

Voice Broadcast Quick Start Guide

Login to the ITR Portal by navigating to the web address itr.primecontact.ca

Input your user name, and password that have been provided to you and click Login to enter the IVR Survey Portal.

Set your Broadcast Schedule.

Once logged in click on campaigns link on the left side.

Click on the Campaign name

Click the schedule tab

Check the box labeled Custom Schedule, and from the Schedule Time zone drop menu, select Local Time (Relative to Lead), this will dial each phone number according to your schedule within their specific time zone.

Now you will drag the slider bars for each day to your desired broadcast time frame.

Click the X on any days you do not wish to broadcast on.

Click next when complete.

The slider bar will snap to position in 15 minute increments.

Activating your Broadcast.

Your Voice Broadcast is now ready to launch!

Double click on your campaign from the list of campaigns in this window.

The first thing we will want to do is test the current broadcast.

Click Test Call from the top right of the screen and input the phone number you would like to run your test call at into the box provided.

The system will now send you a call for you to review your broadcast. It may take a moment for the system to send the call.

When you're satisfied with your Voice Broadcast settings, select the drop down menu beside Campaign State, currently set to Paused, and select Active.

Click Save in the top right and your broadcast will initialize for sending according to the schedule you defined.

Your campaign is now active and will begin dialing in your defined schedule!