



Call-in Message Retrieval

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Introduction

The **Call-In Message Retrieval** feature for SchoolMessenger Communicate is a powerful option that allows broadcast phone call recipients to dial a toll-free number where they can replay previous phone notifications that they may have missed. This helps to improve deliverability in cases such as where the intended recipient missed the message or someone else answered the call. It is also useful in cases where a cell phone call was dropped before the message could be completed, the reception was poor and/or the recipient was unable to understand the message.

How it Works

When the feature is enabled, the phone call will display a toll-free caller ID number which is unique to your account. If the recipient wants to call into the system to listen to a message they might have missed, they simply hit re-dial on their phone. Then, if their caller ID is not blocked, the system will identify them and play back the most recent 10 calls to that number from the past 30 days - including the time/date that the message was sent.

If the recipient has their caller ID blocked, the system will prompt them to enter the number that received the original call, after which the system will replay the recent messages to that number.

Recipients can even interact with missed messages. For example: say that you sent a message looking for volunteers, and you asked people to leave you a message indicating their interest. A person who received that message on their voicemail could later dial back into the system and still leave you a message letting you know they want to participate.

Things to Consider

The Call-in Message Retrieval option is simple to enable and requires no special setup, but there are some things to be aware of prior to having this feature activated for your account:

Caller ID is not configurable

When using the Call-in Message Retrieval feature all calls sent from your account will display the caller ID of the call-in number. This is to facilitate the recipient's ability to simply redial the number in order to access the system.

Adding Security by Requiring an ID Number

Some customers may be concerned that anyone can call into the system and enter a 10-digit number and listen to messages sent to that phone number. Since mass notification calls rarely contain confidential information, this is typically not an issue. However, you can enable the option to require that the caller additionally enter the ID number of the student (or staff member) to whom the call was originally targeted. While this does add a level of security, it also requires message recipients to know the ID number(s) of their children. Also, if you use alphanumeric ID numbers it can be somewhat more difficult for users to enter those values correctly through a touchtone keypad interface.

FAQs

How do we keep people from seeing the toll-free caller ID, assuming it is a telemarketer, and not answering their phone?

Since most customers use the system on a regular basis, it does not take long for message recipients to learn that the caller ID is from the district's automated notification system. This is generally more effective than having the caller ID change from call to call – as often happens when some calls originate from the district, others from the school, and others from the attendance office, etc. They will also learn that those calls are specifically from the automated notification system and not from a live person at the school. This can reduce concern in the event that they do miss a call and only happen to see the caller ID. Parents often incorrectly assume that any call from the school must indicate that there is a problem.

By making an effort to advertise the information to parents (and staff) regarding the automated notification system, the caller ID they should expect to see, and the option for re-dialing the number to retrieve any missed messages, you can generally eliminate most questions or concerns that might arise.

Lastly, if a recipient chooses not to answer a call, the message will be left on their answering machine or voice mail, and they will quickly learn the nature of the calls that display your unique toll-free number.

Can we use the call-in number for the caller ID on certain jobs, but use different caller ID values for other jobs?

No. As previously mentioned, the fixed caller ID is necessary in order to ensure that recipients have the information available to them in order to dial back into the system to retrieve missed messages. It would create unnecessary confusion if recipients could re-dial the caller ID to access the system for some calls but not others.

How do we enable the Call-in Message Retrieval feature?

Simply contact your Account Manager or Sales Representative for purchase, or if it is already purchased, email support for assistance in getting the Call-in Message Retrieval feature enabled for your account.

Questions?

If you have any questions regarding the above, please contact support.

SchoolMessenger Support Number

Email: support@schoolmessenger.com

Phone: 800-920-3897