VOICE & TEXT MESSENGER (M)

Description: This session will help to develop policies and procedures for the use of Campus Voice and Text Messenger. It will also cover the necessary system administration setup.
Time: 2 hours

Introductions & Overview (10 minutes)	• Discuss importance of a P&P document
P&P Checklist (10 minutes)	• Discuss items on P&P Checklist

Messenger Overview (15 minutes)	• Overview of Campus Messenger
	• Review Census setup that affects Messenger
	  • Messenger checkbox on relationships
	  • Individual Contact Preferences
	  • Changing Contact Preferences through Campus Portal
	  • Mass change Contact Preferences (System Admin > Messenger)

Student & Contact Messenger (30 minutes)	Learn how to create and send a message to students and/or their Messenger contacts
	• Message Designer
	• Uploading a WAV file for non-English messages.
	• Message Builder
	  • Selecting recipient lists
	  • Setting message delivery options
	  • Sending test messages
	• Text Messenger
	• Emergency Messenger

Assignment and Failing Messenger Scheduling (10 minutes)	Learn how to create and send messages to student's Messenger contacts regarding a missing or failing assignment.
Attendance Dialer (5 minutes)	Learn how to create and send messages to student's Messenger contacts regarding attendance issues.
System Admin (30 minutes)	Learn Messenger Preferences • Dialer Preferences • Prompt Preferences • Redial Preferences • Email Preferences • Messenger Reports
Review (10 minutes)	• Plan for completing P&P document • Q & A with the trainer • Complete training survey

MESSENGER CHECKLIST

Procedural Questions	Plan (decisions made and action plan for tabled decisions)
Census • Who will be marked as being a messenger contact? • Will messenger contacts be able to decide what type of messages to receive?	
Messenger • Will the "email only" messenger be implemented? • Will the dialer be implemented? • Who will have rights to send out emergency messages? • What type of messages will be considered emergency messages? • Who will create message templates? • Who will have rights to send out district messages? • Who will have rights to send out building messages? • What type of messages will be considered high priority messages? • What time will voice messages start being sent out? • What time will email messages start being sent out? • Will the attendance, behavior and teacher messenger be implemented? If so, to what extent?	

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
• Text

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.
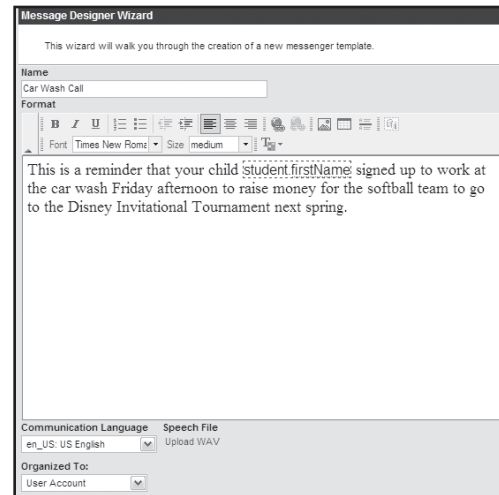
Campus Messenger

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.
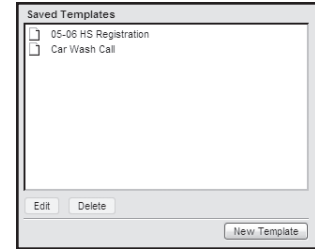
1. Expand the Messenger folder.
2. Select Message Designer.
3. Click New Template.
4. Enter a Name for the template. This name should describe the message as it will be selected by name when the time comes to send the message.
5. Using the WYSIWYG error, enter the text of the message as it should be 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.
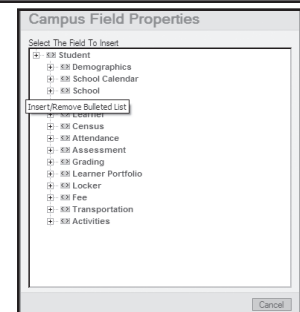
Non-English Messages

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.

