

Begin Creating Your Survey

STEP 1

For creating surveys with the Dialer Central IVR and Voice Broadcasting Platform, select "Survey" from the Campaign drop down menu in the "New Campaign Wizard".

This will enable the survey set up feature as step 6 of the New Campaign Wizard.

Special Note: The "Answer Message" of your survey will serve as the introduction. This portion of the audio will not have any keypad responses activated as it is simply to serve as the introduction portion of your survey and when finished playing, the system will flow into your first question that you set up in the survey setup portion of the Wizard.

New Campaign Wizard

STEP 1: General Information
Enter general information about the campaign.

Campaign Name: Start Date:

Campaign Type: End Date:

Campaign State:

Campaign Audio

Answer Message:

Machine Message:

Structuring Questions

After completing the standard campaign setup and advancing to the survey set up portion of the Wizard, you will be able to begin structuring your survey questions, the audio files relating to each question level, and the keypad responses to be associated with each.

New Campaign Wizard

STEP 6:
(Optional) Create survey questions to attach to this list. First create a new question, then add the options for the question.

Rank	Description	Report Header	Question Audio
------	-------------	---------------	----------------

Dialer Central.com

STEP 2

To begin setting up your survey, click the “add question” button. Clicking this button adds your first question.

“Definition” is the name of the question as it will appear in any summaries and statistics within the platform.



“Report Header” is the name that will be assigned to the column in your Dial Detail Download which is the raw data extract from the system that will contain the responses collected for this question.

“Question Audio” is the field that you will assign that particular question’s audio file to, using the same audio manager interface system as the Answer Machine message fields in step 1 of the New Campaign Wizard, press the Music Note icon on the right hand side of the field.

New Campaign Wizard

STEP 6:
(Optional) Create survey questions to attach to this list. First create a new question, then add the options for the question.

Collapse All [Add Question](#)

Rank	Description	Report Header	Question Audio
0			 

DTMF Action [Add Option](#)

[Cancel](#) [Previous](#) [Save](#)

STEP 3



With the 1st question level now set up, you will then add the key press responses to be active for this question. To begin doing this click “Add Option” which is located on the right hand side, directly below the question you will be adding these options to.

When you have added an option, you will assign the “DTMF” number. This is the key on the telephone that will be associated with an “Action”





New Campaign Wizard

STEP 6:
(Optional) Create survey questions to attach to this list. First create a new question, then add the options for the question.

Collapse All [Add Question](#)

Rank	Description	Report Header	Question Audio
0			 

DTMF Action [Add Option](#)

	0	Next	
	1	Next	
	2	Next	
	3	Next	

[Cancel](#) [Previous](#) [Save](#)

The following **Actions** available on the Dialer Central IVR and Voice Broadcast Platform:

“Next” – This is the default action and will forward the response to the next question in the survey.

“Go To Question Rank” – This allows you to define a specific question for the response to forward the caller to and allows for multiple survey branches and directed survey flow. It is recommended that any actions being directed to specific questions be set up after all questions have been added to the system. The “Go To Question Rank” will only be able to select questions that are currently set up in the survey.

“Transfer” – This will allow you to connect an external line for the caller to be transferred after a key response has been pushed. The Dialer Central Broadcast Platform will also provide you the option in the form of a checkbox to have these transferred calls recorded by the system which can be used quality and informational purposes.

These recordings will be available for preview within the system when running a Transfer Detail Report under the Reports module. In addition, they are available in the form of a separate .WAV file for each successful transfer attached to the appropriate record on your Dial Detail Download when you extract your information from the system.

“Do Not Call” – This is a feature that is fully integrated with our DNC Manager. When this response is selected by a caller, the data is recorded in your Dial Detail Download as a Do Not Call entry as well as being automatically added to your DNC Manager to be scrubbed out of any further calling.

“Repeat Message” – This option will initiate a replay of the question audio that it is linked to.

“End” – This will result in an abrupt end to the broadcast.

New Campaign Wizard
STEP 6:
(Optional) Create survey questions to attach to this list. First create a new question, then add the options for the question.

Collapse All Add Question

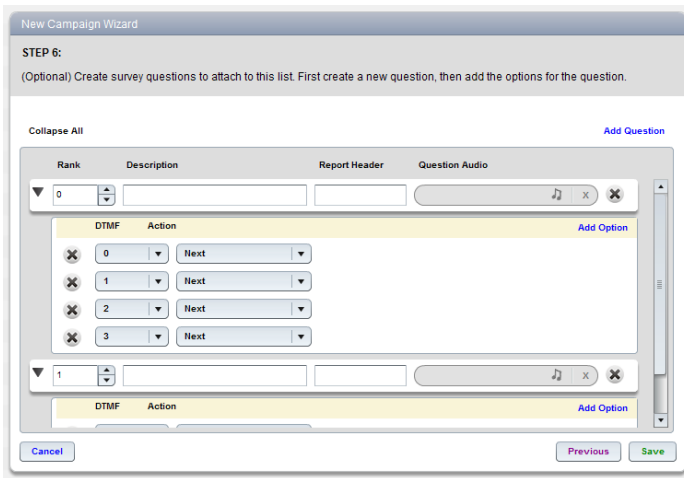
Rank	Description	Report Header	Question Audio																				
0	Question 1																						
<table border="1"> <thead> <tr> <th>DTMF</th> <th>Action</th> <th colspan="2">Add Option</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Go To Question Rank</td> <td>[2] Closing</td> <td></td> </tr> <tr> <td>1</td> <td>Next</td> <td></td> <td></td> </tr> <tr> <td>2</td> <td>Next</td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>Next</td> <td></td> <td></td> </tr> </tbody> </table>				DTMF	Action	Add Option		0	Go To Question Rank	[2] Closing		1	Next			2	Next			3	Next		
DTMF	Action	Add Option																					
0	Go To Question Rank	[2] Closing																					
1	Next																						
2	Next																						
3	Next																						
1	Question 2																						
<table border="1"> <thead> <tr> <th>DTMF</th> <th>Action</th> <th colspan="2">Add Option</th> </tr> </thead> <tbody> <tr> <td>0</td> <td></td> <td></td> <td></td> </tr> <tr> <td>1</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>				DTMF	Action	Add Option		0				1											
DTMF	Action	Add Option																					
0																							
1																							

