

# VOICE MESSENGER ADMIN/P&P (M)



**Description:** This session will help to develop policies and procedures for the use of Campus Messenger. It will also cover the necessary system administration setup.

**Time:** 2 hours

Introductions & Overview (15 minutes)	<ul style="list-style-type: none"><li>• Discuss importance of a P&amp;P document</li></ul>
Messenger Overview (30 minutes)	<ul style="list-style-type: none"><li>• Overview of Campus Messenger</li><li>• Review Census setup that affects Messenger<ul style="list-style-type: none"><li>• Messenger checkbox on relationships</li><li>• Individual Contact Preferences</li><li>• Changing Contact Preferences through Campus Portal</li><li>• Mass change Contact Preferences (System Admin &gt; Messenger)</li></ul></li></ul>
P&P Checklist (30 minutes)	<ul style="list-style-type: none"><li>• Discuss items on P&amp;P Checklist</li></ul>
System Admin (30 minutes)	Learn Messenger Preferences <ul style="list-style-type: none"><li>• Dialer Preferences</li><li>• Prompt Preferences</li><li>• Redial Preferences</li><li>• Email Preferences</li><li>• Messenger Reports</li></ul>
Review (15 minutes)	<ul style="list-style-type: none"><li>• Plan for completing P&amp;P document</li><li>• Q &amp; A with the trainer</li><li>• Complete training survey</li></ul>



# MESSENGER CHECKLIST



<b>Procedural Questions</b>	<b>Plan</b> (decisions made and action plan for tabled decisions)
<p><b>Census</b></p> <ul style="list-style-type: none"> <li>• Who will be marked as being a messenger contact?</li> <li>• Will messenger contacts be able to decide what type of messages to receive?</li> </ul>	
<p><b>Messenger</b></p> <ul style="list-style-type: none"> <li>• Will the “email only” messenger be implemented?</li> <li>• Will the dialer be implemented?</li> <li>• Who will have rights to send out emergency messages?</li> <li>• What type of messages will be considered emergency messages?</li> <li>• Who will create message templates?</li> <li>• Who will have rights to send out district messages?</li> <li>• Who will have rights to send out building messages?</li> <li>• What type of messages will be considered high priority messages?</li> <li>• What time will voice messages start being sent out?</li> <li>• What time will email messages start being sent out?</li> <li>• Will the attendance, behavior and teacher messenger be implemented? If so, to what extent?</li> </ul>	



# CAMPUS MESSENGER



## OVERVIEW

The Campus Messenger allows districts to send email and/or phone messages to students and messenger contacts based upon an ad hoc filter as well as to school staff members. Messenger functionality is also used for the attendance, behavior and teacher Messenger functionality.

## OBJECTIVES

- Review the setup needed in Census for Messenger to make contact with Messenger contacts.
- Create the message text and upload a WAV file for non-English messages.
- Send a message to a specific ad hoc filter.
- Create and send a test message.
- Send a message to staff members.

## Census Setup for Messenger

Messages are categorized into five different types:

- General
- Attendance
- Behavior
- High Priority
- Teacher

Contact Reason	High Priority	Attendance	Behavior	General	Teacher
* Abegg Household: (555)844-6117	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Phone:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work Phone:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cell Phone:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\* Household phone preferences apply to all active members of this household.

For each type of message, a person may have a preference for where the message is delivered (home phone, work phone, cell phone, other phone, or via email). An option

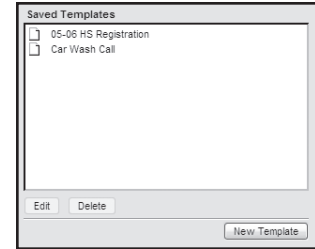
in Parent Portal can be enabled to allow individuals to change their contact preferences, but the district may need to set district-wide preferences during the implementation process.

In addition to delivery preferences, non-students will need to be set as Messenger contacts via their relationships.

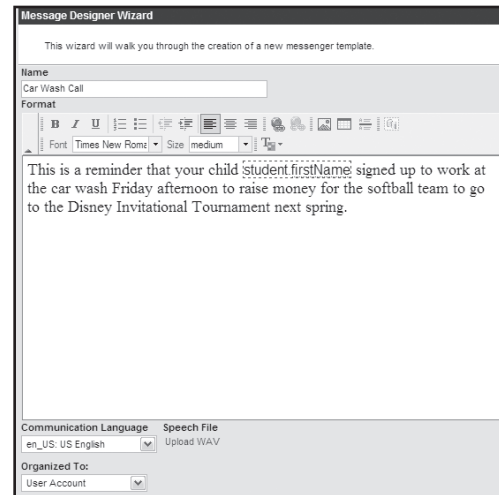
Name	Gender	Relationship	Start Date	End Date	Seq	Guardian	Mailing	Portal	Messenger	Private
Abegg, Glissa	F					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Abegg, Harrison	M					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Abegg, Ryo	M					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Creating a Messenger Template

The text of a message created in Campus may be personalized for each recipient using data elements from the application. The personalized message will be delivered via email or will be “read” by a text-to-speech (TTS) engine for phone calls. The TTS engine in Campus speaks US English; phone messages that should be delivered in languages other than English will need to be recorded as WAV files and uploaded to Campus. WAV files will be delivered as stand-alone messages and cannot be personalized with data elements.

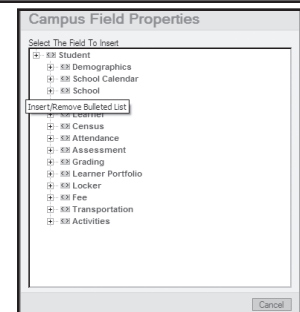


1. Expand the Messenger folder.
2. Select Message Designer.
3. Click New Template.
4. Enter a Name for the template. This name should describe the message as it will be selected by name when the time comes to send the message.
5. Using the WYSIWYG editor, enter the text of the message as it should be formatted for email delivery. To insert data elements from



Campus, click the  icon and select the field from the selection window.

6. Messages may be saved to the user’s account or shared with user groups the user is a member of by selecting the group in the Organized To dropdown.
7. Click Save when finished.