Campus Messenger

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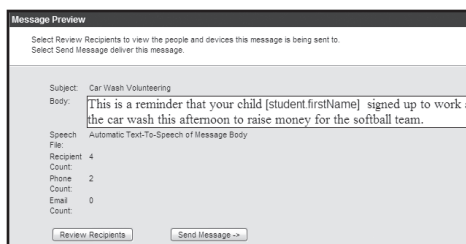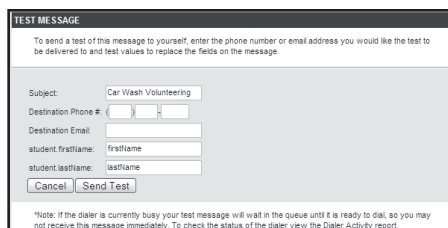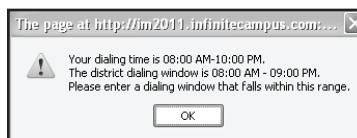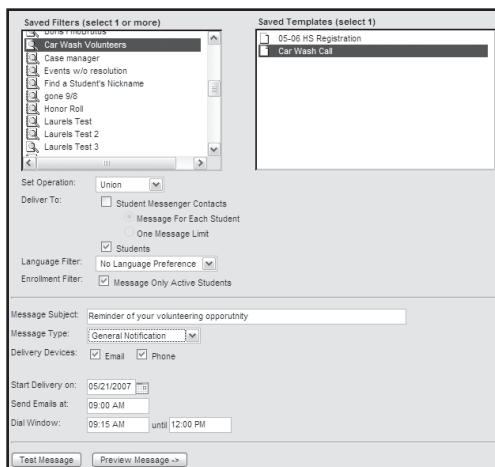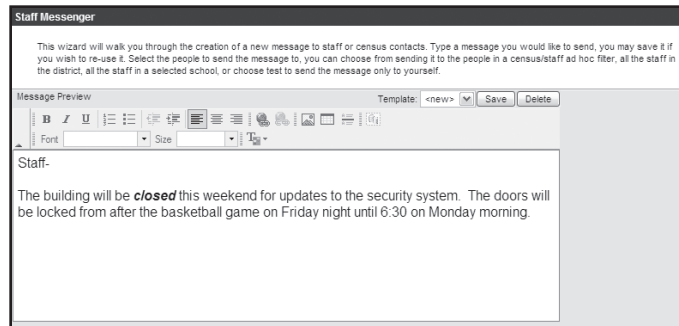
16. To review recipients, and remove individuals if needed, click Review Recipients. The user may then remove specific phone jobs or recipients from the queue.
17. To queue the message, click Send Message. Messages will go out at the delivery time.

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 WYSIWYG 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.

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.

Reviewing Reports and Status

1. To review the status and delivery results of messages, select Sent Messages.
2. 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.

3. 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.
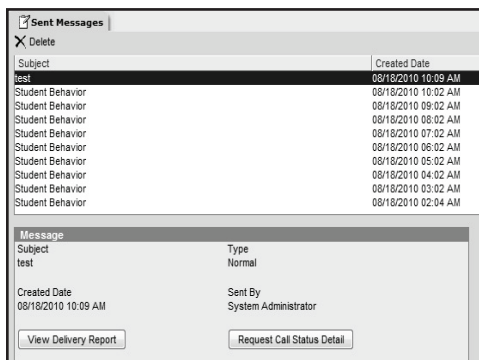
Using WAV Files with Campus Messenger

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.

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.

Recording a WAV File

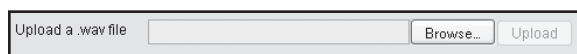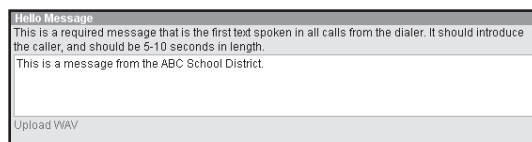In order to record a WAV file, the user will need
- A microphone
- A sound recording program
  - Windows computers include a recording program called Sound Recorder. This program is typically found in the Entertainment subfolder of the Accessories folder of the start menu.
  - Mac users may wish to use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

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.

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

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

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

Communication Language	Speech File
en_US: US English ▾	Upload WAV
Organized To:	
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.

Viewing Message Details

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

Voice Message Detail

Status:	In-progress
Message Type:	Teacher
District/School:	Robbinsdale Armstrong High School
Schedule Name/Subject:	test123456 (0013-1)
Start Date/Time:	05/24/2010 08:00 AM
ScheduleID:	1131931
CallerID:	
Sent By:	System1 Administrator1
Date Created:	05/24/2010 03:45 PM

[Cancel this Message]

Voice Message Detail

Status:	Complete
Message Type:	Teacher
District/School:	Robbinsdale Cooper High School
Schedule Name/Subject:	Student Missing Assignments
Start Date/Time:	05/27/2010 09:30 AM
ScheduleID:	1145151
CallerID:	
Sent By:	
Date Created:	05/27/2010 09:29 AM

Sent Message Report will not update until message delivery is complete.

