

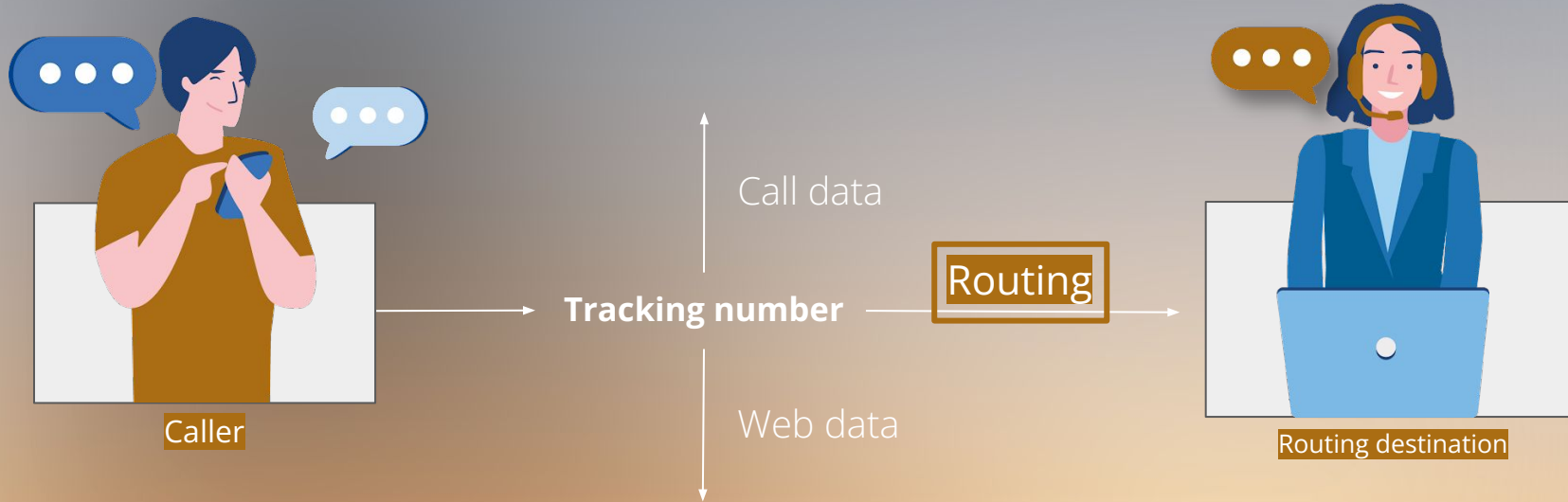


Call Routing

Discover what's possible

AGENDA

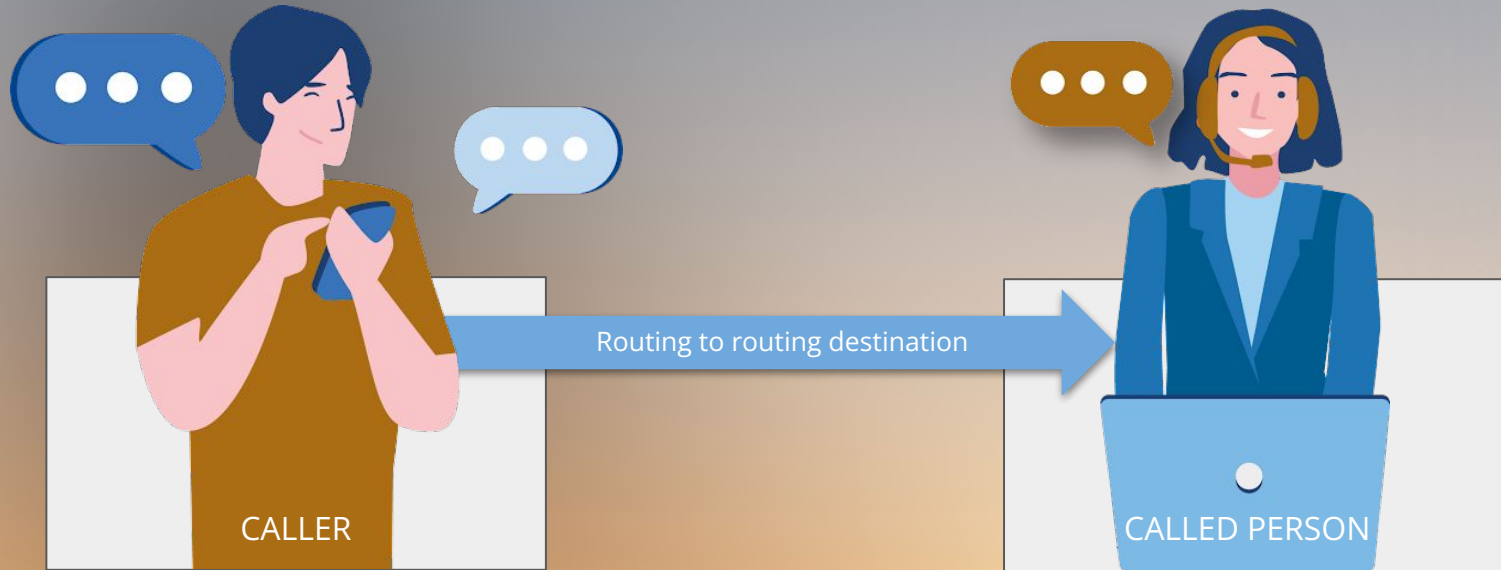
- Difference Basic & Extended Routing
- Routing cascade
- Interactive Voice Response
- Basics
- Answering machine & Callback request
- Whisper sound & Welcome Announcement
- Time Based Routing
- Source Based Routing
- Call Recording





