


Oct 27, 2020 21:20

Emergency On-call Voicemail notification

 This Article describes how to configure Emergency On-call Voicemail notification for emergency after hour services.

Created: April 2020

Permalink: <https://confluence.wildix.com/x/JYEbB>

- [Introduction](#)
 - [Scenario](#)
- [Configuration](#)
 - [Step 1. Create Virtual Mailbox](#)
 - [Step 2. Add Call Groups](#)
 - [Step 3. Create separate Dialplan procedures](#)
 - [OnCall_CBK](#)
 - [OnCall_Confirm](#)
 - [OnCall_In](#)
 - [OnCall_Out](#)
 - [Step 4. Configure IVR](#)

Introduction

Scenario

To have one or a group of on-call agents for emergency after hour services, as where a caller can leave a voicemail and the on-call agents get notification by phone call (on mobile app and mobile phone). The system will use one or multiple call groups to deliver voicemail to on-call agents.

Example:

Emergency Notification


- Caller calls a DID/TN that is answered by an IVR
- Caller selects IVR option for emergency on-call services
- Caller leaves a voicemail in On-Call Mailbox
- When Caller is disconnected, system then starts calling members of the associated on-call call groups
- When agent answers the call, the PBX states "This is an Emergency Services Notification"
- PBX then puts the agent directly into the On-Call Voicemail for message retrieval

Additional Features

- Missed call notification by email per user
- Message retrieval by calling IVR from external number and dialing #4000
- Message retrieval from Mobile App by dialing #4000

Configuration

Step 1. Create Virtual Mailbox

 Detailed instruction on how to create users and edit preferences: [WMS Start Guide - English](#).

1. Create an "OnCall" user (for this example we will use Ext. 4000)

- Go to WMS Users -> Users
- Click + to add a new user
- Full Name: OnCall Mailbox
- Login: 4000
- Extension: 4000
- Email: Email address for On-Call notification

2. Set Password

Agent/User Preferences

Edit User preferences for on-call agents

- Internal – Timeout – Disabled or extend timer to match the Call Group Timeout
- Enable Mobility – 50% or less of total Call Group Timeout (in this example we will be using 15 seconds)
- Enable Mobility Confirmation
- Enable Missed Call Notification via Email

Step 2. Add Call Groups

 The detailed instruction on how to create Call groups: [Call distribution in Call groups](#).

1. Create one or more call groups (for this example, we will be using two call groups):

- Go to Dialplan -> Call Groups
- Click + to add a new call group
- Name the Call Group (For this example we will use "OnCall" & "OnCall_Fallover")
- You may add member to the group or use Contact Center for Log In/Out
- Take note of the ID number/s as they will be utilized in the Dialplan "OnCall_In"

2. Edit Strategy of call groups

- Timeout = Set to the total ring time per member (Example: 60)
- Announce frequency = no
- Announce hold time = no