[Print Sent Message Report]

Campus Messenger

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.).

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.

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 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.
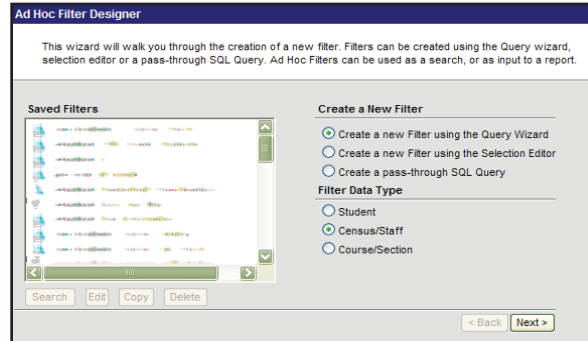
5. Select the following fields:
   - Person > Census > Contact Summary
     - contacts.mailing
     - contacts.guardian
     - contacts.portal
     - contacts.messenger
     - contacts.relatedBy
     - contacts.relationship
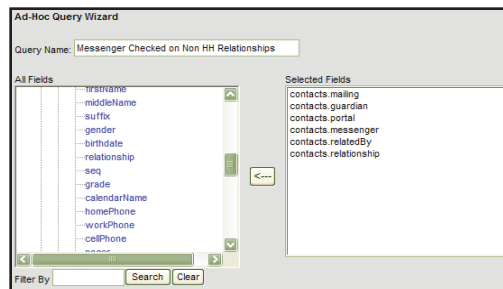
   - Person > Demographics
     - individual.firstName
     - individual.lastName
     - individual.studentNumber
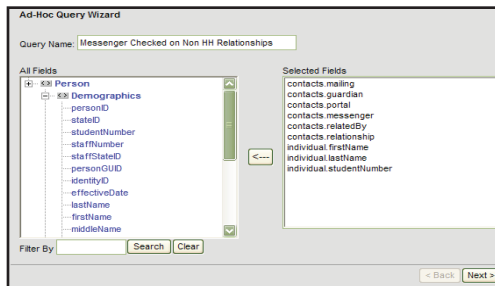
6. Click Next.
7. Select the operator =TRUE for contacts.messenger.
8. Select the operator = for contacts.relatedBy and enter 'relationship' in the Value field.
9. Select the operator IS NOT NULL for individual.studentNumber.
10. Select the fields that should display when exporting by checking/unchecking the boxes in the Output column.
11. Enter a sequence in the Seq fields for exporting.
12. Click Test to verify setup.

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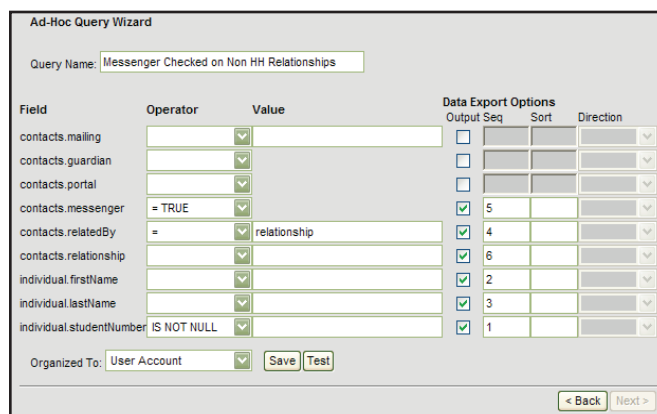
13. Make any changes that are desired and click Test again.
14. Select a user group from the Organized To dropdown list to save the filter to, if desired.
15. Click Save.

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	

TEXT MESSENGER

OVERVIEW
The Text Messenger tool allows general and emergency messages to be delivered to mobile devices capable of SMS messaging. In addition, text messages may be included as a delivery option when an emergency message is created and delivered.

OBJECTIVES
- Create a text message.
- Send a text message.