BASIC + EXTENDED ROUTING

BASIC ROUTING



BASIC ROUTING

Routing type

Basic

Extended

Time-dependent Routing

Source-based routing

Start test call

◇ ACTIVATE STORE FINDER

Caller calls

The call starts here. A Call Tracking telephone number is called. You can test the call process yourself, for example by calling the following number: **+49 6301 - 3864998**

Call forwarding (max. 1)

Country code

Telephone number

+49

▼ 711-89989651

⚙️ + ×


ANNOUNCEMENT FOR THE PERSON BEING CALLED:


EXTENDED ROUTING





EXTENDED ROUTING


Routing type

 Basic


 Extended


 Time-dependent Routing

 Source based routing

 Start test call

Additional functions

 Conv. Tracking

 Call Recording

Extended routing features

PreIVR

Answering machine

Announcements

Conversion Tracking

Call Recording

Deactivate call forwarding

ACTIVATE STORE FINDER

Caller calls

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Call forwarding (max. 4)

Country code

Telephone number

+49

711-89989651

Timeout after 100 seconds


ANNOUNCEMENT FOR THE PERSON BEING CALLED:





ROUTING CASCADE


EXTENDED ROUTING


Routing type

 Basic


 Extended


 Time-dependent Routing

 Source based routing

 Start test call

Additional functions

 Conv. Tracking

 Call Recording

Extended routing features

PrelVR

Answering machine

Announcements

Conversion Tracking


Call Recording

Deactivate call forwarding

ACTIVATE STORE FINDER

Caller calls

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Call forwarding (max. 4)

Country code

Telephone number

+49

711-89989651

Timeout after 100 seconds

ANNOUNCEMENT FOR THE PERSON BEING CALLED:

EXTENDED ROUTING

OVERVIEW

ROUTING

SEARCH & REPLACE

CALL MESSAGING

CALL MESSAGING 2.0

CAMPAIGN MANAGEMENT

INTEGRATIONS 2.0

REPORTING

SENT REPORTS

BLACKLIST

Routing type

Basic

Extended

Time-dependent Routing

Source based routing

Start test call

Additional functions

Conv. Tracking

Call Recording

Extended routing features

PreIVR

Answering machine

Announcements

Conversion Tracking

Call Recording

Deactivate call forwarding

Caller calls

The call starts here. A Call Tracking telephone number is called. You can test the call process yourself, for example by calling the following number: **+49 6301 - 3864998**

Call forwarding (max. 4)