## Non-English Messages

A message to be delivered in a language other than English has two additional steps in Campus:

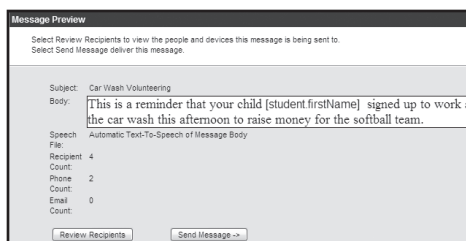
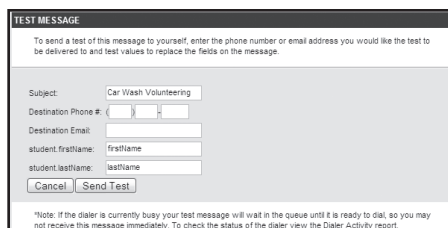
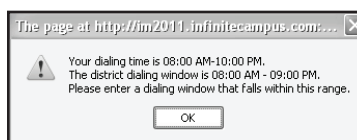
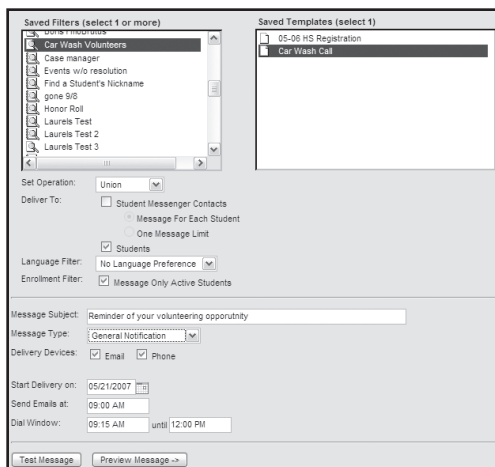
1. Upload a WAV file to be used for phone delivery of the message. The email template may be written in another language. To upload a WAV file, click upload and browse to the file. Click Save when finished uploading to return to the message.
2. Select the language for the message in the Communication Language dropdown.
3. Click Save when finished.



## Sending a Message

Once a message template has been created in the Message Designer, the message can be sent to students (or their Messenger contacts) defined by an ad hoc filter.

1. In the Index outline, select the Message Builder.
2. Select the Ad Hoc Filter(s) that defines the recipients.
3. Set the mode of operation for the ad hoc filter (union will merge the lists into one large list, intersection will find the students who exist on both lists).
4. Select the Saved Template.
5. Select the recipients (students or their Messenger contacts).
6. Filter to a particular language (if needed) by selecting the language in the Language Filter.
7. Enter the Message Subject.
8. Select the Message Type to set which contact method will be used for each individual recipient.
9. Choose the Delivery Device(s).
10. Enter the date to Start Delivery On.
11. Enter the time to Send Emails, if applicable.
12. Enter the times for the Dialing Window for this message. Messenger will start to make phone calls that this time and will stop making calls at the end time.
13. To send a test message, select Test Message. The system will prompt the user for a phone number, email address, and any fields used in the selected template.
14. To continue with the message delivery process, click Preview Message.
15. The preview screen will show the message, the source of the audio for telephone calls, the number of distinct recipients for this message, and the number of messages that will go by each delivery method.



## Campus Messenger

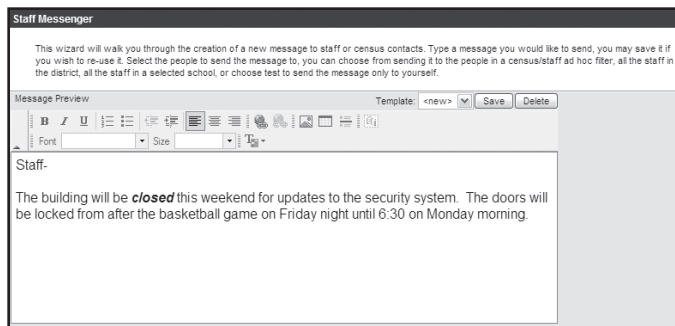
16. To review recipients, and remove individuals if needed, click Review Recipients. The user may then remove specific phone jobs or recipients from the queue.
17. To queue the message, click Send Message. Messages will go out at the delivery time.

Save Recipients			
Sort By Student Name			
Count	Recipient Name	Student Name	Preview
1	<input checked="" type="checkbox"/> Abegg, Glissa	Abegg, Dylan	<input type="checkbox"/>
	<input checked="" type="checkbox"/> (555)844-6117		
2	<input checked="" type="checkbox"/> Abegg, Harrison	Abegg, Dylan	<input type="checkbox"/>
	<input checked="" type="checkbox"/> (782)323-2342		
3	<input checked="" type="checkbox"/> Raquet, Anwar	Genius, Boy	<input type="checkbox"/>
4	<input checked="" type="checkbox"/> Raquet, Joellee	Genius, Boy	<input type="checkbox"/>

## Staff Messenger

The Staff Messenger tool may be used to send messages to all staff of a building or to staff defined by an ad hoc filter.

1. Select Staff Messenger.
2. Enter the text of the message using the WYSI-WYG editor.
3. Messages may be personalized using Campus data elements.
4. Enter the Message Subject.
5. Select the Message Type to deliver the message according to the recipients preferences.



**Staff Messenger**

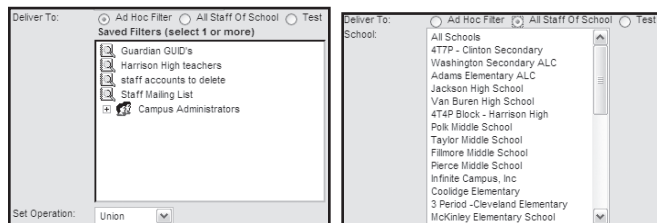
This wizard will walk you through the creation of a new message to staff or census contacts. Type a message you would like to send, you may save it if you wish to re-use it. Select the people to send the message to, you can choose from sending it to the people in a census/staff ad hoc filter, all the staff in the district, all the staff in a selected school, or choose test to send the message only to yourself.

Message Preview: Template: <new> Save Delete

Rich Text Editor: Staff-

The building will be **closed** this weekend for updates to the security system. The doors will be locked from after the basketball game on Friday night until 6:30 on Monday morning.