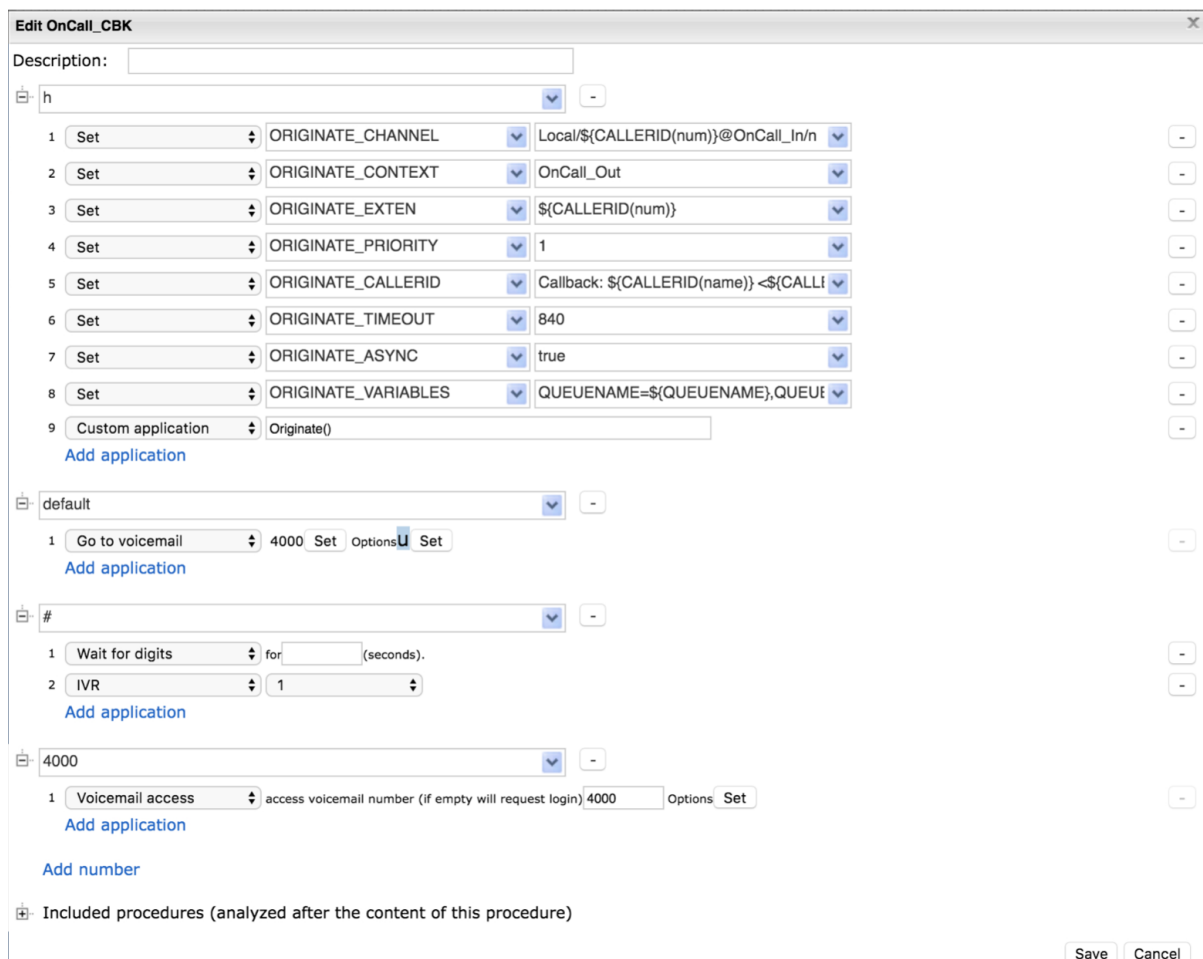
- Priority = 1
- Seconds before recalling all the members again = (Example: 120)
- Wrap up time = 0
- Call waiting = no
- Auto pause on no answer = no
- Auto pause on no answer timeout = 5
- Auto pause delay = 0
- Max length = 99
- Dialplan = "OnCall_CBK"
- Strategy = Linear

Step 3. Create separate Dialplan procedures

 Consult [Dialplan applications Admin Guide](#) for the detailed instruction.

Create 4 Dialplan procedures with the following rules:

OnCall_CBK



h

1. Set – ORIGINATE_CHANNEL – Local/\${CALLERID(num)}@OnCall_In/n
2. Set – ORIGINATE_CONTEXT – OnCall_Out
3. Set – ORIGINATE_EXTEN – \${CALLERID(num)}
4. Set – ORIGINATE_PRIORITY – 1
5. Set – ORIGINATE_CALLERID – Callback: \${CALLERID(name)} <\${CALLERID(num)}>

6. Set – ORIGINATE_TIMEOUT – 840 (Note: Set to max time for TOTAL agent notification, to include the failover call groups)
7. Set – ORIGINATE_ASYNC – true
8. Set – ORIGINATE_VARIABLES – QUEUE_NAME=\${QUEUE_NAME},
QUEUE_POSITION=\${QUEUE_POSITION}
9. Custom application – Originate()