Cancel Previous Next

Campaign Survey Questions

Collapse All Add Question

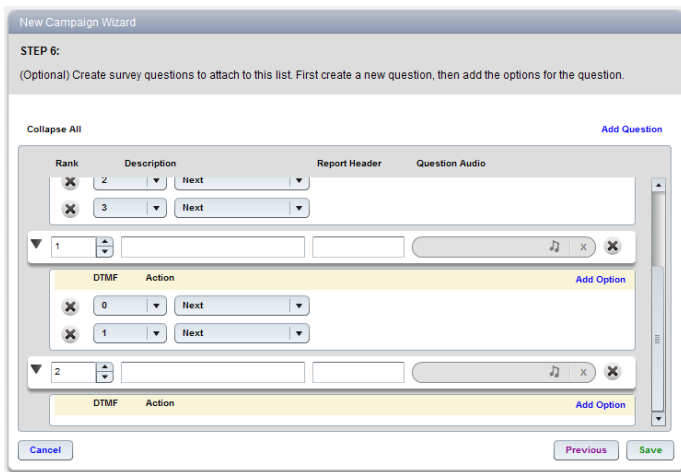
Rank	Description	Report Header	Question Audio																				
0	Question 1																						
<table border="1"> <thead> <tr> <th>DTMF</th> <th>Action</th> <th colspan="2">Add Option</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Go To Question Rank</td> <td>[2] Closing</td> <td></td> </tr> <tr> <td>1</td> <td>Next</td> <td></td> <td></td> </tr> <tr> <td>2</td> <td>Transfer</td> <td></td> <td><input checked="" type="checkbox"/> Record Transfer</td> </tr> <tr> <td>3</td> <td>Repeat Message</td> <td></td> <td></td> </tr> </tbody> </table>				DTMF	Action	Add Option		0	Go To Question Rank	[2] Closing		1	Next			2	Transfer		<input checked="" type="checkbox"/> Record Transfer	3	Repeat Message		
DTMF	Action	Add Option																					
0	Go To Question Rank	[2] Closing																					
1	Next																						
2	Transfer		<input checked="" type="checkbox"/> Record Transfer																				
3	Repeat Message																						
1	Question 2																						
<table border="1"> <thead> <tr> <th>DTMF</th> <th>Action</th> <th colspan="2">Add Option</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Next</td> <td></td> <td></td> </tr> <tr> <td>1</td> <td>Next</td> <td></td> <td></td> </tr> </tbody> </table>				DTMF	Action	Add Option		0	Next			1	Next										
DTMF	Action	Add Option																					
0	Next																						
1	Next																						
2	Question 3																						
<table border="1"> <thead> <tr> <th>DTMF</th> <th>Action</th> <th colspan="2">Add Option</th> </tr> </thead> <tbody> <tr> <td>0</td> <td></td> <td></td> <td></td> </tr> <tr> <td>1</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>				DTMF	Action	Add Option		0				1											
DTMF	Action	Add Option																					
0																							
1																							



STEP 4 After you have configured your first question as desired, you may add another question to your survey by clicking the “Add Question” button again. At this point, you will be able to set your definitions and options for this next question just as you had for the first question level. You may repeat this process as many times as necessary for the desired number of questions for your survey.

Best Practice Suggestion!

It is considered best practice that with any survey you intend to broadcast, a Thank You or closing message is stated at the end of your survey. With the Dialer Central IVR and Voice Broadcast Platform, this is achieved by adding a question to the end of your survey where you will upload your Thank You audio message; however you will not add any options to this question. When a question is setup with audio and no activated DTMF responses, the system will play the audio message and then disconnect the call.



STEP 5 With every setting in the Dialer Central Platform, after saving the campaign you may double click to re-open it and navigate to the “Survey Questions” tab in the Campaign Configuration where you can make any changes to your survey and review the options you have set up.

Launch Test Call

When you are satisfied with your settings, you may launch a test call from the system that will dial your broadcast to the

STEP 6 10 digit number you choose. Click on the “Test Call” button in the upper right hand of your screen. **Note: All survey responses are active during the testing so any branching and survey flows, as well as transfer options, can be tested to ensure your survey will broadcast as intended.**

As with the standard Voice Broadcast, when you have tested your message and all settings are approved, you may set your campaign state to ‘Active’ to allow for your broadcast to begin dialing within your defined calendar dates and scheduled hours.

STEP 7