6. Select the method of determining recipients.
7. If using an Ad Hoc filter, select the filter. If sending a message to all staff of a school, select the school(s) from the school list.
8. Select the date to Start Delivery on.
9. Enter the time to Send Emails (if applicable) and enter the times for the Dialer to Start.
10. Click Preview Message to review recipients.
11. Click send message to schedule delivery.



Deliver To:  Ad Hoc Filter  All Staff Of School  Test

**Saved Filters (select 1 or more)**

- Guardian GUID's
- Harrison High teachers
- staff accounts to delete
- Staff Mailing List
- Campus Administrators

Set Operation: Union

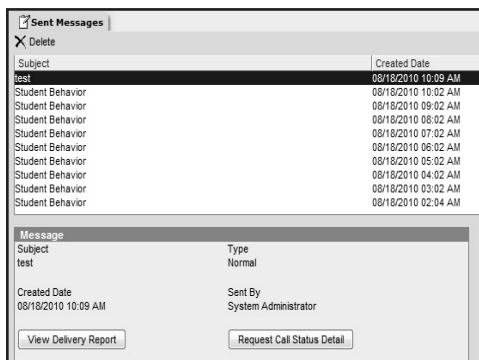
**Deliver To: School**

- All Schools
- 4777 - Clinton Secondary
- Washington Secondary ALC
- Adams Elementary ALC
- Jackson High School
- Van Buren High School
- 474P Block - Harrison High
- Polk Middle School
- Taylor Middle School
- Filmore Middle School
- Pierce Middle School
- Infinite Campus, Inc
- Coolidge Elementary
- 3 Period -Cleveland Elementary
- McKinley Elementary School



## Reviewing Reports and Status

- To review the status and delivery results of messages, select Sent Messages.
- From the window that opens, select the message and click view delivery report. A PDF will open showing delivery status for each recipient and totals for the Messenger job.
- If the Sent Messages report is missing status information for certain phone numbers, press the Request Call Status Detail to retrieve that data. Click the View Delivery Report button again after refreshing to view the data.



## Using WAV Files with Campus Messenger

For messages delivered by phone, Campus Messenger uses a text-to-speech (TTS) system which “reads” the entered text to the recipient using a synthesized computer voice. If a district wishes to use a real voice, a WAV file may be uploaded and delivered over the phone.

### Recording a WAV File

In order to record a WAV file, the user will need

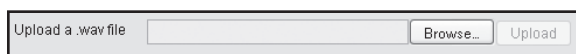
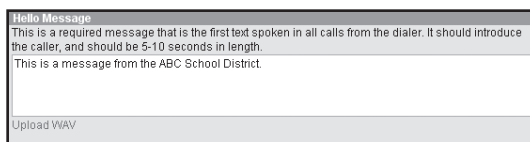
- A microphone
- A sound recording program
  - Windows computers include a recording program called Sound Recorder. This program is typically found in the Entertainment subfolder of the Accessories folder of the start menu.
  - Mac users may wish to use a shareware program called Audacity to do sound recordings.
  - Consult the documentation and/or help for the recording program to make the WAV file.

### Using a WAV File

WAV files may be used to replace the TTS in the system prompt preferences and the text of any message delivered by phone.

### Using a WAV for System Prompt Preferences

- Expand System Administration.
- Expand the Preferences folder.
- Select Messenger.
- Select the Prompt Preferences tab.
- Scroll down to the proper message field.
- Click the Upload WAV link.
- Use the Browse button to navigate to the pre-recorded WAV file.



WAV files cannot be customized to the particular recipient. The WAV file is the only information the recipient will hear. For example, if a district creates an attendance dialer call as a WAV file, the message would need to be generic, like “your son or daughter was absent for one or more periods of school today.” Personalization fields can only be used with messages delivered by TTS.



If a message will be delivered by phone AND email (such as an attendance dialer), the text of the email will still need to be entered. Otherwise, parents who have opted to receive attendance “calls” as emails (rather than phone calls) will receive a blank email.

## Campus Messenger

- Click Save to upload the WAV file.
- When finished editing prompt preferences, click Save to save all preferences.

<b>Communication Language</b>	<b>Speech File</b>
en_US: US English	Upload WAV
<b>Organized To:</b>	
User Account	

### Using a WAV for a Message

When creating the text of a message, such as an attendance dialer, select the option to Upload a WAV.

### Voice Messenger Log

The Voice Messenger Log allows users to view messages by status and type for each school in the district. This allows for tracking of queued messages as well as completed messages. The Voice Messenger Log also allows for messages to be cancelled.

Status	Message Type	District/School	Schedule Name/Subject	Start Date/Time	ScheduleID
Complete	Attendance	Plymouth Middle School	Student Attendance	06/07/2010 05:00 PM	1166771
Complete	Notice/Staff/Survey	Robbinsdale Cooper High School	Builder 3 redials 30 min	05/26/2010 09:00 AM	1145141
Complete	Notice/Staff/Survey	Plymouth Middle School	CK survey test General 4 redials 5mins apart	05/27/2010 05:01 PM	1148061
Complete	Notice/Staff/Survey	Plymouth Middle School	ck builder 4 redials at 5 mins apart	05/27/2010 04:51 PM	1147971
Complete	Notice/Staff/Survey	Plymouth Middle School	Staff 4 redials 5 mins apart HP	05/27/2010 04:49 PM	1147951
Complete	Notice/Staff/Survey	Plymouth Middle School	Staff 4 redials 5 mins apart	05/27/2010 04:40 PM	1147941
Complete	Teacher	Robbinsdale Cooper High School	Student Missing Assignments	05/27/2010 09:30 AM	1145151
Complete	Notice/Staff/Survey	Robbinsdale Cooper High School	CK survey test General 4 redials 10min	05/26/2010 04:15 PM	1143121
Complete	Notice/Staff/Survey	Robbinsdale Cooper High School	CK survey test General 4 redials 10min	05/26/2010 04:14 PM	1143111

If you cancel a message, it may take several minutes for the log to be updated. Your patience is appreciated.

### Viewing Message Details

- Select the message to view from the Voice Messenger Log.
- A Voice Message Detail editor will open detailing the message specifics.
- If a message has a Status of In-Progress, it may be cancelled by clicking Cancel this Message.
- Messages with the status of Complete or Canceled-IP may be printed by clicking Print Sent Message Report.