Text Messenger
Path: Messenger > Text Messenger

The Text Messenger tool allows staff in charge of messaging the ability to send text messages to student messenger contacts or district staff members. Text messages will only be sent to contact phone numbers specifically marked to receive text messages per the Messenger Preferences of the Demographics tab

The Emergency Messenger tool also allows text messaging as a delivery option when text messaging functionality is enabled.

1. Enter a short Message Subject that summarizes the message being created.
2. Enter the body of the message in the Text Message box or select a Template. A maximum of 140 characters is allowed for text messages. The (Characters: X/140) area, located directly above the Text Message box, is updated as the user enters text.

3. Select an audience from the Send Message To area:
   - Student - Message will be sent to guardians of students in the selected grade(s) of the selected school(s).
   - Staff - Message will be sent to the selected type(s) of staff member who have a current District Assignment record in the selected school(s).
4. Select the school(s) to which the audience of the text message belong and for which the message should be sent from the School Options area.

Available schools are those to which the current user has Calendar Rights.

5. Select the student grade level(s) or staff employment type(s) to which the text message applies from the Grade Options or Staff Types area. If the "Student" option was chosen in step three, the Grade Options box will appear. If the "Staff" option was chosen, the Staff Types box will appear.

15
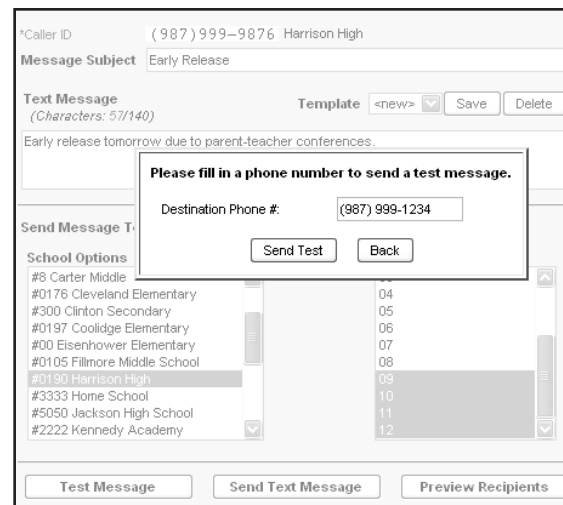
Campus Messenger

6. When the details of the message are complete, the following choices are available:
   - Test Message - The user can preview and test the message by entering a phone number.
   - Send Text Message - The user can send the message to all recipients.
   - Previewing Recipients - The user can preview the intended message recipients.

Testing the Message
Clicking Test Message will prompt a dialog box where the user may enter a phone number (usually his/her own number) to which a test text message will be sent. The text message will only be sent to the number entered in the field; it will not be sent to any other numbers.

1. Enter a number in the Destination Phone # field. This number should be a number capable of receiving text (SMS) messages
2. Click Send Test. The text message will be delivered to the designated number/mobile device.
3. When received, review the content of the text message.
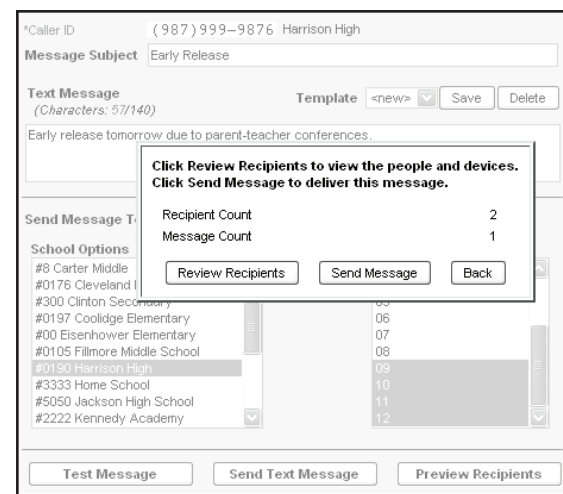
Previewing the Recipients
Selecting Preview Recipients will allow the user to review the phone numbers and recipients to whom the text message will be delivered.

To send the message without reviewing a list of phone numbers/recipient names, click Send Message. To return to the previous screen, click Back.

To review the specific list of phone numbers and recipients who will receive the message, click Review Recipients button and the list of intended recipients will be displayed.

Campus Messenger

This recipient screen will vary slightly, depending on the type of recipients receiving the message:

- Student Messages - For each listed phone number/recipient, all student(s) for whom the message applies and with whom the recipient has a Messenger relationship (as defined on the Relationships tab) will be listed.

