

TURBODIAL

Inbound Call Actions

Select Action Type for +19522223366

None Voice Mail Auto-Attendant
 Queue Find-Me

Number of Rings before Transferring:

1st #:

2nd #:

3rd #:

4th #:

5th #:

6th #:

7th #:

8th #:

9th #:

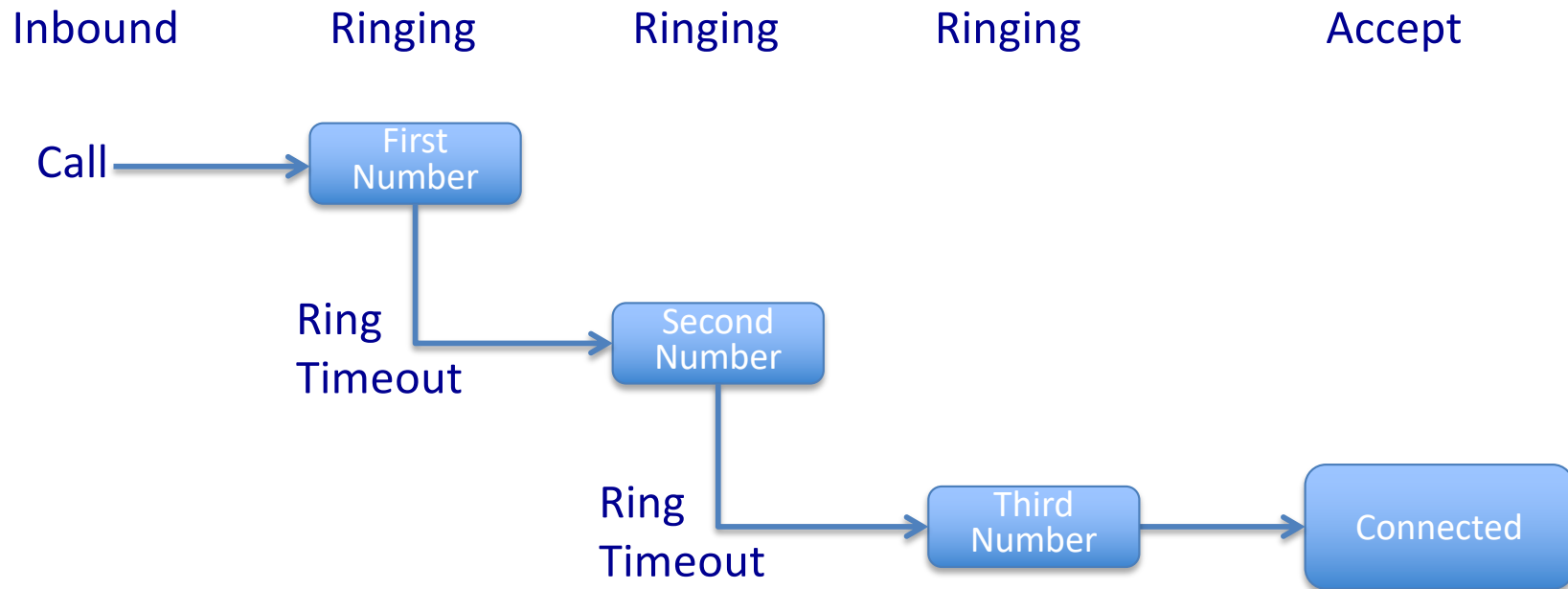
10th #:

Whisper:

Overview & How-To Setup

Find-Me

Inbound Call Find-Me



The inbound call sequentially rings through multiple numbers until a human answers or the final number is dialed.

Topics

- Purpose & Features
- Human Verification
- How to Setup Find-Me
- Demonstration
- Items to Note

Find-Me

Purpose

An inbound call sequentially rings through multiple numbers to maximize the chance a human will answer.