<b>Voice Message Detail</b>	
<b>Status:</b>	In-progress
<b>Message Type:</b>	Teacher
<b>District/School:</b>	Robbinsdale Armstrong High School
<b>Schedule Name/Subject:</b>	test1 23456 (0013-1)
<b>Start Date/Time:</b>	05/24/2010 08:00 AM
<b>ScheduleID:</b>	1131931
<b>CallerID:</b>	
<b>Sent By:</b>	System1 Administrator1
<b>Date Created:</b>	05/24/2010 03:45 PM
<input type="button" value="Cancel this Message"/>	

<b>Voice Message Detail</b>	
<b>Status:</b>	Complete
<b>Message Type:</b>	Teacher
<b>District/School:</b>	Robbinsdale Cooper High School
<b>Schedule Name/Subject:</b>	Student Missing Assignments
<b>Start Date/Time:</b>	05/27/2010 09:30 AM
<b>ScheduleID:</b>	1145151
<b>CallerID:</b>	
<b>Sent By:</b>	
<b>Date Created:</b>	05/27/2010 09:29 AM
Sent Message Report will not update until message delivery is complete.	
<input type="button" value="Print Sent Message Report"/>	

8281 ROBBINSDALE 4148 WINNETKA AVENUE, NEW HOPE, MN 55427-1288 County: Hennepin Phone: (763)555-5555 Generated on 05/27/2010 08:49:47 AM Duration: 101 minutes		<b>Sent Message Report</b> Subject: Student Attendance Type: Attendance Sent by: Ron2, user Date Created: 05/27/2010 10:34 AM Schedule ID: 1444751																																			
<b>Delivery Summary</b> Start Time: 05/27/2010 10:35 AM End Time: 05/27/2010 12:16 PM Total Recipients: 2 Total Phone Numbers: 4 * Recipients not contacted by phone: 1 Total Emails: 2 Calls made including redial attempts: 10 Recipients contacted successfully by phone: 1 Total Text Messages(SMS): 0 * Recipients not contacted by phone																																					
<b>Call Status Codes</b> <table border="1"> <thead> <tr> <th>Code</th> <th>Call Status</th> <th># of calls</th> </tr> </thead> <tbody> <tr> <td>5</td> <td>Live Voice</td> <td>1</td> </tr> <tr> <td>6</td> <td>Answering Machine</td> <td>9</td> </tr> </tbody> </table>				Code	Call Status	# of calls	5	Live Voice	1	6	Answering Machine	9																									
Code	Call Status	# of calls																																			
5	Live Voice	1																																			
6	Answering Machine	9																																			
<b>Attendance Parameters</b> Effective Date: 05/12/2010 Status: Absent Calendar: 040 (PMS) 09-10 Excuse: Unknown Grade Level: All Min Periods: 1																																					
<b>Message</b> Attendance Dialer student.firstName student.lastName sch.name attendanceDialerEffectiveDate attendanceDialerPeriods messageAttendanceDialerStatus																																					
<b>Delivery Detail</b> <table border="1"> <thead> <tr> <th>Recipient</th> <th>Student</th> <th>Phone/Email</th> <th>Status</th> <th>Time</th> </tr> </thead> <tbody> <tr> <td rowspan="6">Parent, Sample</td> <td rowspan="6">Student, Dylan</td> <td rowspan="6">7936555555</td> <td>Answering Machine</td> <td>11:54 PM</td> </tr> <tr> <td>Answering Machine</td> <td>11:10 PM</td> </tr> <tr> <td>Answering Machine</td> <td>12:10 PM</td> </tr> <tr> <td>Answering Machine</td> <td>12:10 PM</td> </tr> <tr> <td>Answering Machine</td> <td>12:10 PM</td> </tr> <tr> <td>Answering Machine</td> <td>12:10 PM</td> </tr> <tr> <td rowspan="2">Parent, Sample</td> <td rowspan="2">Student, Andrea</td> <td rowspan="2">7936555555</td> <td>Completed</td> <td>10:35 AM</td> </tr> <tr> <td>Live Voice</td> <td>12:02 PM</td> </tr> <tr> <td rowspan="2">Parent, Sample</td> <td rowspan="2">Student, Andrea</td> <td rowspan="2">6516555555</td> <td>Answering Machine</td> <td>11:01 PM</td> </tr> <tr> <td>Answering Machine</td> <td>11:07 PM</td> </tr> </tbody> </table>				Recipient	Student	Phone/Email	Status	Time	Parent, Sample	Student, Dylan	7936555555	Answering Machine	11:54 PM	Answering Machine	11:10 PM	Answering Machine	12:10 PM	Answering Machine	12:10 PM	Answering Machine	12:10 PM	Answering Machine	12:10 PM	Parent, Sample	Student, Andrea	7936555555	Completed	10:35 AM	Live Voice	12:02 PM	Parent, Sample	Student, Andrea	6516555555	Answering Machine	11:01 PM	Answering Machine	11:07 PM
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			Answering Machine	11:07 PM																																	

## Sent Messages

The Sent Messages option lists messages that have been sent for the selected calendar. By selecting a message, users can see when the message was created, when it was sent, what the subject was, and the type of message (emergency, etc.).

Sent Messages		
Subject	Date Created	Sender
Student Behavior -- Test Message	09/23/2010 01:10 PM	Administrator1, System1
Student Behavior	09/22/2010 10:40 AM	Administrator1, System1
Student Attendance	09/22/2010 10:35 AM	Administrator1, System1
test	09/22/2010 10:26 AM	Administrator1, System1
Email Messenger Test	09/22/2010 10:25 AM	Administrator1, System1

SC.03.02.01 Generate delivery detail report for a particular message

## Filtering Messages

Messages can be filtered based on the date and time they were created. Changing the selection in the School field of the Campus Toolbar will not affect results.

1. Select the number of messages that should be displayed in the Sent Messages editor from the Show Top dropdown field.
2. Enter a date in the Messages on or before field.

## Viewing Message Details

Select the appropriate message from the Sent Messages editor. The message subject, type, date created and sent by details will be displayed. For each sent message logged in the Sent Messages editor, a report may be generated with additional details regarding message delivery. To access the Sent Messages report, click Print Sent Messages Report.

