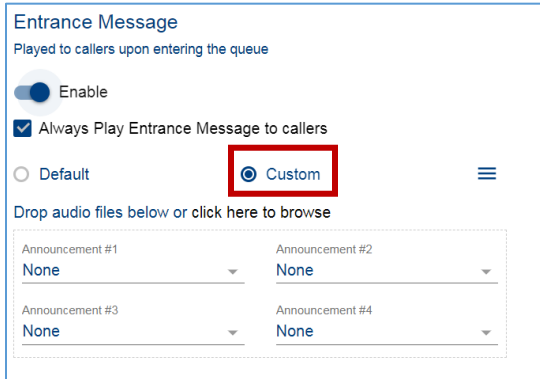
Announcement #1 CS-Whisper	Announcement #2 None
Announcement #3 None	Announcement #4 None

Settings:

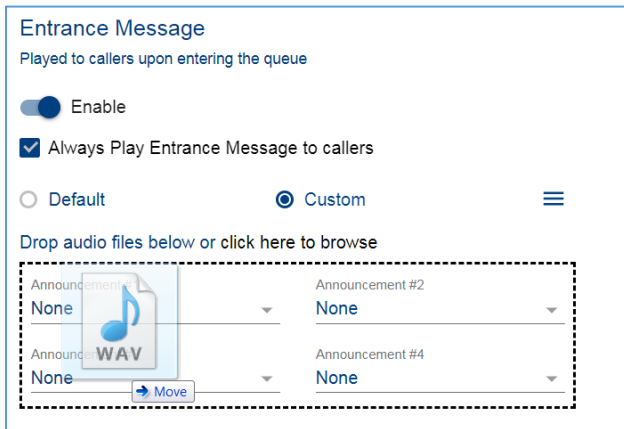
1. *Enable/Disable*
2. *Announcements*
 - a. *Default:* “New call from queue.”
 - b. *Custom:* Allows up to 4 announcements to be uploaded.

How to Add a Custom Announcement

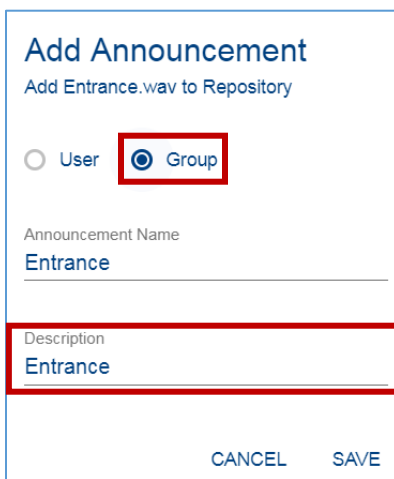
1. To add a Custom Announcement, first select the “Custom” radio button under any announcement option.



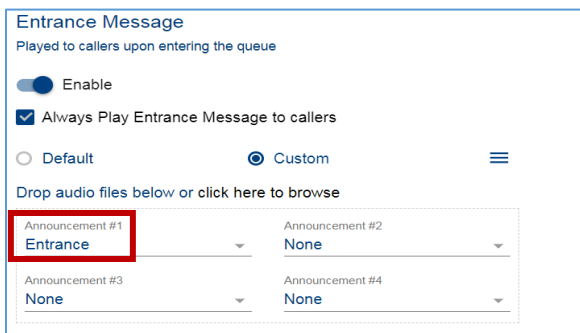
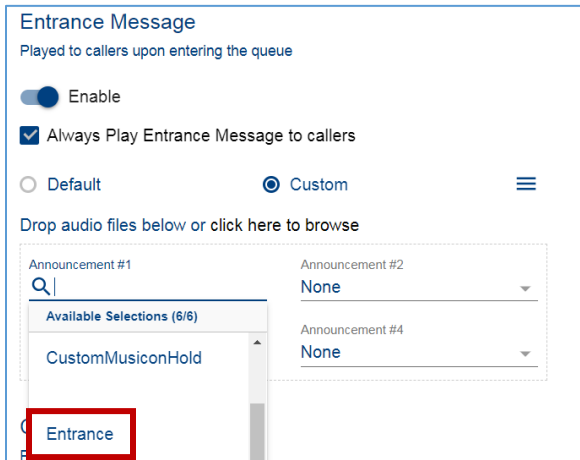
2. Drag a .WAV or .MP3 file into the announcement section where it indicates “Drop audio files below.”



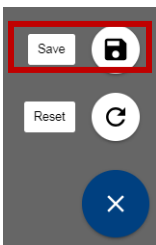
3. When the file has been added, a popup window will appear to provide a description and select whether to add the announcement to the User or Group Announcement Repository. If added to the User Repository, the audio file will only be available to the end user that added it to the repository. If added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



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



- 5. From the *Actions* icon , save the announcement.



Note: 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.