Country code

Telephone number

+49

711-89989651

Timeout after 50 seconds

Country code

Telephone number

+49

711-89989651

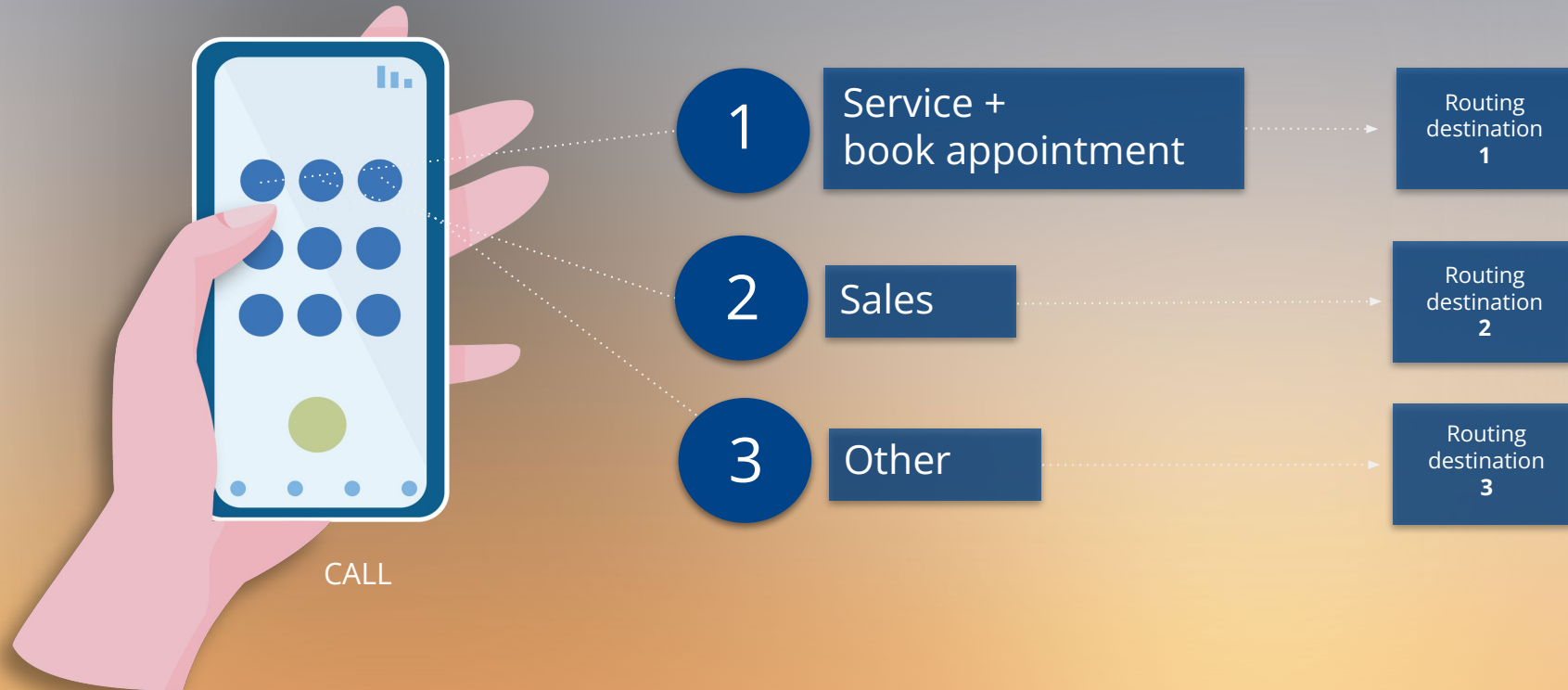
Timeout after 50 seconds

ANNOUNCEMENT FOR THE PERSON BEING CALLED:




INTERACTIVE VOICE RESPONSE


INTERACTIVE VOICE RESPONSE





EXTENDED ROUTING


Routing type

 Basic


 Extended


 Time-dependent Routing

 Source based routing

 Start test call

Additional functions

 Conv. Tracking

 Call Recording

Extended routing features

PreIVR

Answering machine

Announcements

Conversion Tracking

Call Recording

Deactivate call forwarding

ACTIVATE STORE FINDER

Caller calls

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Call forwarding (max. 4)

Country code

Telephone number

+49

711-89989651

Timeout after 100 seconds

ANNOUNCEMENT FOR THE PERSON BEING CALLED:

INTERACTIVE VOICE RESPONSE

Routing type

Basic

Extended

Time-dependent Routing

Source based routing

Start test call

Additional functions

Conv. Tracking

Call Recording

Extended routing features

PreIVR

The caller receives an individual announcement and can be forwarded to routing destinations defined by you by pressing the defined buttons. If no button is pressed, the standard routing takes effect.

Active

Select an announcement

Select key input

Select routing profile

ADD

Caller calls

The call starts here. A Call Tracking telephone number is called. You can test the call process yourself, for example by calling the following number: **+49 6301 - 3864998**

PreIVR

Please select a PreIVR announcement.

Key input	Routing profile	
1	Service	X
2	Sales	X
3	Reception	X

If no key is entered, the announcement is repeated. If no entry is made again, the call will automatically continue to "call forwarding". If an undefined key is pressed, the call goes directly to "call forwarding".

Vertical navigation bar

Phone icon

Grid icon

Phone icon

INTERACTIVE VOICE RESPONSE

Extended routing

When "extended routing" is active, the answering machine, announcements and multiple forwarding destinations are available.

☐




Profile

Profile name

matelso service number

Routing destination

Country code	Telephone number
+49	711-96589120

Routing destination

4971196589120

CANCEL

SAVE

INTERACTIVE VOICE RESPONSE

Routing type

Basic

Extended

Time-dependent Routing

Source based routing

Start test call

Additional functions

Conv. Tracking

Call Recording

Extended routing features

PreIVR

The caller receives an individual announcement and can be forwarded to routing destinations defined by you by pressing the defined buttons. If no button is pressed, the standard routing takes effect.