default

1. Go to Voicemail Set - Custom: 4000 Go to voicemail options: u – Play unavailable message

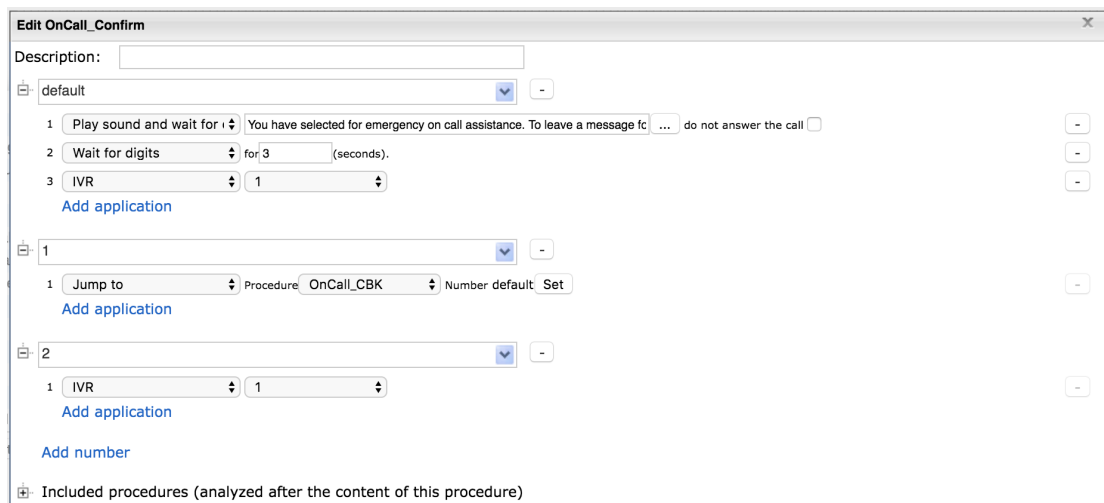
#

1. Wait digits 3
2. IVR (Input the IVR that will have the On-Call option)

4000

1. Voicemail access 4000 Option C (DO NOT skip the pin)

OnCall_Confirm



default

1. Play sound and wait for digits – “You have selected for emergency on call assistance. To leave a message for an on call agent to return your call, please press 1. To return to the main menu, please press 2 or remain on the line.”
2. Wait for digits – 3
3. IVR – (Enter the name of the IVR you are using. Example: Night_Main)

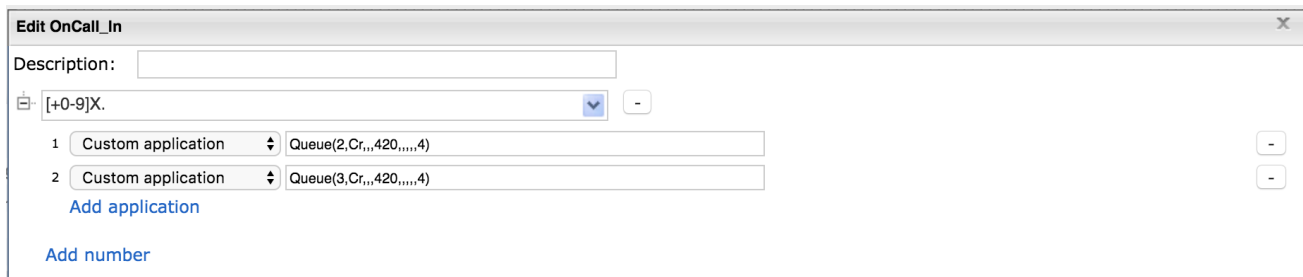
1

1. Jump to – OnCall_CBK – set as custom “default”

2

1. IVR - (Enter the name of the IVR you are using. Example: Night_Main)

OnCall_In



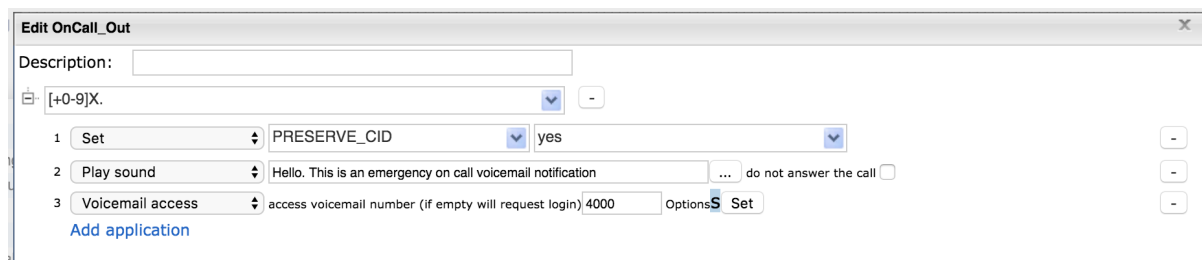
[+0-9]X.

1. Custom application – Queue(2,Cr,,,420,,,,,4)
2. Custom application – Queue(3,Cr,,,420,,,,,4)

Note:

- “2” & “3” - the Call Group ID's for the call groups used for agent notification
- “420” - the Timeout for the Call Group referenced
- The follow sequence is as follows: Queue(queuename[,options[,URL[,announceoverride[,timeout[,AGI[,macro[,gosub[,rule[,position]]]]]]]]))

OnCall_Out



[+0-9]X.


1. Set – PRESERVE_CID – yes
2. Play Sound – “Hello. This is an emergency on call voicemail notification.”
3. Voicemail access – 4000 – Option – S – skip pin

You also need to edit "users" Dialplan Procedure:

#4000

1. Voicemail Access – 4000 – Skip Pin

Step 4. Configure IVR

 The detailed instruction on how to configure IVR trees: [WMS Start Guide](#).

1. Set an Emergency/On-Call IVR Option (for this example, we will be using option 9):

- Number – 9

- Item Action – Action
- Dialplan Procedure – OnCall_Confirm
- Called Number – default

2. Set Message Retrieval from External:

- Number – #
- Item Action – Action
- Dialplan Procedure – OnCall_CBK
- Called Number – #