- Staff Messages - Staff recipients and phone numbers will be listed.

A phone number will receive one text, even if it is listed multiple times in the recipient list. Recipients/phone numbers may be removed from this list, if necessary, by removing the mark in the checkbox to the left of the phone number.

As a best practice, always click "Save and Return" when finished reviewing/modifying recipients.

Sending the Message

The text message can either be sent by clicking Send Message in the Review Recipients dialog box or by clicking from Send Text Message on the main message screen. A confirmation screen will be displayed after the message is sent:

Reports

The following reports can be used to pull data on text messaging:

- **Dialer Activity Report** - The Dialer Activity report show text message results, when delivered to recipients. These reports can display several messenger jobs, showing delivery results organized by job with a list of recipients.
- **Sent Messages Report** - The Sent Message reports show text message results, when delivered to recipients. This report provides a summary of delivery details and totals for a selected job, with a list of recipients.
- **Demographics Data Report** - This report shows a contact's messenger preferences for each phone number/email address listed, as well as his/her preferred language for receiving messages.

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.

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.

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.

Message Subject	Chemical Spill			
Message Body	Template	<new>	Save	Delete

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 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.

Please fill in a phone number to make a test call.

Destination Phone #: (   )   -

Send Test   Back

Sending a Message

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

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.

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

EMERGENCY MESSENGER (M)

OVERVIEW
The Emergency Messenger tool allows a district to send 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.

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.

Emergency Messages
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.

*Caller ID	(987)999-9876 Harrison High
Message Subject	Early Dismissal

Message Body Template `<new>` ▼ Save   Delete

Due to the approaching storms, students will be released at 1:00pm. All buses will run their normal afternoon routes at that time. There will be no afternoon activities.

Upload a .wav file [   ] Browse... Upload

Creating an emergency template is for saving the body of the message only. Recipient details will not be saved with a template and must be manually selected each time the template is used.

Creating Emergency Message Templates
1. Verify that the <New> is displayed in the Template field.
2. Enter a Message Subject that summarizes the message content.
3. Enter the details of the message in the Message Body box.
4. Optional: Click Browse to locate a pre-recorded .WAV message. Click Upload to store the .WAV message in Campus as part of the template/message. Uploaded .WAV files will be played immediately after the Hello Message specified in the Prompt Preferences.
5. To save the template, click Save. A pop-up will open where the name of the template can be defined. The template will be saved and available for selection within the Template field.

Creating Emergency Messages

1. Select the Emergency Messenger tool.
2. Enter a Message Subject that summarizes the message content.
3. Enter the details of the message in the Message Body text box.
4. Optional: Click Browse to locate a pre-recorded .WAV message. Click Upload to store the .WAV message in Campus as part of this template/message. Uploaded .WAV files will be played immediately after the Hello Message specified in the Prompt Preferences.

Using an Existing Template

To load a pre-existing template, select the template by name from the Template dropdown list.

Text Messages

Emergency text messages are only delivered to a recipient as a final attempt to contact. They are ONLY sent when all initial emergency phone calls and the scheduled number of redials have been attempted for the number without receipt confirmation from the recipient. Should the recipient confirm receipt of the message (by pressing "0" after listening), all text messages scheduled for delivery to that recipient's phone numbers will be canceled. Additional phone calls and/or redials will also be canceled.

Adding the Text Option

1. Mark the Enable Text Message checkbox.
2. Enter the body of the text message in the box or click the "Copy from Message Body" link to copy the text entered in the Message Body box. Text message body text is limited to 140 characters. The current number of characters will be indicated by the red-colored value after "Characters: X/140" area.

Sending Messages to Student Contacts

When sending an emergency message to student contacts, the message can be filtered based on school(s) and grade(s).

1. Choose to send the message to students. A list of schools and grade levels will appear.
2. Select one or more schools and grade levels.

Emergency Messenger

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.
2. A list of schools and staff types will appear. Select one or more schools and staff types.

Sending a Message

To send a message immediately, click Send Message. The message will be bundled and sent immediately.

Previewing Recipients

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.

Making a Test Call

Once a message subject and body has been defined, a test call may be made, if needed, by clicking Test.

A new window will pop up where the number for the test call can be entered. Click Send Test to send the message to the number entered.

