



Use Outbound Auto-Call Messaging

The Outbound Auto-Call Messaging Solution allows you to call customers with a recorded message. The solution also has a Press 0 feature to allow your customers to make an immediate payment. You can select to record your message or prepare a written message that PSN will convert to a computerized voice.

IMPORTANT: You must perform these functions at least **one full business day (24 hours) before** you want the Auto-Call campaign to begin.

Option 1: Preparing a Recorded Voice Message

1. You will need a microphone that has a USB port to plug into your computer
2. Draft what you want to record (make sure to time your message; over 2 minutes has additional charges by the minute)
3. Record message and save as a *.wav file (8 kHz 16-bit linear PCM WAV, 8 kHz 8-bit μ -law WAV or 8 kHz 8-bit a-law WAV)

Option 2: Preparing a Written Message (which will be aired by a computerized voice)

1. Type your message in a Word document

Uploading the Message

1. Log into the PSN Account Management Center; select “Outbound Auto-Call” under the OPTIONS tab
2. Select “Start New Campaign”
 - a. Give your campaign a unique name (don’t use apostrophes or a previous campaign name)
 - b. In the Caller ID box, put in your business phone number (this will appear on your customer’s phone)
 - c. START TIME is when you want the calls to begin. Start time is the time of day (in Central time) you want the calls to begin.
 - d. Select the type of message (Information, Emergency or Payment). If you want to use the “Press 0” feature (make an immediate phone payment), select “Payment.”
 - e. Either upload your *.wav file or copy and paste your word document into the box and Save.

Indicates required field.

Please fill out all the following required fields. The Campaign Name has to be unique and should not match an existing campaign name on the account, also do not include apostrophes in the name or message fields. Campaign Caller ID is a number you want showing up on customer caller ID when the campaign starts and has to be 10 Digits only (This number is subject to approval). Make sure the text for the message is clean and has no errors. This can be tested by listening to the message after adding it, which can later be edited if necessary.

Account ID: 8117964

Campaign Name:

Campaign Caller ID: Enter a phone number.

Start Time: 12:00 PM

Campaign start and end time will be in CST. Please allow one business day for approval. (Leave empty if you want the campaign to be started as soon as it is approved)

Message Type: Information

Enter Text for the Message:

Save Message Cancel Characters used: 0/1000

Uploading the Customer Call List

1. Prepare an Excel spreadsheet with all of the customers that you want to be called. The file must have three columns with the header rows named “Customer Name, Customer Phone Number and 2nd Phone Number” (leave any missing phone numbers blank; for example, don’t use “None” in the 2nd phone number column)
2. Save this file in a .CSV format
3. In the “Cust Count (Add/Edit)” column on your call campaign Select “Add/Edit”
4. Either upload the Excel file or follow the prompts to manually enter customer phone numbers
5. To finalize, select the checkbox next to your campaign and select “submit for approval” at the bottom of the page

You can press “Listen” and follow the prompts to make sure your message is what you wanted. If not, see Troubleshooting hints below or rerecord/rewrite the message and click on “modify” or “delete” to start over.

Troubleshooting

- ✓ “My typed message is just like I want it but the recording is different.” Make sure you spell out numbers rather than type them numerically (3rd should be third) and don’t use abbreviations.
- ✓ “I need to remove a customer from the call list.” You can select “add/edit” in the “Cust Count (Add/Edit)” column of your campaign and modify any campaign that is pending.

Still need assistance...

If you require additional help, please submit a TICKET by logging into the PSN Account Management Center; in QUICK LINKS, select “Submit/Monitor Tickets.” Your question will be addressed within one business day.

