

## RESPONDING TO A SCENARIO ACTIVATION

### When the system calls you (Outbound)

A scenario is activated. The Communicator! NXT system calls your phone and you pick up. What should you do?

- ✦ **Say Hello.** Communicator! NXT will “listen” for a voice before delivering the notification message. When the system encounters “silence”, it assumes no one is there and hangs up. This results in a device status code of **E (error) Failure** on reports that summarize the communication results; in addition, an answering machine message will not be left.
- ✦ **Press a numeric key.** After saying *Hello*, the next speech segment states, “Hello. This is the Communicator notification system. Please press a numeric key at any time to retrieve an important message.” If a numeric key is not pressed, the system will assume it has reached an answering machine and leave the designated answering machine message. (This message may be different than the scenario message.) If this happens, you must call into the system to listen and respond to the scenario message as the system considers you *Contacted* when leaving a message.
- ✦ **Listen to the ENTIRE notification message.** In doing so, you ensure the quality of reports, which detail the results from the communications initiative. We strongly recommend that you wait until the system says, “Thank You. Goodbye.” before hanging up the phone. Once you have listened to the entire scenario message, the system will log the call *Successful*. Depending on the call flow, you will be considered *Qualified* and the *Position Filled (FP)*.
- ✦ **Educate family members.** Inform those in your household of Communicator! NXT. Tell them what it is and how it works so they will not mistake the voice message for a telemarketer if they pick up the phone, and make sure they know what their response should be in case of a call.

### When you call into the system (Inbound)

A scenario is activated. A message is left directing you to contact the system for the notification message (a call back phone number is typically supplied). What will happen after you dial the phone number?

- ✦ Two, and in some cases three, pieces of information are needed:
  - 1. Scenario Activation Callback Phone Number:** 410-859-7374
  - 2. Company ID number:** N/A if required
  - 3. Your User ID number:** Sent in E-Mail

Depending on which call flow is used. You will hear the following conversation template:

Simple call flow template	
Inbound – You call into the system	Outbound – The system calls you
<ol style="list-style-type: none"> <li>1. Call the <i>Scenario Company Callback</i> number <u>410-859-7374</u>.</li> <li>2. <i>If Needed.</i> At the prompt, enter your <i>Company ID</i>, and then press #.</li> <li>3. “Hello, this is the Communicator notification system.”</li> <li>4. “Please enter your <i>User ID</i> followed by the pound sign (#).”</li> <li>5. “You entered <i>5555</i> is that correct? Press <i>1</i> for yes or <i>2</i> for no.”</li> <li>6. “Hello, this is the Communicator with an important message.” The scenario message will play.</li> <li>7. “Do you want to have the message repeated? Press <i>1</i> or yes or <i>2</i> for no.”</li> <li>8. “Thank you. Goodbye.”</li> </ol>	<ol style="list-style-type: none"> <li>1. Your phone rings. Say <i>Hello</i>.</li> <li>2. “Hello, this is the Communicator notification system. Please <i>press a numeric key</i> at any time to retrieve an important message.”</li> <li>3. The scenario message will play.</li> <li>4. “Do you want to have the message repeated? Press <i>1</i> or yes or <i>2</i> for no.”</li> <li>5. “Thank you. Goodbye.”</li> </ol>

Simple Understand call flow template	
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<ol style="list-style-type: none"> <li>1. Call the <i>Scenario Company Callback</i> number <u>410-859-7374</u>.</li> <li>2. <i>If Needed.</i> At the prompt, enter your <i>Company ID</i>, and then press #.</li> <li>3. “Hello, this is the Communicator notification system.”</li> <li>4. “Please enter your <i>User ID</i> followed by the pound sign (#).”</li> <li>5. “You entered <i>5555</i> is that correct? Press <i>1</i> for yes or <i>2</i> for no.”</li> <li>6. “Hello, this is the Communicator with an important message.” The scenario message will play.</li> <li>7. “Do you understand? Press <i>1</i> or yes or <i>2</i> for no.”</li> <li>8. “Thank you. Goodbye.”</li> </ol>	<ol style="list-style-type: none"> <li>1. Your phone rings. Say <i>Hello</i>.</li> <li>2. “Hello, this is the Communicator notification system. Please <i>press a numeric key</i> at any time to retrieve an important message.”</li> <li>3. The scenario message will play.</li> <li>4. “Do you understand? Press <i>1</i> or yes or <i>2</i> for no.”</li> <li>5. “Thank you. Goodbye.”</li> </ol>