Active

Select an announcement

Select key input

Select routing profile

ADD

Caller calls

The call starts here. A Call Tracking telephone number is called. You can test the call process yourself, for example by calling the following number: **+49 6301 - 3864998**

PreIVR

Please select a PreIVR announcement.

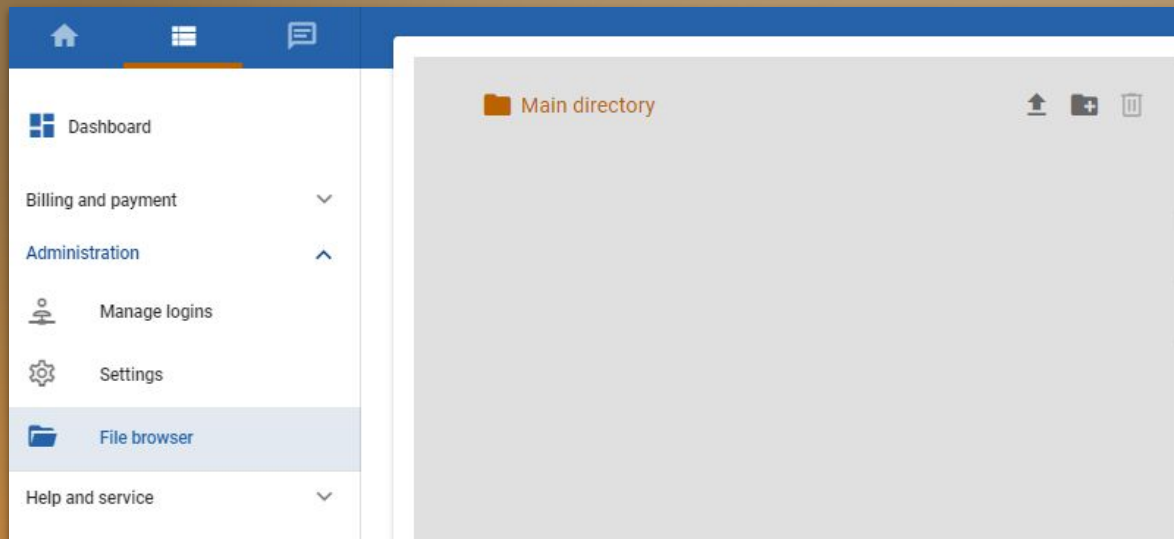
Key input	Routing profile	
1	Service	X
2	Sales	X
3	Reception	X

If no key is entered, the announcement is repeated. If no entry is made again, the call will automatically continue to "call forwarding". If an undefined key is pressed, the call goes directly to "call forwarding".






>> I would like to use my own sound files to customize the announcements.

- 1** Where do I manage the sound files in the control panel?
- 2** In which format should the files be stored?
- 3** Select the correct file!

- 1 Where do I manage the sound files in the control panel?
In the **Control Panel** passive tab > **Administration** > **File Browser**



- 2 In which format should the files be stored?
As a .wav file - 16 bit 8 KHz mono

File name ↑	Type	Size	Preview
jinglebells.20211130153437.wav RIFF (little-endian) data, WAVE audio, Microsoft PCM, 8 bit, mono 11025 Hz	.wav	25 kB	
 Convert to 16 bit 8 KHz mono audio, Microsoft PCM, 16 bit, mono 8000 Hz	.wav	36.1 kB	
 Download	Lines per page: 10 ▾ 1-2 of 2 < >		
 Delete			

3 Select the correct file!

	File name ↑	Type	Size	Preview
⋮	jinglebells.20211130153437.wav RIFF (little-endian) data, WAVE audio, Microsoft PCM, 8 bit, mono 11025 Hz	.wav	25 kB	▶
⋮	jinglebells.wav RIFF (little-endian) data, WAVE audio, Microsoft PCM, 16 bit, mono 8000 Hz	.wav	36.1 kB	▶
Lines per page: 10 ▾ 1-2 of 2 < >				

I would like to use my own sound files to customize the announcements

- Where do I manage the sound files in the control panel?
In the Control Panel passive tab > Administration > File Browser
- In which format should the files be stored?
The files must be in the right format:
-> .wav File. Optimal file format: 16bit 8Khz mono
- Can I adapt the wav file in the Control Panel?
-> Yes, please do. The file can be adapted immediately after uploading it:



INTERACTIVE VOICE RESPONSE

Routing type

Basic

Extended

Time-dependent Routing

Source based routing

Start test call

Additional functions

Conv. Tracking


Call Recording


Extended routing features


PreIVR

The caller receives an individual announcement and can be forwarded to routing destinations defined by you by pressing the defined buttons. If no button is pressed, the standard routing takes effect.