Subject	Type
Student Behavior -- Test Message	Behavior
Date Created	Sent By
09/23/2010 01:10 PM	Administrator, System1

0281 ROBBINSDALE		Sent Message Report		
4148 WINNETKA AVE N, NEW HOPE, MN 5647-1188		Subject: Student Attendance Type: Attendance		
County: Stargis Phone: (557)955-5555		Sent by: Kom2, user2 Date Created: 09/22/2010 10:34 AM		
Generated on 09/30/2010 08:49:47 AM		Schedule ID: 1444724		
Duration: 103 minutes				
Delivery Summary				
Start Time: 09/22/2010 10:35 AM	End Time: 09/22/2010 12:16 PM	Total Recipients: 2		
Total Phone Numbers: 4	* Recipients not contacted by phone: 1	Total Email: 2		
Calls made including redial attempts: 10	Recipients contacted successfully by phone: 1	Total Text Messages(SMS): 0		
* Recipients not contacted by phone				
Call Status Codes				
Code	Call Status	# of calls		
5	Live Voice	1		
6	Answering Machine	9		
Attendance Parameters				
Effective Date: 09/22/2010	Status: Absent			
Calendar: 040 (PKS) 09-10	Event: Udaawu			
Grade Level: AD	Min Periods: 1			
Message				
Attendance Dialer				
student.firstName: student.lastName				
sch.name				
attendanceDialer.effectiveDate: attendanceDialer.periodsMissed: attendanceDialer.status				
Delivery Detail				
Recipient	Student	Phone/Email	Status	Time
Parent, Sample	Student, Dylan	7635555555	Answering Machine	12:04 PM
			Answering Machine	12:10 PM
			Answering Machine	12:16 PM
			Answering Machine	12:09 PM
			Answering Machine	12:09 PM
			Answering Machine	12:13 PM
			Completed	10:35 AM
Parent, Sample	Student, Andrea	parent@infinitecampus.com	Live Voice	12:02 PM
			Answering Machine	12:01 PM
			Answering Machine	12:07 PM
			Answering Machine	12:13 PM
		parent@infinitecampus.com	Completed	10:35 AM

If the call status delivery details are missing, the report may be refreshed by clicking on the Request Call Status Detail button. This will send a request for call details.



## Campus Messenger

# CAMPUS MESSENGER AD HOC

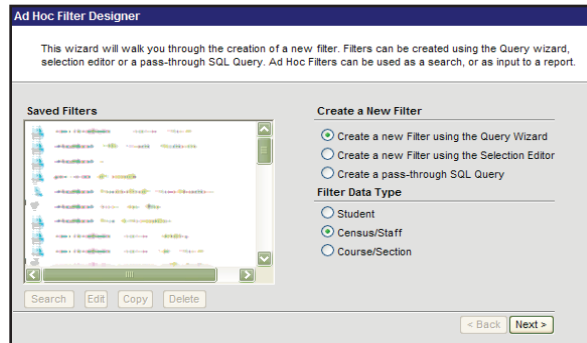
## OVERVIEW

It is important to verify that the correct individuals are marked as messenger recipients. Ad hoc filters can assist in this verification process.

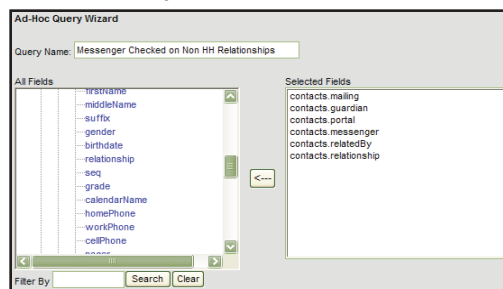
## Ad Hoc Setup for Messenger Contact Verification

Path: Ad Hoc Reporting > Filter Designer

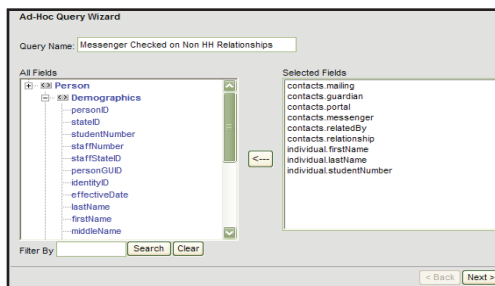
1. Select Create a new Filter using the Query Wizard.
2. Select Census/Staff for the Filter Data Type.
3. Click Next.
4. Enter a name in the Query Name field.



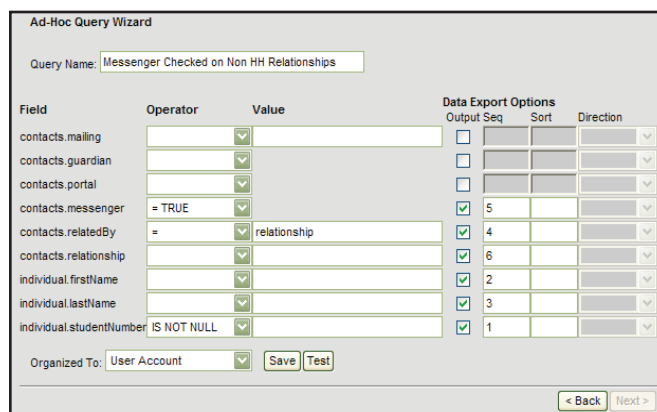
5. Select the following fields:
  - Person > Census > Contact Summary
    - contacts.mailing
    - contacts.guardian
    - contacts.portal
    - contacts.messenger
    - contacts.relatedBy
    - contacts.relationship



- Person > Demographics
  - individual.firstName
  - individual.lastName
  - individual.studentNumber



6. Click Next.
7. Select the operator =TRUE for contacts.messenger.
8. Select the operator = for contacts.relatedBy and enter 'relationship' in the Value field.
9. Select the operator IS NOT NULL for individual.studentNumber.
10. Select the fields that should display when exporting by checking/unchecking the boxes in the Output column.
11. Enter a sequence in the Seq fields for exporting.
12. Click Test to verify setup.





## Messenger Ad hoc

13. Make any changes that are desired and click Test again.
14. Select a user group from the Organized To dropdown list to save the filter to, if desired.
15. Click Save.

