### **Applications**

### Call Broadcast

Broadcast calls (a light dialer) to a defined list of phone numbers.

# Call Broadcasts Name Concurrent Limit Description + Dialer Light 5 Dialer Light x

• To create a call broadcast click the **plus** on the right

Fill in the following fields

- Name- Name for the Call Broadcast.
- Accountcode Used by some billing systems.
- **Timeout-** Amount of time till hangup.
- Concurrent Limit- Used to pace the calls calls if the timeout was 60 and the concurent

limit is 100 then we would schedule 100 calls every 60 seconds.

- Caller ID Name- Name that will be used on outbound caller id.
- Caller ID Number- Number that will be used on outbound caller id.
- Destination Number- This is the internal number to call. Send the call to an IVR Menu or

some other number. If sending to a conference room make sure the room has a pin number or something that requires user input you don't want to add voiemail messages into the conference room.

For example \*9198

• Phone Number List- List of phone numbers to call in the call broadcast.

This is the external number to call. Set a list of phone numbers one per row in the following format: 123-123-1234|Last Name, First Name

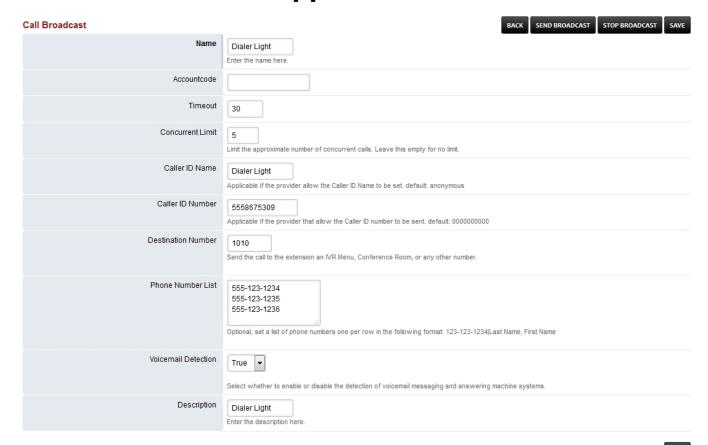
5551231234|example 1

5551231234|example 2

5551231234|example 3

- Voicemail Detection- Set True or false to detect an answering machine.
- **Description** Help organize and label what the call broadcast is for.

## **Applications**



• Once you have everything filled out click the **Call Broadcast name** you just created. On the top right click the **Send Broadcast** button to start the call broadcast. To stop the call broadcast click **STOP BROADCAST** on the top right.

Uses <u>sched\_api</u> to schedule an API call in the future. Is used to schedule calls to the provided number/extensions and send them to the extension an IVR Menu, Conference Room, or any other number. Could be used among other things to schedule a Conference.

#### **Next Previous**

Unieke FAQ ID: #4007 Auteur: Helpdesk

Laatst bijgewerkt:2022-10-31 01:11