Simple Response call flow template	
Inbound – You call into the system	Outbound – The system calls you
<ol style="list-style-type: none"> <li>1. Call the <i>Scenario Company Callback</i> number _____.</li> <li>2. <i>If Needed</i>. At the prompt, enter your <i>Company ID</i>, and then press #.</li> <li>3. "Hello, this is the Communicator notification system."</li> <li>4. "Please enter your <i>User ID</i> followed by the pound sign (#)."</li> <li>5. "You entered <i>5555</i>. Is that correct? Press <i>1</i> for yes or <i>2</i> for no."</li> <li>6. "Hello, this is the Communicator with an important message." The scenario message will play.</li> <li>7. "Do you want to have the message repeated? Press <i>1</i> or yes or <i>2</i> for no."</li> <li>8. "Can your respond? Press <i>1</i> or yes or <i>2</i> for no."</li> <li>9. "Enter your estimated time of arrival in military time (e.g., <i>0500</i>)."</li> <li>10. "You entered <i>5AM</i>, is that correct? Press <i>1</i> or yes or <i>2</i> for no."</li> <li>11. "Thank you. Goodbye."</li> </ol>	<ol style="list-style-type: none"> <li>1. Your phone rings. Say <i>Hello</i>.</li> <li>2. "Hello, this is the Communicator notification system. Please <i>press a numeric key</i> at any time to retrieve an important message."</li> <li>3. The scenario message will play.</li> <li>4. "Do you want to have the message repeated? Press <i>1</i> or yes or <i>2</i> for no."</li> <li>5. "Can your respond? Press <i>1</i> or yes or <i>2</i> for no."</li> <li>6. "Enter your estimated time of arrival in military time (e.g., <i>0500</i>)."</li> <li>7. You entered <i>5AM</i>, is that correct? Press <i>1</i> or yes or <i>2</i> for no."</li> <li>8. "Thank you. Goodbye."</li> </ol>

Secure Response call flow template	
Inbound – You call into the system	Outbound – The system calls you
<ol style="list-style-type: none"> <li>1. Call the <i>Scenario Company Callback</i> number _____.</li> <li>2. <i>If Needed</i>. At the prompt, enter your <i>Company ID</i>, and then press #.</li> <li>3. "Hello, this is the Communicator notification system."</li> <li>4. "Please enter your <i>User ID</i> followed by the pound sign (#)."</li> <li>5. "You entered <i>5555</i>. Is that correct? Press <i>1</i> for yes or <i>2</i> for no."</li> <li>6. "Hello, this is the Communicator with an important message." The scenario message will play.</li> <li>7. "Do you want to have the message repeated? Press <i>1</i> or yes or <i>2</i> for no."</li> <li>8. "Can your respond? Press <i>1</i> or yes or <i>2</i> for no."</li> <li>9. "Enter your estimated time of arrival in military time (e.g., <i>0500</i>)."</li> <li>10. "You entered <i>5AM</i>, is that correct? Press <i>1</i> or yes or <i>2</i> for no."</li> <li>11. "Thank you. Goodbye."</li> </ol>	<ol style="list-style-type: none"> <li>1. Your phone rings. Say <i>Hello</i>.</li> <li>2. "Hello, this is the Communicator notification system. Please <i>press a numeric key</i> at any time to retrieve an important message."</li> <li>3. "Please enter your <i>User ID</i> followed by the pound sign (#)."</li> <li>4. "You entered <i>5555</i> is that correct? Press <i>1</i> for yes or <i>2</i> for no."</li> <li>5. The scenario message will play.</li> <li>6. "Do you want to have the message repeated? Press <i>1</i> or yes or <i>2</i> for no."</li> <li>7. "Can your respond? Press <i>1</i> or yes or <i>2</i> for no."</li> <li>8. "Enter your estimated time of arrival in military time (e.g., <i>0500</i>)."</li> <li>9. You entered <i>5AM</i>, is that correct? Press <i>1</i> or yes or <i>2</i> for no."</li> <li>10. "Thank you. Goodbye."</li> </ol>