Messenger Checked on Non HH Relationships Records:2					
individual.studentNumber	individual.firstName	individual.lastName	contacts.relatedBy	contacts.messenger	contacts.relationship
665336	Adam	Aasland	relationship	1	Social Worker
063000008	Xavier	Bfam	relationship	1	

# EMERGENCY MESSENGER



## OVERVIEW

The Emergency Messenger tool allows a district to send out a critical message to Messenger contacts. The Emergency Messenger is a phone-messaging tool only, since parents may not always have access to their email at the time of an emergency. This lesson will cover the processes of setting up and using the Emergency Messenger tool.

## OBJECTIVES

At the end of this lesson, learners will be able to

- Predefine and save an emergency message.
- Load an existing message template.
- Make a test call.
- Select a recipient set and send a message.

## Creating a Message

It is recommended as a best practice that districts create emergency message scripts in advance of any event. Districts should consult their emergency operation plans and also take into account any situations (power failure, weather-related early dismissal, school evacuation) that have occurred in the recent past. A message should be created and saved for each type of event.



*By design, the Emergency Messenger will attempt to immediately contact Messenger contacts (as defined*

*by relationships to the student) by all phone numbers that are marked as receiving messages. In other words, a parent who has attendance calls delivered to work and their cell phone and general calls delivered to the home phone will receive the emergency message on all three phones.*

A screenshot of the Emergency Messenger interface. It shows a "Message Subject" field with the text "Chemical Spill". Below it is a "Message Body" field with the text "Due to a chemical spill from a railroad car derailment, students have been evacuated to the new high school at 809 NE Maple Street. Please pick up your child as soon as possible from the high school gym." To the right of the message body is a "Template" dropdown menu set to "<new>" and two buttons labeled "Save" and "Delete".

To create a message

1. Select the Emergency Messenger tool.
2. Enter a Message Subject.
3. Enter the body of the message.
4. To save the template, click Save. A pop-up will open where the name of the template can be defined.

## Using a Existing Template

To load a pre-existing template, select the template by name from the template drop down.

## Making a Test Call

Once a message subject and body has been defined, a test call may be made if needed by clicking the Test button. A new window will pop up where the number for the test call can be entered.

A screenshot of a pop-up window titled "Please fill in a phone number to make a test call." It contains a "Destination Phone #" label followed by a form field with a country code dropdown (set to "US"), a three-digit area code field, and a seven-digit number field. Below the form field are two buttons: "Send Test" and "Back".

# Emergency Messenger

## Sending a Message

To send a message immediately, click Make Call. The message will be bundled and sent to ShoutPoint for immediate delivery.

Click Review Recipients to view the people and devices. Click Send Message to deliver this message.

Recipient Count	1
Phone Count	1

To preview the recipient list prior to sending the message, click Preview. A pop-up will open displaying the messenger contacts who will be receiving the message as well as the phone numbers they will be contacted at.

**Review Recipients**

Uncheck the boxes next to recipients or devices to prevent those from receiving the message. All selected recipients will receive the message through parent portal, even when no email address or phone is enabled.

Select Save Recipients when completed to save changes and return to the Message Preview. Select Cancel to return to the Message Preview without saving.

Recipients: 1-1  
Total: 1

Count	Recipient Name	Student Name	Preview
1	<input checked="" type="checkbox"/> Kiddo, Dador	Kiddo, Sample	<input type="button" value="Preview"/>
	<input checked="" type="checkbox"/> 7637954422		

## Sending Messages to Staff

When sending an emergency message to staff, the message can be filtered based on the employee type as defined on the staff members District Assignment.

1. Choose to send a message to staff. A list of schools and staff types will appear. One or more schools or staff types can be chosen.
2. Click Send Message. The message will be sent to the staff at that school with that staff type on their district assignment

**Message Subject**

**Message Body**      Template: <new>     

Upload a .wav file     

Send Message To       Student       Staff

**School Options**

- All Schools
- #0000 Adams Elementary ALC
- #1 Arthur Elementary
- #8 Carter Middle
- #0176 Cleveland Elementary
- #300 Clinton Secondary
- #0197 Coolidge Elementary
- #0190 East High
- #00 Eisenhower Elementary
- #0105 Fillmore Middle School

**Staff Types**

- All Staff
- Teacher
- Special Ed
- Program
- Behavior Admin
- Health
- Advisor
- Supervisor
- Counselor
- Food Service

**Employment Assignment Information**

\*School: Arthur Elementary      Department: \_\_\_\_\_

\*Start Date: \_\_\_\_\_      End Date: \_\_\_\_\_      Title: \_\_\_\_\_

Type: \_\_\_\_\_      FTE of Assignment: \_\_\_\_\_      Assignment Code: \_\_\_\_\_

Teacher     Special Ed     Program     Behavior Admin     Health  
 Advisor     Supervisor     Counselor     Foodservice     Exclude Behavior Referral     Self Service Approver

Teaching Mode: 0: General Mode of Teaching

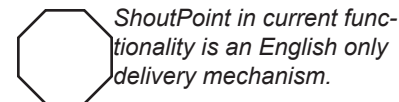


# VOICE MESSENGER (M)



## OVERVIEW

Campus Voice Messenger utilizes ShoutPoint, a third-party service that routes phone calls to recipients within the district using voice-over internet protocol. There is no phone or dialer hardware necessary as ShoutPoint will handle the entire dialing and delivery process for the district. ShoutPoint will return a report to Campus to indicate whether or not the message was delivered.



## Enabling Voice Messenger

In order for a district to use Voice Messenger functionality, they will need to complete a contract and have related documentation approved. After this process, a Campus Hosting representative will enable Voice Messenger. For districts that are hosting their own data, modifications to the Campus XML file are necessary to enable Messenger functionality and tools. After districts have been approved to use ShoutPoint, Campus will configure the user name, password and end-point URL used for authentication purposes.

## Accessing Messenger Preferences

1. Expand the System Administration module.
2. Expand the Preferences folder.
3. Select Messenger in the outline.

## Dialer Preferences

*Path: System Administration > Preferences > Messenger > Dialer Preferences*

1. Enter the User Name provided by Campus.
2. Enter the Password provided by Campus.
3. Enter the URL End Point credentials provided by Campus.
4. Click Save when finished. The credential fields will now be hidden.
5. Select the appropriate Time Zone that message delivery will be based upon.
6. Enter the District Start and End Times to define the dialing window that the Messenger will follow when sending messages. Only messages sent via the Emergency Messenger will be sent outside the defined window.
7. Click Save when finished.