MESSENGER SCHEDULING

Messenger calls and emails may be scheduled in advance for attendance dialer, behavior dialer and the two teacher Messenger options (failing and missing assignments). When one of these is scheduled, the system will execute the query involved at that particular time and then start sending messages based upon the parameters defined in the setup.

EXAMPLE: Sample High School created 2 scheduled attendance messages using Attendance > Dialer Scheduling.
- *A 2 or more period absent call and*
- *A 2 or more periods tardy call*

In the example at right of the 2 period absent call scheduling setup, every day at 4pm (starting on 9/2/2008) Campus will run a query to determine what students have 2 or more periods marked absent unknown at Clinton Secondary. The Messenger contacts for those students will start to receive calls and/or emails (depending on their message preference) at or about that time.

The 2 or more periods tardy call can then be scheduled to run later. Its query is run separately and is sent out as Messenger resources are available.

The process of scheduling each of these messages is relatively similar. In each case, a pre-existing Messenger template is then assigned a time and frequency to be re-ran automatically by Campus. The triggering criteria as defined in the Messenger template (ex: 2 or more period absences, 1 or more positive behavior events) can be used as is, or modified if need be.

Assignment and Failing Messenger Scheduling
Path: System Administration > Messenger

Setting up a missing or failing assignment message is slightly different than an attendance or behavior messenger task.

- In a missing assignment setup, the user must define the range of due dates for assignments to be examined. This way, a district may impose a "cutoff" to reduce the number of messages going out.
- By design, once a Messenger contact has been notified about a missing or failing assignment once, they are not notified about it again UNLESS the option to include previously reported assignments is checked.
- The Failing Message setup includes a field to define the percentage seen as failing. Any assignments that are at or below that percentage are then seen as failing and will be included on a message.

ATTENDANCE DIALER

OVERVIEW
The Attendance Dialer can be used to send out emails and/or phone calls to a parent or other designated person if a child meets or exceeds set criteria for attendance events on a day. The attendance dialer tool allows a user to set the criteria and create the text of the message, which can become the template for a mass e-mail or the "script" for the text-to-speech engine that will deliver the message over the phone.

OBJECTIVES
At the conclusion of this lesson, the learner should be able to
- Create an attendance dialer message threshold criteria and message template.
- Send or schedule an attendance message manually.
- Set up a recurring attendance dialer stored procedure.

Navigating to the Attendance Dialer
1. Expand the Attendance module.
2. Select Attendance Dialer.
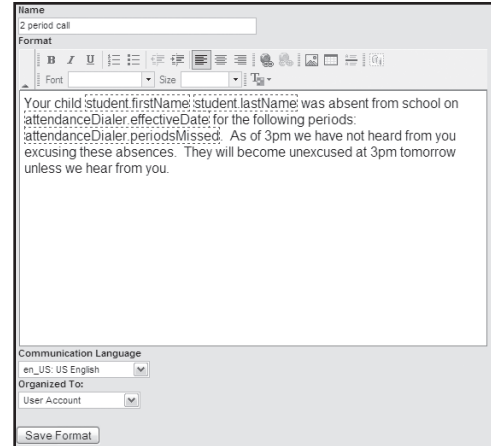
Creating a New Dialer Template
1. Select New Template.
2. Enter a Name for the template.
3. Choose the grade level that this message applies to.
4. Select the desired Status and Excuse combination.
5. Enter the Minimum Number of Periods that the student would have this combination for to receive the message.

6. If the district sends out messages in multiple languages, select the proper language for this message. If sending messages in languages other than English, the message template will then be written in that language for e-mail, but will NOT be spoken by the text to speech editor. A WAV file will need to be created and uploaded to be used in place of the text entered into the template.
7. Choose the Delivery Device(s) that this message will go to.
8. The dialer template may be saved to the user's account by selecting User Account in the Organized to dropdown or it may be shared it with a user group by selecting the group name in the dropdown.
9. Click Dialer Format.

Attendance Dialer

10. Enter the text of the message. Elements from the Campus database may be added to the message (to create a "mail merge") by opening the Campus Field selection window (the last button in the top row of icons).

