

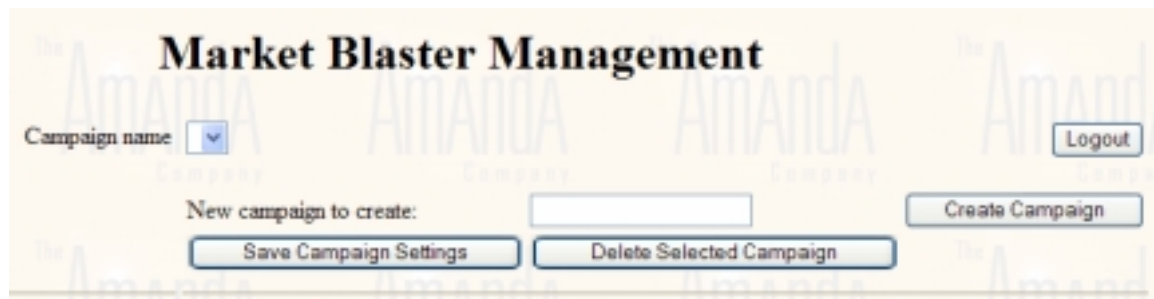
Market Blaster Management Setup and Usage Guide

This document outlines the settings and usage of Amanda Portal's market blaster. To log into the market blaster management you must connect to the Amanda server via web browser. Set the web address to:

http://amandaserver/market_blast_welcome

If connecting to the system on the internal network, or to the appropriate domain name if connecting from outside the local network. Once connected to the market blaster welcome screen, click login and then enter 999 as the user name and the security code for mailbox 999 as the password (by default it's 999). Once logged into the market blaster management screen you can create and run campaigns using as few or as many voicemail ports as you wish.

Market blaster settings and definitions:



Campaign name [] – Drop down list of all campaigns that have been created. A campaign must be created before it will show up on the list.

[Logout] – Logs the market blaster administrator out of the market blaster application screen.

New campaign to create [] – Enter a descriptive name for the new campaign being created.

[Create Campaign] – Used to create the campaign. You must enter a name in the new campaign to create field before the campaign can be created.

[Save Campaign Settings] – Used to update changes made to the campaign settings.

[Delete Selected Campaign]- Used to permanently delete the selected campaign from the campaign name listing.

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Primary mailbox to run the campaign from [100000]
Call queue mailbox to run the campaign with [None]
Telephone list file (CSV format) [] [Browse...] [Upload]
Activity log file (CSV format) []
Current campaign status [Not selected] [Start Campaign] [Abort Campaign]

Primary mailbox to run the campaign from [] – Used to define a mailbox number to be used for the campaign.

Call queue mailbox to run the campaign with [] – When a queue mailbox is defined, the queue is checked to make sure at least one agent is logged into the queue or the campaign will not run.

Telephone list file (CSV format) [] - Enter the path and filename which contains the list of telephone numbers to be dialed by the campaign.

[Browse] – Can be used to brows to the CSV file containing the list of telephone numbers that will be dialed for the selected campaign. The file must be in a CSV format and use the following layout:

phone number, optional comment, optional comment, optional comment

Note: dl_outbound is used to grab an outside line. If a number is local or long distance the entry for that number must include a 1 for long distance calls, or exclude it for local calls.

[Upload] – After browsing to the appropriate CSV file to be used to provide the telephone list file you must upload that file to the Amanda Portal server.

Activity log file (CSV format) [] – Call activity will be logged to the specified file for future review.

Current campaign status [] – Shows the current status of the selected campaign. The status might say “Scheduled” or “Running”.

[Start Campaign] – Used to start the callouts for the campaign.

[Abort Campaign] – Used stop a campaign that is scheduled or running.

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Available call out ports – Shows a list of all the available system ports that have been configured and can be used as callout ports to run the campaign. Only ports configured for the “outbound” port group can be used to run the campaign.

Setup ports for port group [] – Shows a listing of all the ports that can be added to the current ports in port group that can be used to run the campaign.

Current ports in port group [] – Shows a listing of all the ports that will be used to run the campaign.

[**Add ->**] – Used to add a selected port to current ports in the port group.

[**Add all ->>**] – Used to add all ports to the current ports in the port group.

[**<- Remove**] – Used to remove a selected port from the current ports in the port group.

[**<<- Remove All**] – Used to remove all the ports from the current ports in the port group.