A screenshot of a web-based configuration window titled "Dialer Preferences". It has tabs for "Dialer Preferences", "Prompt Preferences", "Email Preferences", and "TTS Dic". Below the tabs is a "Save" button. The main content area is titled "Setup ShoutPoint Messenger Account" and contains four input fields: "User Name", "Password", "URL End Point", and "Time Zone". The "Time Zone" dropdown menu is currently set to "(GMT-06:00) Central Time".A screenshot of a web-based configuration window titled "Dialer Preferences". It has tabs for "Dialer Preferences", "Prompt Preferences", "Email Preferences", and "CallerID Prefe". Below the tabs is a "Save" button. The main content area is titled "ShoutPoint Dialer Enabled" and contains three input fields: "Time Zone\*" (set to "(GMT-06:00) Central Time"), "District Start Time\*" (set to "8:00 AM" with the note "(Do not call before)"), and "District End Time\*" (set to "9:00 PM" with the note "(Do not call after)"). Below these fields is a note: "The district dialing window does not apply to Emergency or High Priority Messages." At the bottom, there is a link "Click here to update the ShoutPoint user account or URL" and a "Please note" section: "Please note: The user account and URL have been previously set up. Update it only if requested to do so by Infinite Campus."

### Prompt Preferences Tab

The Prompt Preferences tab is used to enter text that will be included in a sent message. For phone messages, it will be “read” by the text-to-speech (TTS) engine before the user-created message. The email prompts will be seen as header and footers on the email message body.



*The Hello message should be of sufficient length for the Messenger system to determine if a person*

*or voice mail has answered on the other end. Messenger will follow one of two paths for message delivery and related options depending on if it hears sound (like a voice mail greeting) or silence (like a person listening) on the other end of the line.*

1. Enter the script for the TTS engine to read for each prompt or upload a recorded .wav file. The only required prompt is the Hello message.
2. The district may set options that allow the recipient to repeat the message or to confirm receipt of the message.
3. Scroll to the bottom of the window to access Email Format preferences.
4. In the Message Header and Footer fields, enter and format any text that should be included in the messages sent out by Messenger. For example, many districts will include a statement telling parents and contacts not to reply to the message, as they are sent to an automated and unmonitored inbox.
5. When finished, click Save.

The screenshot shows the 'Prompt Preferences' tab with the following sections:

- Introduction:** A text area containing the text: "These prompts are used when speaking a message either to a live person or an answering machine. The prompts are arranged in the order in which they are spoken."
- Hello Message:** A text area containing the text: "This is a required message that is the first text spoken in all calls from the dialer. It should introduce the caller, and should be 5-10 seconds in length." Below it is a text input field with the text: "this is a test of infinite campus messenger" and an "Upload WAV" button.
- Answering Machine Bypass Message:** A text area containing the text: "This is an optional message that is spoken when the dialer believes it has connected to an answering machine that allows a misidentified human recipient to push a key to hear the message immediately. More Information." Below it are radio buttons for "Enable Answering Machine Bypass Option" with "Yes" selected and "No" unselected. Below that is a text input field with the text: "Press any key to listen to the message now or the message will continue after a brief pause." and an "Upload WAV" button.
- Goodbye Message:** A text area containing the text: "This text is read after a person chooses to hangup, or after completely reading a message to an answering machine." Below it is a text input field with the text: "Thank you, goodbye" and an "Upload WAV" button.

### Email Preferences Tab

1. Enter the URL for the Campus Portal. This URL will be used in canned templates for Teacher Messenger functionality.
2. Enter the Sender Address that Messenger will use to send mail.
3. Enter the SMTP host of the district/schools mail system.
4. If Messenger will need to authenticate with the mail system, select yes. Enter the Username and Password for Messenger to use.
5. Set the interval for how often Messenger should check the queue for messages ready to be sent in Poll Wait.
6. Set the number of minutes for the system to wait and then resend the message if an error is encountered in Minutes Between Retries.
7. Set the number of Maximum Errors before cancelling a message.
8. Click Save when finished.

The screenshot shows the 'Email Preferences' tab with the following sections:

- Email Display:** A text input field for "Portal URL" with the text: "(URL to insert in emails directing parents to login to parent portal)" and the value: "http://www.google.com".
- SMTP Preferences:** Fields for "Sender Address" (value: "amy.helgason@infinitecampus.com"), "SMTP Host" (value: "mailer.ic.org"), "Use Authentication" (dropdown menu with "No" selected), "Username", and "Password".
- Advanced Settings:** Dropdown menus for "Poll Wait" (value: "15"), "Minutes Between Retries" (value: "10"), and "Max Errors Before Cancel" (value: "0").

SC.04.01.02 Configure email host and settings

# System Administration: Voice Messenger Setup

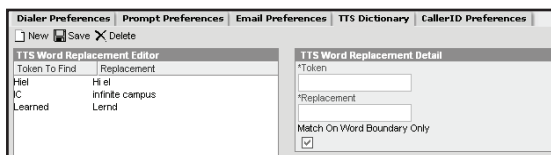


## TTS Dictionary

Mispronunciations of commonly used words can be corrected on the TTS (Text-To-Speech) Dictionary tab. A user may enter the problematic word and specify its pronunciation by entering the phonetic spelling.

It may also be used to have the dialer read the full phrase of an abbreviated word. For example, the abbreviation of “CHS” may be entered in the Token field, while “Central High School” is entered in the Replacement field. As long as the Match on Word Boundary Only checkbox is flagged, the dialer will read “CHS” as “Central High School.”