11. When finished click save format.
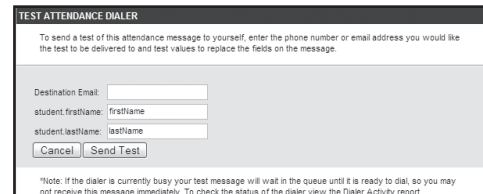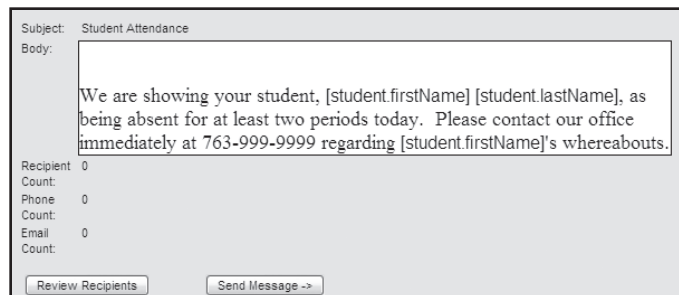
Using an Existing Template

1. Select the Attendance Dialer tool from the index outline.

2. Select the template in the Saved Templates list.

3. Click Use Template.

4. The template-defined parameters may be changed for a one-time exception (as an example, a dialer with a triggering criteria of one could be changed to a criteria of two in the case of traffic issues getting to school).

5. To make a test call and hear the results, click test message. Enter a Destination Phone Number and Email address and sample values for the Campus Fields that were included in the template.

6. To run the query and generate the message list, click Preview Notices.

7. The Recipient Count shows how many individuals should be contacted, while the Phone and Email Count will show how many of those individuals have opted to have attendance calls delivered in that particular format.

8. To review specific recipients, click Review Recipients. Individual recipients may then be removed from the list as circumstances war-

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Attendance Dialer
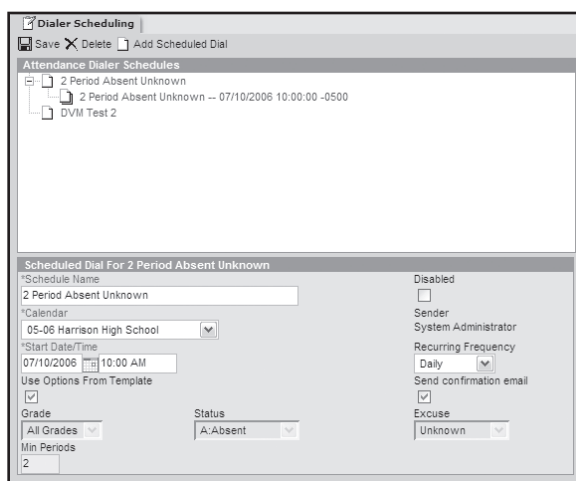
rant. If any changes are made, click save recipients.
9. Clicking send message will place it into the queue for the Messenger to deliver based on the settings of the Messenger tool from System Administration.

Setting an Automatic Dialer

The attendance dialer can be set to automatically run the query and send out messages if desired.

1. Select the Dialer Scheduling tool from the Index outline.
2. Select the template to automate from the list of templates.
3. Select the Calendar that will be queried.
4. Enter a Start Date and Time for the automated process to begin.
5. Select a Recurrence Frequency to determine how often the procedure will run.
6. If needed, the scheduled task can be turned off temporarily by checking the Disabled checkbox.
7. Click Save when finished.
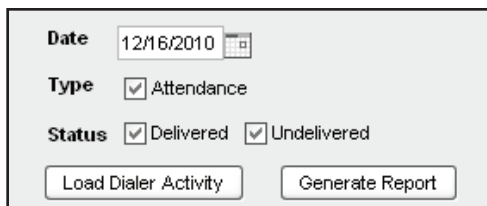
If the dialer is scheduled to go out every hour, a parent will not receive multiple calls for a child on a particular day. Once the criteria have been reached for a student for a day, no further calls will be generated. However, if a person is listed as the Messenger contact for multiple children, they will receive a call for each child when the trigger criteria are met.

Dialer Activity Report

The Dialer Activity report can be used by an attendance staff member to view attendance phone messages. This report will show all attendance phone message tasks scheduled by the current user for a selected date. Attendance phone message tasks that also have email recipients will be included.

1. Enter a Date, if the message was sent on a previous day.
2. Leave the checkmark in the Attendance Type box.
3. Select the Undelivered and/or Delivered checkbox(es) to indicate which messages should be included.
4. Click Load Dialer Activity to display the message tasks to be included in the report (if messages tasks exist for the selected date).
5. Click Generate Report to display call details. The report will display recipient name, phone numbers and email addresses.

