HOW TO: Inform Messages
Take Away

• Knowledge of:
  – What an Inform Message is,
  – Where Inform Messages are located, and
  – How to create an Inform Message.
What is an Inform Message?

• Passive recording on the IVR phone lines
• Specific to all or certain customers/members
• Criteria based if required
• Structured messages
• Provides information
Why should I use Inform Messages?

- Keep customers/members informed
- Create trust & assurance
- Provide outage information
- Decrease number of calls into the IVR
Where do I find Inform Messages?

- In the BLS (Business Logic Server) application
- Located under both the Telelink and PORCHE applications
- Target audience is typically application centric
- However . . .
How do I create an Inform Message?

• Log-in to BLS from the desktop
• Select Telelink or PORCHE application tab
  – Depends on the purpose of the message
• Select Inform Messages from the sub menu
How do I create an Inform Message?

• Messages can be directed to specific application phone lines
  – Telelink:
    • Account Inquiry,
    • Auto Attendant,
    • Phone Number Update
How do I create an Inform Message?

• Messages can be directed to specific application phone lines
  – PORCHE:
    • Auto Attendant,
    • PORCHE
How do I create an Inform Message?

• Select the Add button below the grid
How do I create an Inform Message?

• The message properties prompt appears
How do I create an Inform Message?

• Create a Name for the message
• Decide on the OrderBy status
• Select the Matrix and Application
How do I create an Inform Message?

• Consider target audience
How do I create an Inform Message?

• Create the message
  – Existing item
  – TTS
  – Recording
How do I create an Inform Message?

• Very Important: Save Slot
How do I create an Inform Message?

- Message is ready to activate
How do I create an Inform Message?

• Message is ready to activate
**NOW WHAT?**

<table>
<thead>
<tr>
<th>Edit</th>
<th>Fill Slots</th>
<th>Active</th>
<th>Order</th>
<th>Name</th>
<th>General</th>
<th>Criterion</th>
<th>Matrix</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td>Message Name</td>
<td>No</td>
<td><em>/^BUilder-All</em> (CUST_LNAME LIKE 'smith%')</td>
<td>Classic Outage</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td>Credit Card reminder</td>
<td>Yes</td>
<td></td>
<td>Classic Outage</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td>American Express</td>
<td>Yes</td>
<td></td>
<td>Classic Outage</td>
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<td>test 23232</td>
<td>No</td>
<td><em>/^BUilder-All</em> (CUST_LNAME LIKE 's%')</td>
<td>Severe Weather Outage</td>
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</tbody>
</table>
NOW WHAT?

- No need to delete
- Slots can be used later
- Not all slots have to be used, can be empty
- Existing slots can be removed by Admin
- THINK OUTSIDE THE BOX!!!
Questions . . . .

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