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The screenshot shows a web form for configuring a calling campaign. It includes the following fields and options:

- Start calling on date:** Month (March), Day (27), Year (2007)
- Stop calling on date:** Month (March), Day (27), Year (2007)
- Restrict to times of day:** A section with checkboxes for each day of the week and time range selectors.
 - Sunday
 - Monday: Between Hour 0 Minute 0 To Hour 0 Minute 0
 - Tuesday: Between Hour 0 Minute 0 To Hour 0 Minute 0
 - Wednesday: Between Hour 0 Minute 0 To Hour 0 Minute 0
 - Thursday: Between Hour 0 Minute 0 To Hour 0 Minute 0
 - Friday: Between Hour 0 Minute 0 To Hour 0 Minute 0
 - Saturday
- Number of rings to wait for callee to answer:** 4

Start calling on date - Used to define the date when callouts will begin for the selected campaign.

Stop calling on date - Used to define the date of when the selected campaign should stop calling.

Restrict to times of day – Used to restrict the campaign to only outdial on the selected days of the week. Callouts will occur only on the days of the week that have been selected that fall between the start and stop calling dates between the hours defined.

Number of rings to wait for callee to answer [4] – Defines the number of rings that the outbound call will wait for an answer. The default value is 4 rings but can be set to 1-10 rings.

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What action to take when calling out and get the following result:

What action to take when calling out and get the following result:

On human answer	<input checked="" type="radio"/> Play greeting <input type="radio"/> Go to custom mailbox <input type="radio"/> Hangup <input type="radio"/> Requeue
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Greeting to play

Greeting description

Greeting upload

Times to play greeting

Pausing between each time seconds

Menu options to dial	1 <input type="text" value="None"/>	2 <input type="text" value="None"/>	3 <input type="text" value="None"/>
	4 <input type="text" value="None"/>	5 <input type="text" value="None"/>	6 <input type="text" value="None"/>
	7 <input type="text" value="None"/>	8 <input type="text" value="None"/>	9 <input type="text" value="None"/>
		0 <input type="text" value="None"/>	

Retry calling if callee does not dial a menu A value of 0 means no retry.
 With a retry wait interval of minutes.

On human answer – Defines what actions will be taken when a live person answers the call.

Play greeting – When set to a valid greeting for the selected primary mailbox, that greeting will be played to the called party.

Greeting to play [] – Used to select what greeting will be played when someone answers the call. The selected greeting resides in the primary mailbox.

[Play] – Used to review the selected greeting using your PC sound card and speakers.

Greeting description [] – Used to give the selected greeting a description for future reference.

Greeting upload [] – Shows the greeting file that will be uploaded to the server when using the browse and upload buttons.

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[Browse] – Used to browse to a file (such as .wav or mp3) that can be uploaded the Amanda Portal server and set as the selected greeting of the primary mailbox.

[Upload] – Used to upload the sound file to the server.

Times to play greeting [1] – Defines the number of times a greeting will be played to the callee.

Pausing between each time [2] – Defines the number of seconds Amanda will wait before playing the selected greeting again when times to play greeting is > 1.

Menu options to dial – Used to define menu options 0-9 for the primary mailbox. When a caller presses any of those menus their call will be redirected to the defined mailbox for that menu selection. For example, the greeting might include “for more information press 1” or “to hold for an agent press 2” at the end of it.

Retry calling if callee does not dial a menu [0] A value of 0 means no retry – When enabled, the callee will be called again until they press a single digit menu or the maximum number of retries has been reached. A 0 value means no retry.

With a retry wait interval of [5] minutes – Defines the number of minutes to wait until the next call attempt is made. The default is 5 minutes. Possible values are between 5 and 360 minutes.

The screenshot shows a configuration window titled "What action to take when calling out and get the following result:". On the left, there is a label "On human answer". On the right, there are four radio button options: "Play greeting", "Go to custom mailbox" (which is selected), "Hangup", and "Requeue". Below these options is a dropdown menu labeled "Custom mailbox to go to" with the value "(100000)" displayed.

Go to custom mailbox – When set the called party will be redirected to the defined mailbox.

Custom mailbox to go to [] – Shows the custom mailbox to redirect callees to when they answer.

Hangup – When set, Amanda will hang-up on the callee after they answer the call.

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Requeue – When defined, after the called party answers the call, they will be disconnected and called again after the retry interval for the number of times to retry attempts.

Times to retry calling [3] – Defines the number of times to call the phone number again after a human answer.