SC.03.01.02 Generate delivery detail report for an attendance message

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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.

ShoutPoint in current functionality is an English only delivery mechanism.
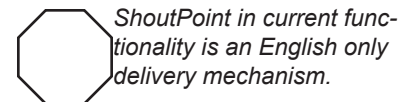
Enabling Voice Messenger

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.

System Administration: Voice Messenger Setup

Infinite Campus University

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.

Email Preferences Tab

SC.04.01.02 Configure email host and settings

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.

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.
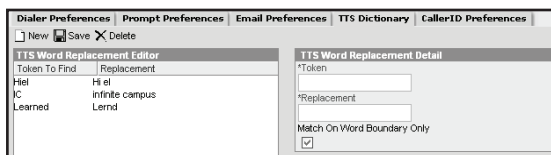
Caller ID Preferences

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.
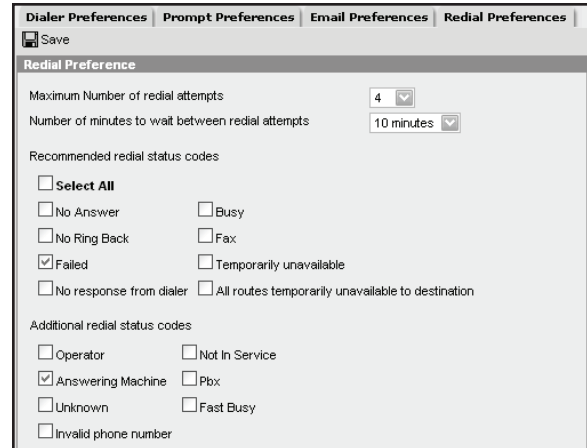
1. Select the desired school from the District & School List. The school phone numbers will appear in the Messenger Caller ID Detail editor. If All Schools is selected, the district phone number will display.

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.
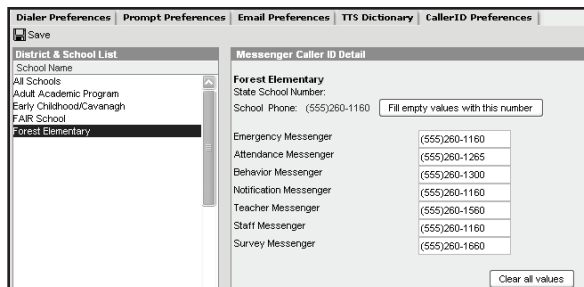
Redial Preferences

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.
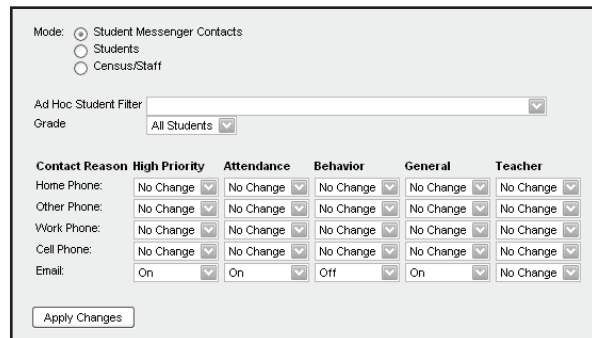
SC.04.01.05 Mass update contact preferences

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.

Subject	Student Attendance -- Test Message				
Summary	Type: Create Time: 12:20 Recipients: 1 Phones: 1 Emails: 1				
Message	This is a test of the campus attendance messenger. [student.firstName]				

Recipient Detail				
Recipient	Student	Phone/Email	Status	Time
Administrator, System	,	7635551234	Live Voice	12:23
		ima.sample@infinitecampus.com	Finished	11:19

Subject	Student Attendance				
Summary	Type: Attendance Create Time: 11:58 Recipients: 1 Phones: 0 Emails: 1				
Message	This is a test of the campus attendance messenger. [student.firstName]				

Recipient Detail				
Recipient	Student	Phone/Email	Status	Time
Sample, Mom	Sample, Student	momsample@infinitecampus.com	Finished	11:58

Messenger Reports

![Infinite Campus University logo]

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

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.

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	03/22/2010
End Date	03/22/2010
Messages sent using	E-mail
Format	State Format(CSV)

Generate Extract

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
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