☒ Active

Select an announcement 

 Select key input


 Select routing profile




ADD

Caller calls

The call starts here. A Call Tracking telephone number is called. You can test the call process yourself, for example by calling the following number: **+49 6301 - 3864998**

PreIVR

 jinglebells.wav

Key input	Routing profile	
1	Service	
2	Sales	
3	Reception	

If no key is entered, the announcement is repeated. If no entry is made again, the call will automatically continue to 'call forwarding'. If an undefined key is pressed, the call goes directly to 'call forwarding'.









ANSWERING MACHINE & CALLBACK REQUEST

ANSWERING MACHINE (classic)



CALLER

"Hello, you are calling outside of our opening hours. Please leave a message with your telephone number and we will call you back."

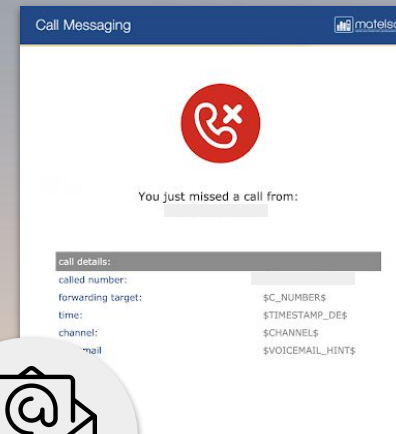
ANNOUNCEMENT



RECORDING



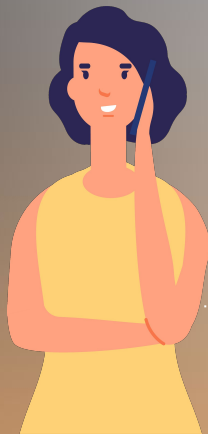
SOUND FILE TO STORED E-MAIL ADDRESS



! Call messaging must be enabled to use mailing

? Where can I find my recorded messages?
In the File Browser in the Control Panel

ANSWERING MACHINE (with Announcement)



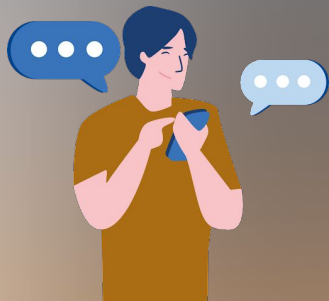
CALLER

"Hello, you are calling outside of our opening hours. Our opening hours are Monday to Friday, from 8 am to 6 pm."

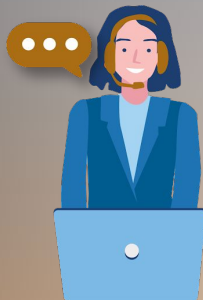


INFO SOUND

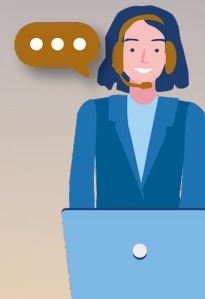
I want to always be as reachable as possible. If a caller is routed to Ms. Müller, but Ms. Müller is not available, I would like the call to be routed on again after 50 seconds to Ms. Schmitt. If Ms. Schmitt is also unavailable, the call will be taken by an answering machine, where the caller can leave a message. The message that the caller leaves is forwarded by e-mail to Ms. Müller, as she is the main contact.



Call is routed to Ms. Müller



As Ms. Müller is not available, the call is routed to Ms. Schmitt after 50 seconds.



After a further 50 seconds, the call is routed to the answering machine.



The message left on the machine is forwarded by e-mail.



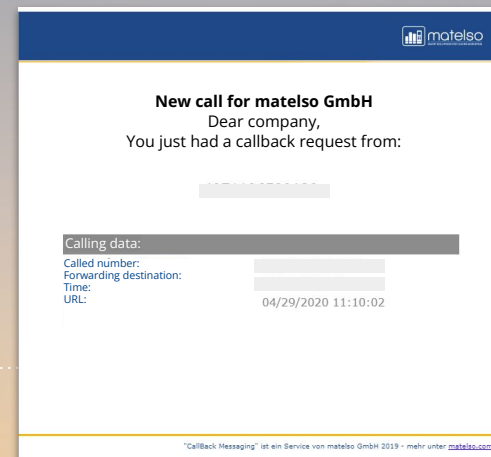
CALL BACK REQUEST



CALLER

"The called subscriber is currently unavailable. If you would like to leave a callback request, please press 1 now."