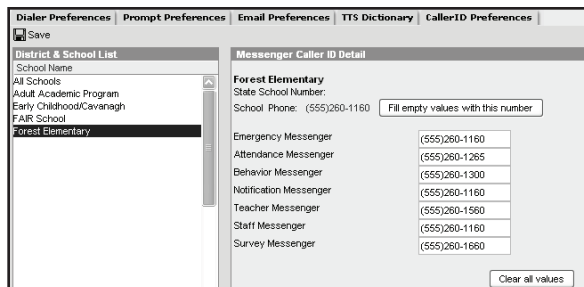
1. Select New.
2. Enter the Token word.  
This is the word that will be entered in the message when it is set up.
3. Enter the Replacement word. This is the word that will be spoken instead of the token word.
4. Check or uncheck the checkbox for Matching on Word Boundary Only. This checkbox indicates only the exact word will be replaced. Most pronunciation items should be flagged. When not checked, all instances of the letter combination will be replaced.
5. Click Save when finished.



## Caller ID Preferences

Each school may be assigned a specific callerID number to display on the phones of message recipients. The callerID number should reflect the phone number that message recipients should call for additional questions.

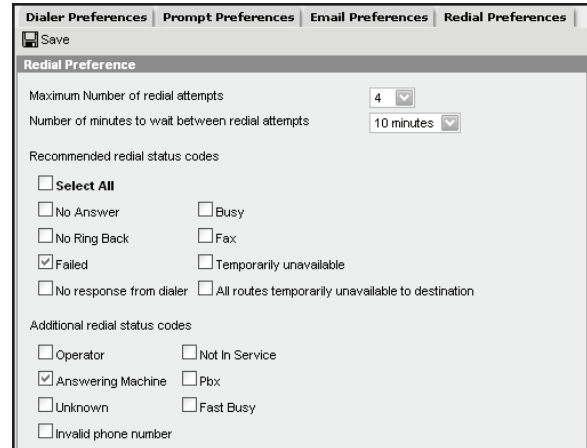
1. Select the desired school from the District & School List. The school phone numbers will appear in the Messenger Caller ID Detail editor. If All Schools is selected, the district phone number will display.
2. Enter the appropriate phone number for the different types of messages. If the school/district phone number should be assigned for all types of messages click Fill Empty Values with this Number.
3. Click Save when finished.



### Redial Preferences

Redial Preferences allows users to specify which call status codes trigger a redial, the number of times a phone number is dialed and the time between calls.

1. Select the Maximum Number of Redial Attempts from the dropdown list.
2. Select the Number of Minutes the messenger should wait before attempting to redial from the dropdown list.
3. Select the appropriate Status Codes that should trigger a redial attempt.
4. Click Save when finished.

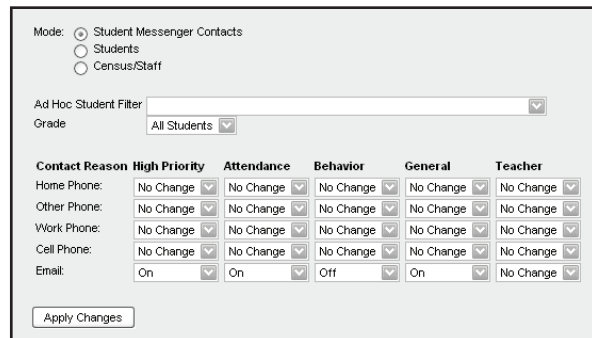


SC.04.01.05 Mass update contact preferences

### Contact Preferences Batch

The Contact Preferences Wizard allows messenger contact preferences for students, parents and staff to be set up en masse.

1. Select the group (Mode) whose preferences should be set up. Only one group may be selected at a time.
2. An Ad Hoc Student filter may be selected to further define a particular group of students whose preferences are being changed.
3. Select a Grade, if applicable. Otherwise the wizard will update all students.
4. Select the appropriate Phone and/or Email Contact Reason to update. The options are No Change, On or Off. No Change will leave the preference as previously set in Census.
5. Click Apply Changes when finished.



# MESSENGER REPORTS

Path: System Administration > Messenger > Reports



## Dialer Activity Report

This is a daily report for attendance messages that includes the delivery status and times of all attempted messages as well as recipient names and phone numbers.

SC.03.02.03 View email message delivery details for all users

1. Enter a Date for the report in mmddyy format or select the calendar icon to choose a date. The date will be defaulted to the current date.
2. Determine which messages should appear on the report – All Messages or Active Messages Only. The All Messages option will list messages that have been sent and messages that will be sent. Active Messages Only will list messages that are to be sent.
3. Select which Users to display in the report.
4. Click the Generate Report button.

<b>Subject</b>	Student Attendance -- Test Message				
<b>Summary</b>	Type: Create Time: 12:20 Recipients: 1 Phones: 1 Emails: 1				
<b>Message</b>	This is a test of the campus attendance messenger.  [student.firstName]				
<b>Recipient Detail</b>					
	<b>Recipient</b>	<b>Student</b>	<b>Phone/Email</b>	<b>Status</b>	<b>Time</b>
	Administrator, System	,	7635551234 ima.sample@infinitecampus.com	Live Voice Finished	12:23 11:19
<b>Subject</b>	Student Attendance				
<b>Summary</b>	Type: Attendance Create Time: 11:58 Recipients: 1 Phones: 0 Emails: 1				
<b>Message</b>	This is a test of the campus attendance messenger.  [student.firstName]				
<b>Recipient Detail</b>					
	<b>Recipient</b>	<b>Student</b>	<b>Phone/Email</b>	<b>Status</b>	<b>Time</b>
	Sample, Mom	Sample, Student	momsample@infinitecampus.com	Finished	11:58

## Messenger Reports

### Messenger Utilization Report

The Utilization Report displays the total number of phone calls and emails sent. This allows districts to better track email and phone usage.

SC.03.02.02 Generate report of dates and times of messages sent

The Hourly Message Count displays:

- Number of messages sent each hour by phone.
- Sum of the messages sent.
- All dial attempts including any redial attempts.

The Email Message Count displays:

- Number of messages sent each hour by email.
- Completed and failed email message attempts.

**Extract Options**

---

Start Date

End Date

Messages sent using

Format

1. Enter a Start Date and End Date for the date range to be included in the report.
2. Select the mode from the Messages Sent Using dropdown list - Email or Phone.
3. Select the Format to generate the report using - CSV or HTML.
4. Click Generate Report.

Utilization Extract Records:2																										
Date	Total	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM	
03/19/2010	5	0	0	0	0	0	0	0	0	0	0	0	2	1	1	0	1	0	0	0	0	0	0	0	0	0
03/15/2010	3	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0