

# Amanda Portal Message Blaster Setup & Usage

## Overview:

This document outlines how to setup and use Amanda Portal's mass messaging application message blaster. Message blaster mailboxes are used to call a list of phone numbers and play a pre-recorded message to the called party. This application uses all ports configured for the "outbound" port group supporting multiple simultaneous calls. Each message blaster mailbox requires the creation of a text file (CSV format) containing the list of the phone numbers to be dialed. Multiple message blaster mailboxes can be created and configured to use different lists of telephone numbers.

## Building an Outbound List File

The file containing the list of outbound telephone numbers to be dialed MUST use a CSV format. CSV files use commas as delimiters to separate each column. Telephone numbers must be entered in the third column of the file. For example, use the following format when building your file:

<optional text>, <optional text>, <phone number>

Your entries might look something like this:

John Smith, Department, 584-4747

Important note: Telephone number entries must use either a seven or ten digit format, like this:

584-4747  
1-203-261-4454

dl\_outbound will automatically be appended to the telephone numbers so adding a "9," to access an outside line is not necessary, however long distance numbers must include a 1.

## Setup

To setup the message blaster application you MUST do the following:

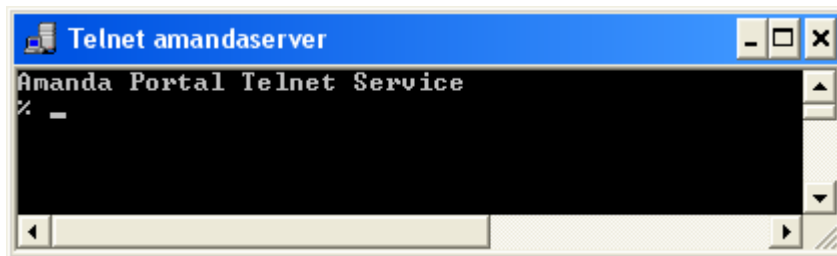
1. Create a text file (CSV format) containing the list of numbers to be dialed by the message blaster mailbox (as shown above). Copy the file into the c:\amanda directory.
2. Using the Amanda Product CD copy the following files from the miscellaneous\message\_blaster folder to the c:\amanda directory:

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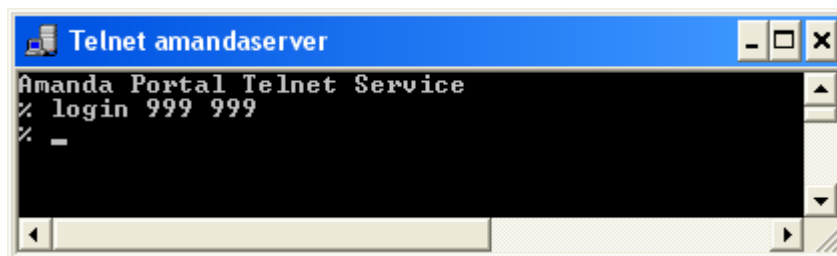
outdial.tcl, outbound\_msg1.vox, outbound\_msg2.vox, outbound\_msg3.vox, outbound\_msg4.vox

Copy the outbound\_job file into the c:\amanda\nfy.db directory.

3. Run Amanda Portal configure by clicking **Start => All Programs => Amanda Server => configure**. Add "outdial.tcl" to the global configuration parameter tcl\_start\_files (without the quotes).
4. Using configure add new global configuration parameters "**outdial\_begin**" and "**outdial\_end**". Set the value for outdial\_begin to be the time the message blast will begin. Set the value for the outdial\_end to the time the message blast will end. For example you might set "outdial\_begin" to 9:00 and "outdial\_end" to 21:00 (using military time).
5. Open a telnet session by clicking **Start => Run**, and typing "**telnet localhost**". This will open a telnet session as shown:



6. Once the telnet session is running, log into mailbox 999 by typing "**login 999 <password>**". Replace password with the security code of mailbox 999 (999 is the default) as shown:



7. Create the message blaster mailbox by using the init\_outbound\_messaging command at the % prompt.

**% init\_outbound\_messaging <mailbox> <file>**

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The command has two arguments, the mailbox number that will be created for the message blast and the associated text file containing the list of phone numbers to be dialed. The filename must be the base filename without the extension, it's assumed to be in a CSV format. The filename can include a path, but otherwise is assumed to be located in the c:\Amanda directory.

For example, if you would like to create and use mailbox 2000 as a message blaster mailbox and dial the numbers listed in a file called phone\_list1.csv located in the c:\Amanda directory you would type:

```
% init_outbound_messaging 2000 phone_list1
```

And press enter. This will create mailbox 2000 and configure the mailbox to dial the phone numbers in the phone\_list1.csv file.

Or, if phone\_list1.csv was located in the c:\callout directory you would type:

```
% init_outbound_messaging 2000 c:/callout/phone_list1
```

This step can be repeated to create multiple message blaster mailboxes. Each mailbox must have its own unique file associated to it.

## Usage:

Once setup, to use this application you MUST login to the message blaster mailbox created by the init\_outbound\_messaging command. Once logged into the mailbox you'll be prompted to:

Press 1 to create a new outbound message

Record an outbound message and set the date and time the message will be sent. Pressing 9 again after recording and saving the outbound message without setting a date and time will execute the message blast immediately after exiting the mailbox.

Press 2 to review outbound messages

When reviewing outbound messages you can press 3 to delete old outbound messages (this is a silent option).

Press 9 to exit

After creating a new outbound message, all the numbers in the specified list will be dialed beginning at the designated time. When Amanda calls a

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number on the list, when the call is answered, the outbound message is played 3 times to the called party, and then the will end. If a busy or no answer is encountered, the call is re-queued and the number is dialed again after 15 minutes for up to 3 attempts. The results of the message blast are saved in a file called "filename.log" which uses the same name as the text file containing the list of outbound numbers. In the example above the file was called phone\_list1.csv, so the resulting log file phone\_list1.log would be created containing the results of the message blast. The log file contains entries in the following format:

*number, result (i.e. answer, busy, no answer),date, time*

Note: Outbound calls can be monitored using Amanda Portal Station's administrative monitor and job queue of the message blaster mailbox.