Secure Delivery call flow template	
Inbound – You call into the system	Outbound – The system calls you
<ol style="list-style-type: none"> <li>1. Call the <i>Scenario Company Callback</i> number _____.</li> <li>2. <i>If Needed</i>. At the prompt, enter your <i>Company ID</i>, and then press #.</li> <li>3. "Hello, this is the Communicator notification system."</li> <li>4. "Please enter your <i>User ID</i> followed by the pound sign (#)."</li> <li>5. "You entered <i>5555</i>. Is that correct? Press <i>1</i> for yes or <i>2</i> for no."</li> <li>6. "Hello, this is the Communicator with an important message." The scenario message will play.</li> <li>7. "Do you want to have the message repeated? Press <i>1</i> or yes or <i>2</i> for no."</li> <li>8. "Thank you. Goodbye."</li> </ol>	<ol style="list-style-type: none"> <li>1. Your phone rings. Say <i>Hello</i>.</li> <li>2. "Hello, this is the Communicator notification system. Please <i>press a numeric key</i> at any time to retrieve an important message."</li> <li>3. "Please enter your <i>User ID</i> followed by the pound sign (#)."</li> <li>4. "You entered <i>5555</i> is that correct? Press <i>1</i> for yes or <i>2</i> for no."</li> <li>5. The scenario message will play.</li> <li>6. "Do you want to have the message repeated? Press <i>1</i> or yes or <i>2</i> for no."</li> <li>7. "Thank you. Goodbye."</li> </ol>

## What Does It Mean?

- ✚ "There are no positions available for you at this time. Thank you, goodbye."
  1. The scenario *Duration* has expired and the scenario is no longer active. [Outbound or Inbound]
  2. The scenario *Fill Count* has been reached and all positions have been filled, or you have already successfully *Qualified* or *Disqualified*. [Outbound or Inbound]
  3. The *User ID* you entered was invalid or not included in any currently running scenario activation. [Inbound]

### ✚ What is the difference between *Contacted* and *Qualified*?

**Contacted:** The system considers an individual *contacted* (shown on scenario activation reports) when it determines if a message has reached its intended recipient, even if the recipient has not responded. For example, an individual is considered *contacted* when 1) an individual picks-up and answers the phone (or calls into the system) and listens to the notification message or 2) a notification message is left on an answering machine.

An individual is considered *not contacted* when 1) he does not answer the phone (or call into the system) and an answering machine message could not be left, 2) the phone was busy or 3) he does not have the defined phone type but receives an email. Delivery of an email, fax or pager message is not considered *contacted*.

**Qualified:** The system considers an individual *qualified* (or *Filled* an open *Position* – FP) when a **Yes** is received in response to the appropriate prompt in the assigned call flow or *disqualified* (DP) when a **No** is the response.

### ✚ What does *Fill Status* mean? *Fill Status* displays on some scenario activation reports. Valid *Fill Status* codes include:

FP - indicates Filled Position. The individual successfully *qualified* by responding appropriately to the prompts in the call flow or listening to the entire message.

DP - indicates Disqualified for the Position. The individual *disqualified* by responding appropriately to the prompts in the call flow. Not applicable for some call flows.

NC - indicates Not Contacted. The system was unable to successfully *contact* the individual (phone is busy or not answered, etc.). Not applicable for some call flows.

NR - indicates No Response. The individual did not respond successfully to the prompts in the call flow. Not applicable for some call flows.