ANNOUNCEMENT



New call for matelso GmbH
Dear company,
You just had a callback request from:

[Redacted]

Calling data:


Called number:	[Redacted]
Forwarding destination:	[Redacted]
Time:	[Redacted]
URL:	04/29/2020 11:10:02


"CallBack Messaging" ist ein Service von matelso GmbH 2019 - mehr unter matelso.com


CALLBACK REQUEST BY E-MAIL


EXTENDED ROUTING

Routing type


 Extended


 Time-dependent Routing

 Source based routing

 Start test call

Additional functions

 Conv. Tracking

 Call Recording

Extended routing features

PreIVR

Answering machine

Announcements

Conversion Tracking

Call Recording

Deactivate call forwarding

ACTIVATE STORE FINDER

Caller calls

The call starts here. A Call Tracking telephone number is called. You can test the call process yourself, for example by calling the following number: **+49 6301 - 3864998**

Call forwarding (max. 4)

Country code

Telephone number

+49

711-89989651

Timeout after 100 seconds

ANNOUNCEMENT FOR THE PERSON BEING CALLED:



WHISPER SOUND & WELCOME ANNOUNCEMENT

WHISPER SOUND

Initial scenario:

The real estate agent receives a call. He uses matelso single-number pools for various rental properties advertised in a newspaper. Wouldn't it be useful to know which property the caller is interested in advance?



WHISPER SOUND

Initial scenario:

A portal uses the Whisper sound as branding to draw the attention of the customer to the fact that the call was generated via the portal.



WELCOME ANNOUNCEMENT

Initial scenario:

The interested party calls about an advert, and is greeted with a welcome message. Good idea, right?





...The real estate agent receives the call after the announcement has been played to the caller





EXTENDED ROUTING


Routing type

 Classic


 Extended


 Time-dependent Routing

 Source based routing

 Start test call

Additional functions

 Conv. Tracking

 Call Recording

Extended routing features

PreIVR

▼

Answering machine

▼

Announcements

▼

Conversion Tracking

Call Recording


Deactivate call forwarding


▼

ACTIVATE STORE FINDER

Caller calls

The call starts here. A Call Tracking telephone number is called. You can test the call process yourself, for example by calling the following number: **+49 6301 - 3864998**





Call forwarding (max. 4)

Country code

Telephone number

+49

▼ 711-89989651

Timeout after 100 seconds

⚙️ + ×

ANNOUNCEMENT FOR THE PERSON BEING CALLED:

WHISPER SOUND

Extended routing features

- PreIVR
- Answering machine
- Announcements**
- For callers
- Whisper sound
- Conversion Tracking
- Call Recording
- Deactivate call forwarding

File name ↑	Type	Size	Preview
<div>⋮</div> jinglebells.20211130153437.wav RIFF (little-endian) data, WAVE audio, Microsoft PCM, 8 bit, mono 11025 Hz	.wav	25 kB	▶
<div>⋮</div> jinglebells.wav RIFF (little-endian) data, WAVE audio, Microsoft PCM, 16 bit, mono 8000 Hz	.wav	36.1 kB	▶

Lines per page: 10 1-2 of 2



TIME BASED ROUTING

TIME BASED ROUTING

Initial scenario:

A medical practice has opening hours. To provide optimal cover for all opening hours, you have the following set-up planned:

Mo. - Fr. 7 am to 8 am

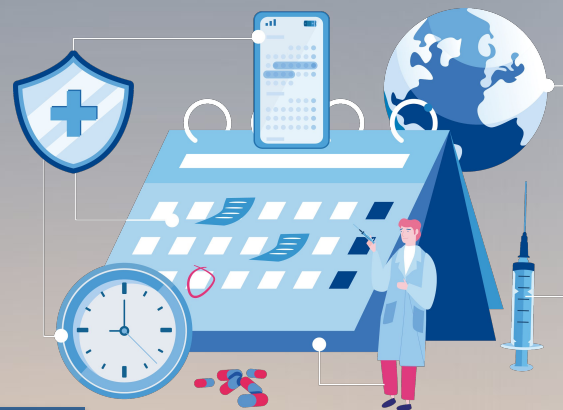
practice

Public holidays and weekend work

cell phone

Outside business hours

**off/announcement giving the
emergency cell phone no.**



Routing type

Extended

Time-dependent Routing

Source based routing

Start test call

Additional functions

Conv. Tracking

Call Recording

Extended routing features

PreIVR

Answering machine

Announcements

Conversion Tracking

Call Recording

Deactivate call forwarding

ACTIVATE STORE FINDER

Caller calls

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Call forwarding (max. 4)

Country code

Telephone number

+49

711-89989651


Timeout after 100 seconds


ANNOUNCEMENT FOR THE PERSON BEING CALLED:

TIME BASED ROUTING







Configuration

Select the routing and time profile as a pair. The time profile determines when the routing should take effect. The routing profile determines where the call is routed to. The profile pairs are checked from top to bottom. Therefore, the uppermost pair always counts. If this period does not apply, the second pair takes precedence and so on.