Features

- Include up to 10 numbers in a sequence
- Any phone number is eligible to be included in a sequence
- Human verification on answer
- The last number in the sequence allows non-human answer so Voice Mail or another Action can handle unanswered calls

- Available only for Inbound Numbers acquired in turboDial
- Upgrade to include Add-Ons in your account at <https://sd123.customerhub.net>

How-To: Setup Find-Me

Must have turboDial Account Owner permissions:

1. Decide the list of the numbers to be used in the Find-Me sequence
2. Choose and Configure an Inbound Number and move to screen 3: Inbound Call Actions
3. Choose "Find-Me"
4. Choose Number of Rings before Transferring
5. Enter the numbers to be rang sequentially, up to 10
6. Enter the message to be 'Whispered' when a Find-Me call is answered, to prompt the press of a key
7. Click "Update" to set the new configuration

Inbound Call Actions

Select Action Type for +19522223366

None
 Voice Mail
 Auto-Attendant
 Queue
 Find-Me

Number of Rings before Transferring:

1st #:	▼	+16085652042
2nd #:	▼	+19522228422
3rd #:	▼	+16302538502
4th #:	▼	optional
5th #:	▼	optional
6th #:	▼	optional
7th #:	▼	optional
8th #:	▼	optional
9th #:	▼	optional
10th #:	▼	optional

Whisper:

Human Verification

Find-Me maximizes the chance a human can answer.

- On answer: a message is ‘Whispered’ – prompting the press of any key to verify answered by a “Human”
- Final number is an exception: No whisper, no key press. Can be answered by Voice Mail, Auto-Attendatant, etc.

Select Action Type for +19526495442

None
 Voice Mail
 Auto-Attendatant
 Queue
 Find-Me

Number of Rings before Transferring:

1st #:	<input type="text" value="+16085652044"/>
2nd #:	<input type="text" value="+19522228422"/>
3rd #:	<input type="text" value="+16302598509"/>
4th #:	<input type="text" value="optional"/>
5th #:	<input type="text" value="optional"/>

Must press a key to answer

Must press a key to answer

No key press required – can be answered by Voice Mail, etc.

Important Notes on Human Verification

- Allow sufficient ring time:
 - Set “Number of Rings before Transfer” to 3 or more to give agents time to answer, hear the ‘Whisper’ message and press any key to accept the call before it times out and begins ringing the next number.
- What the Caller hears:
 - Caller continues to hear ringing during answer and ‘Whisper’ until a key is pressed to accept
- If a voice mail service answers:
 - The Find-Me sequence will continue to the next number because no key is pressed.
- For the final number in your sequence:
 - The ‘Whisper’ message is not spoken and a key press is not required
 - This allows voice mail to pick up and record the caller’s message.

Live Demonstration

Find-Me with 1 Number

Ring phones for X rings then transfer to a number

Destinations for Inbound Calls

Simultaneous Ringing for +19522228422

-Numbers require + and country code. Extension is optional.
-Emails must be Infusionsoft IDs for turboDial Users.
-E.g.: Number: +19521234567 123 Email: bill@example.com

Phone # or Email	Ext.
bill@web-lever.com	
wwjenkins.sem@gmail	
wwjenkins@gmail.com	
+16085652042	
+15072370108	
optional	
optional	
optional	
optional	
optional	

Optional Name for Screen Pop Alert:
Inbound to +19522228422

Required Backup Forwarding Number:
+16302538505

Used in cases of network or system failures as a last resort destination for the inbound call. Extensions are not allowed.

Close Update & Next

These phones & softphones will ring.
If no answer after ~10 rings then...

...This phone will ring

Inbound Call Actions

Select Action Type for +19522228422

None
 Voice Mail
 Auto-Attendant
 Queue
 Find-Me

Number of Rings before Transferring: 10

1st #: +16302538505

2nd #: optional

3rd #: optional

4th #: optional

5th #: optional

6th #: optional

7th #: optional

8th #: optional

9th #: optional

10th #: optional

Whisper: Press 1 to answer Find Me call

Close Update

Find-Me Note Records

- Attached to the Contact found for the phone number
 - Or remains unattached if no Contact found

Edward Franks

Email: Testaf@timefusion.biz

Phone 1: [Redacted]

Phone 2: [Redacted]

Phone 3: [Redacted]

Phone 4: [Redacted]