With a retry wait interval [5] minutes – Defines the number of minutes to wait before calling a number that has been requeued.

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On answering machine answer

Play greeting
 Go to custom mailbox
 Hangup
 Requeue
 Disabled

Greeting to play 1

Greeting description

Greeting upload

Times to play greeting 1

Pausing between each time 2 seconds

Play greeting – When selected, the selected greeting will be played when an answering machine is detected.

Greeting to play [] – Defines the greeting number to be played from the primary mailbox.

[Play] – Used to playback the selected greeting through a PC sound card and speaker.

Greeting description - Used to give the selected greeting a description for future reference.

Greeting upload [] – Shows the greeting file that will be uploaded to the server when using the browse and upload buttons.

[Browse] – Used to browse to a file (such as .wav or mp3) that can be uploaded the Amanda Portal server and set as the selected greeting of the primary mailbox.

[Upload] – Used to upload the sound file to the server.

Times to play greeting [1] – Defines the number of times a greeting will be played to the callee.

Pausing between each time [2] – Defines the number of seconds Amanda will wait before playing the selected greeting again when times to play greeting is > 1.

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Go to custom mailbox – When set the called party will be redirected to the defined mailbox.

Custom mailbox to go to [] – Shows the custom mailbox to redirect callees to when they answer.

Hangup – When set, Amanda will hang-up on the callee after they answer the call.

Requeue – When defined, after the called party answers the call, they will be disconnected and called again after the retry interval for the number of times to retry attempts.

Times to retry calling [3] – Defines the number of times to call the phone number again after a human answer.

With a retry wait interval [5] minutes – Defines the number of minutes to wait before calling a number that has been requeued.

Disabled – When set to disabled, the Amanda system will not treat answering machine answers any different than calls.

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On fax machine answer	<input checked="" type="radio"/> Go to custom mailbox <input type="radio"/> Hangup <input type="radio"/> Requeue
	Custom mailbox to go to (100000) ▼

Go to custom mailbox – When set the called party will be redirected to the defined mailbox.

Custom mailbox to go to [] – Shows the custom mailbox to redirect callees to when they answer.

Hangup – When set, Amanda will hang-up on the callee after they answer the call.

Requeue – When defined, after the called party answers the call, they will be disconnected and called again after the retry interval for the number of times to retry attempts.

On fax machine answer	<input type="radio"/> Go to custom mailbox <input type="radio"/> Hangup <input checked="" type="radio"/> Requeue
	Times to retry calling 3 ▼ With a retry wait interval 5 ▼ minutes.

Times to retry calling [3] – Defines the number of times to call the phone number again after a human answer.

With a retry wait interval [5] minutes – Defines the number of minutes to wait before calling a number that has been requeued.

Disabled – When set to disabled, the Amanda system will not treat answering machine answers any different than calls.

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On busy tone	<input type="radio"/> Go to custom mailbox <input type="radio"/> Hangup <input checked="" type="radio"/> Requeue
	Times to retry calling <input type="text" value="3"/> With a retry wait interval <input type="text" value="5"/> minutes.

Go to custom mailbox – When set the called party will be redirected to the defined mailbox.

Custom mailbox to go to [] – Shows the custom mailbox to redirect callees to when they answer.

Hangup – When set, Amanda will hang-up on the callee after they answer the call.

Requeue – When defined, after the called party answers the call, they will be disconnected and called again after the retry interval for the number of times to retry attempts.

Times to retry calling [3] – Defines the number of times to call the phone number again after a human answer.

With a retry wait interval [5] minutes – Defines the number of minutes to wait before calling a number that has been requeued.

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On ring-no-answer	<input type="radio"/> Go to custom mailbox <input type="radio"/> Hangup <input checked="" type="radio"/> Requeue
	Times to retry calling <input type="text" value="3"/> With a retry wait interval <input type="text" value="5"/> minutes.

Go to custom mailbox – When set the called party will be redirected to the defined mailbox.

Custom mailbox to go to [] – Shows the custom mailbox to redirect callees to when they answer.

Hangup – When set, Amanda will hang-up on the callee after they answer the call.

Requeue – When defined, after the called party answers the call, they will be disconnected and called again after the retry interval for the number of times to retry attempts.

Times to retry calling [3] – Defines the number of times to call the phone number again after a human answer.

With a retry wait interval [5] minutes – Defines the number of minutes to wait before calling a number that has been requeued.

Disabled – When set to disabled, the Amanda system will not treat answering machine answers any different than calls.