 Select time profile


 Select routing profile


ADD

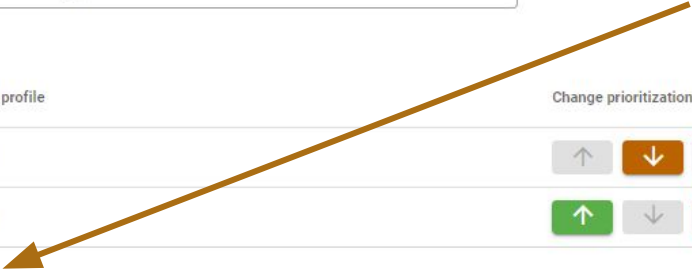
Time profile	Routing profile	Change prioritization
standby	Mobil	<div></div>
Opening Hours	Office	<div></div>

Standard Routingprofil

Here, you can select a routing profile that will take effect if none of the above-mentioned periods apply. The standard routing profile must be specified.

 Answering Machine





TIME BASED ROUTING

Name

Opening Hours

Give the time profile a meaningful name.

Days

MO

TU

WE

TH

FR

SA

SU

on countries' national public holidays

Also works on the following days

ANNUALLY ONE-TIME

Select days on which a routing profile should be active.

Period

Please note that all time periods specified here are saved in German time. So if you are in London, for example, add 1 hour to your local time when setting up the time profiles.

The current date/time (UTC+1) in Germany is: December 10, 2021 4:34 PM

☐ All day

Period

from

to

ADD

from

07:00

to

18:00

ENTFERNEN

CANCEL

SAVE

TIME BASED ROUTING

Name

Opening Hours

Give the time profile a meaningful name.

Days

MO

TU

WE

TH

FR

SA

SU

on countries' national public holidays

Also works on the following days

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Select days on which a routing profile should be active.

Period

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☐ All day

Period

from

to

ADD

from

07:00

to

18:00

ENTFERNEN


CANCEL


SAVE

TIME BASED ROUTING

Configuration

Select the routing and time profile as a pair. The time profile determines when the routing should take effect. The routing profile determines where the call is routed to. The profile pairs are checked from top to bottom. Therefore, the uppermost pair always counts. If this period does not apply, the second pair takes precedence and so on.





Time profile	Routing profile	Change prioritization
standby	Mobil	<input type="button" value="↑"/> <input type="button" value="↓"/> <input type="button" value="X"/>
Opening Hours	Office	<input type="button" value="↑"/> <input type="button" value="↓"/> <input type="button" value="X"/>

Standard Routingprofil

Here, you can select a routing profile that will take effect if none of the above-mentioned periods apply. The standard routing profile must be specified.





SOURCE BASED ROUTING

SOURCE BASED ROUTING

Application scenario:

Callers from Kaiserslautern are connected with the office. Callers from other area codes to the cell phone of the field service. Anonymous callers are directed to an answering machine:



49631

Office

Anonymous callers


Answering machine


All others


Cell phone


SOURCE BASED ROUTING


Routing type

 Basic


 Extended


 Time-dependent Routing

 Source based routing

 Start test call

Additional functions

 Conv. Tracking

 Call Recording

Extended routing features

PreIVR

▼

Answering machine

▼

Announcements

▼

Conversion Tracking

Call Recording


Deactivate call forwarding


▼

◇ ACTIVATE STORE FINDER

Caller calls

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Call forwarding (max. 4)

Country code

Telephone number

+49

▼ 711-89989651

 + ×

Timeout after 100 seconds

ANNOUNCEMENT FOR THE PERSON BEING CALLED:

SOURCE BASED ROUTING

Configuration

Source based routing in 3 easy steps.

First choose whether a rule should be created for one of the presets or a phone number.

☐ Presets ☒ Phone number (s)

Enter one or more phone numbers in E164 format (including country code without or 00 - e.g. 4971121843140). The entries can be separated with a comma. Enter an area code (e.g. 49711 for Stuttgart) to create a rule for all phone numbers in an area code.



Phone number (s)

Select which routing profile should apply to the cases selected above. You can also create a new routing profile here.



Select routing profile

ADD

Time profile

Routing profile

Change prioritization

standby

Mobil



Opening Hours

Office



Standard Routingprofil

Here, you can select a routing profile that will take effect if none of the above-mentioned periods apply. The standard routing profile must be specified.