Phone 5: [Redacted]

turboDial: <https://turbodial.biz/tf?8Vrp8w4ua9pyn7t...>

First Name: Edward

Last Name: Franks

OwnerID: 1520

Owner: Sohan Chotia

Notes

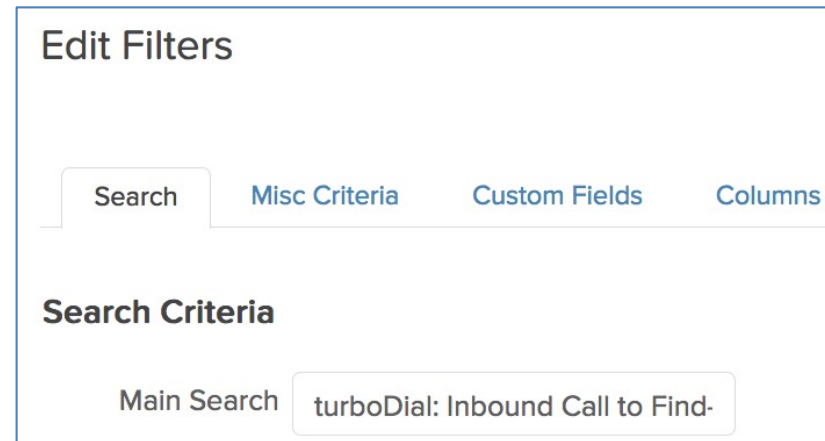
Updated	Assigned User	Description
1/2/2017	Bill Jenkins	turboDial: Inbound Call to SoftPhone Inbound Call from JENK 02 Started at: Mon, 02 Jan 2017 16:54:49 -0600 Number called was: +19522228422 and Forwarded to: bill@web-lever.com Twilio ID=CA2c068f814715d9746f36bf...
1/2/2017	[Not Assigned]	turboDial: Inbound Call to Find-Me Inbound Call to Find-Me frc at: Mon, 02 Jan 2017 16:54:26 -0600 Number called was: +19526495442 Twilio ID=CAe31f49a7304bd65eac582646bff57afb Twilio ID=CA0901f1535615296...

- If the Inbound Number has an “Assigned User” the Note Record will be assigned to that User
 - Otherwise, it will be unassigned
 - User assignment is on the first screen for modifying the configuration of the number

Dashboard Reports

- Open the Admin->Reports window in Infusionsoft

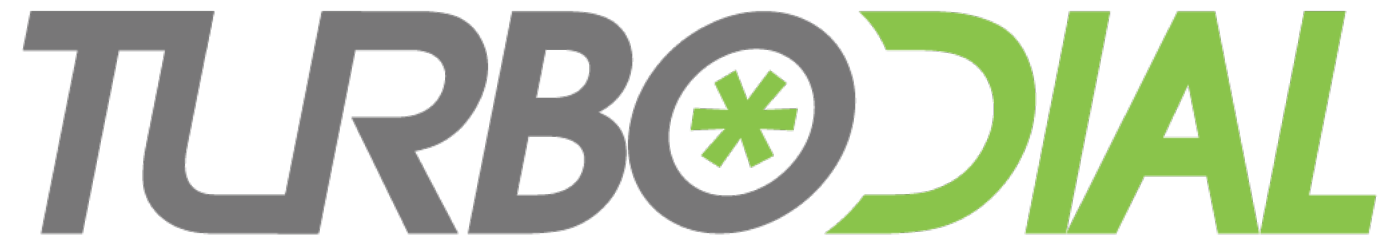
- Create and Edit a Task-Note Report



- Set Main Search = **turboDial: Inbound Call to Find-Me**
- Adjust the other filters as needed
- Save the Report and choose “Add to User Home...”

Items to Note

- A Find-Me sequence number can optionally be a turboDial Inbound Number
 - And you may configure that number to forward to a turboDial softphone address
- A Find-Me sequence number cannot be a softphone address; only phone numbers are allowed (but see previous item).
- Recommended: Use a final number that is configured with Voice Mail



Find-Me

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- Upgrade to include Add-Ons in your account at <https://sd123.customerhub.net>