

Call Announce FAQs

1. What is Call Announce?

Call Announce whispers an audible version of the custom tag to you. This announcement prepares you in advance of answering the call. For example, let's say you assigned the custom tag "Sales" to your call group and activated the new Call Announce feature for your Vonage Business Solutions extension. Upon answering incoming calls you will hear, "You have a call for [Sales]" before connecting the call. Meanwhile, the caller will continue to hear ringing.

2. What are the key benefits to the Vonage customer?

Call Announce prepares you in advance of answering the call.

Call Announce creates the presence of a larger company.

Four sample use cases:

Mobile Phones: When you answer an inbound call on mobile, Call Announce will alert you that this is a call to your office phone number.

Queue/Call Group Members: Hearing the tag associated with a group/queue means that the agent knows which inbound calls are ringing their extension directly versus those calls ringing through the group.

Shared Resources: Large companies that share resources can use the whisper to ensure that agents know how to answer the phone. Before answering, they know the product, company or service that the caller is calling in about.

Marketing: Marketing departments may already tag phone numbers to track calls for unique promotions. Call Announce alerts your sales reps that the caller is aware of a promotion or is calling in from a specific ad campaign.

3. What are the key benefits to Vonage?

Call Announce introduces an important value-added service for our customers.

Call Announce is the continuation of an Aptela feature called Announce Callee.

4. What type of line can Call Announce be configured on?

Call Announce can be configured on an extension, call group, or call queue and works in conjunction with Custom Tagging and Call Screening.

5. How much does Call Announce cost?

Call Announce is a feature enhancement that is free to customers and available on every Vonage account extension, call group and call queue.

6. How do I configure Call Announce?

1. Log in to your account at <http://my.vonagebusiness.com>.
Please Note: End Users may enable or disable Call Announce, but only the account super user or administrators may configure the Custom Tagging feature.
2. Next, click the “Phone Systems” icon at the top of the page. Then click the extension you would like to configure.
3. Under “Basic Settings” scroll down to find the “Call Screening” section. Check the box next to “Enable Call Announce.”
4. After checking the box you will see a yellow box appear confirming the call tag that you will hear.
 - You also have the option to enable “Call Screening.” If you decide to do so, make sure the box next to “Enable Call Screening” is checked. A yellow box will appear confirming what you will hear when answering a call.
 - Another complementary Call Screening feature is “Screen Menu.” With this option checked, you will hear a list of options on how you wish to handle the call.
 - **Please Note:** Call Announce works in conjunction with Call Screening, so you have various configuration options.
5. Call Announce is now configured. Vonage automatically converts existing Custom Tags to text-to-speech audio files. But you also have an option of creating your own custom audio. The additional steps listed below walk you through that process.
6. Custom Tagging can be configured on extensions, call groups, call queues and virtual receptionists. The following example will cover extensions. On the extension page, click the tag icon next to the “Extension Number.” (When you roll over the icon with your cursor it will turn orange.)
7. In the new window click the dropdown menu and select “Create a new custom tag.”
 - **Please Note:** You may use or modify existing tags.
8. Next, fill in the desired name you would like to give this custom tag. All custom tag names will be saved for future use.
9. Optional: If you would like to record custom audio for this tag, click the record or upload icon next to “Announce Greeting” to create the greeting you will hear during an incoming call.

- You do not need a microphone to record a greeting. After clicking the record button, a new box will appear prompting you to type in a 10 digit phone number. Next click “Dial” and the Vonage system will call you. Listen to the instructions on the phone to record and save your greeting.
- You also have the option to upload an audio file by clicking the yellow file icon. The file must be in .wav or .mp3 format and the maximum file size allowed is 8MB.
- **Please Note:** If you do not provide a custom greeting, a greeting will be generated for you.

10. You may also attach a Google Analytics Profile ID if you would like to track call information through Google.

11. Click “Update” to save the configurations you have selected.

7. Do I have to record my voice for the Call Announce prompt to successfully work?

No. The system will utilize Text to Speech to create a default audio file based on the Call Tag for the Call Announce feature if you do not want to record a greeting.

8. If the call travels through multiple “tags,” which one will I hear when I answer the phone?

The call will announce no more than two call tags on a given call. When multiple call tags are available within a call flow, the system will play the first and last call tag.

9. How does Call Screening and Call Announce work in conjunction with one another?

There are six potential configurations for using Call Screening, Call Announce and the Screening Menu. They are:

Screen: Caller prompted for his/her name; Vonage user (“user”) hears the caller’s name; call connects. *Example:* “You have a call from John Doe.”

Call Announce: User hears the username/call tag being called; call connects. *Example:* “You have a call for Sales.”

Screen + Announce: Caller prompted for his/her name; user hears the username/call tag being called; call connects. *Example:* “You have a call for Sales from John Doe.”

Screen + Menu: Caller prompted for his/her name; user hears the caller's name; user hears menu options, chooses 1; call connects. *Example:* "You have a call from John Doe. Press 1 to accept the call, press 2 to send the caller to voicemail..."

Announce + Menu: User hears the username/call tag being called; user hears menu options, chooses 1; call connects. *Example:* "You have a call for Sales. Press 1 to accept the call, press 2 to send the caller to voicemail..."

Screen + Announce + Menu: Caller prompted for his/her name; user hears the username/call tag being called; user hears the caller's name; user hears menu options, chooses 1; call connects. *Example:* "You have a call for Sales from John Doe. Press 1 to accept the call, press 2 to send the caller to voicemail..."

10. Use Models

1. User's extension is part of a Group/Queue
 - Bob is part of the Sales Department. When his desk phone rings, Bob wants to know if the inbound call is ringing to his extension directly or to the Sales queue. Before answering the call, Bob hears, "You have a call for Sales."
2. Shared resources across multiple Groups/Queues
 - Mary (Ext. 103) is part of the Billing and Customer Care queues. Before answering a call, Mary will hear if the call is ringing into her directly, to the Billing help line or to Customer Care.
3. Receiving calls through multiple VRs or phone numbers
 - A customer account manages multiple products. Calls into Phone Number A are responding to advertisements on Lawn Mowers while calls into Phone Number B are responding to ads on Beauty Cream. Before answering a call, employees know which product the caller is calling in about.
4. Forwarding calls to mobile
 - When calls forward to mobile, most customers want to retain the originating caller ID. Call Announce will alert the customer that the mobile call is coming in from their business line versus calling their mobile number directly.

11. Where can I get training on how to use Call Announce?

For more information on Call Announce, customers should visit the Vonage Business Solutions Support website at <http://support.vonagebusiness.com>.