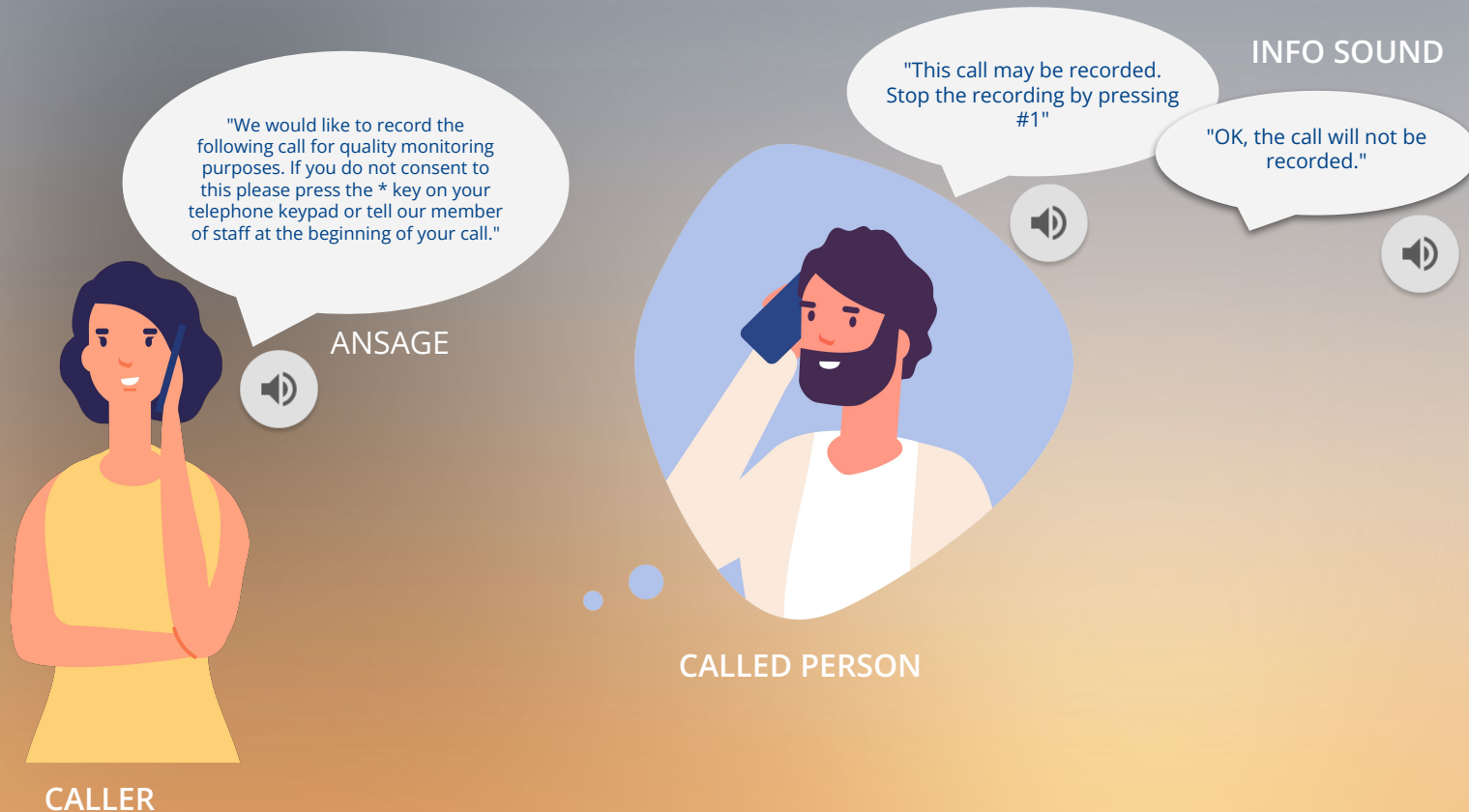
Answering Machine






CALL RECORDING


CALL RECORDING





ADDITIONAL FUNCTIONS


Routing type

 Basic


 Extended


 Time-dependent Routing

 Source based routing

 Start test call

Additional functions

 Conv. Tracking

 Call Recording

Extended routing features

PreIVR

▼

Answering machine

▼

Announcements

▼

Conversion Tracking

▼

Call Recording

▼


Deactivate call forwarding


▼

ACTIVATE STORE FINDER

Caller calls

The call starts here. A Call Tracking telephone number is called. You can test the call process yourself, for example by calling the following number: **+49 6301 - 3864998**








Call forwarding (max. 4)

Country code

Telephone number

+49

▼ 711-89989651

Timeout after 100 seconds

ANNOUNCEMENT FOR THE PERSON BEING CALLED:



THANK YOU FOR YOUR ATTENTION

Next Webinar:
27.01.2022 | VOICE CONNECT