Recall CAT - Sending Voice Messages

Voice Messages sent through CAT4 will be sent to mobile phone numbers only. The patient's phone will not ring, the message will go straight to voice mail and the patient will receive a notification that he has received a voice-mail message.

After you have applied one or more filters and/or cross tabulations and have selected the group of patients of interest, you will see the choices for SMS and Voicemail Recall and other options at the bottom of the patient re-identification report. This can be applied to all of our CAT RECIPES or any custom search you want to perform.

🔇 Pa	itient Reider	ntification											_		×
И	\triangleleft	1 of 3	N <	× 8	۰ ۲	00	• 100% •	Find							
	Reident	tify Report [Patient Cou	int = 33]											*
	Selecter	d: Population	Pyramid (a	ny)											
	ID	Surname	First Name	Known As	Sex	D.O.B (Age)	Address	City	Postcode	Phone (H/W)	Phone (M)	Medicare	IHI		
	7017	ADDD	ADDD		М	01/08/1992 (31)	3 BEST ST.	ST KILDA	3107			25653450431			
	7016	AUSLAB	TESTINGB		F	19/01/1984 (39)	123 FAKE STREET	ASHWOOD	3147						
	3008	Check	Glitch	Glitch	М	12/02/1980 (43)	St	Sydney Olympic Park	2127						
	1008	lman	Asiya	Asiya	F	12/03/1987 (36)	122	The Rocks	2000						
	6015	Josh	Life	Life	М	25/07/1980 (43)	St	Wentworth Point	2127						
	1	Josh	Scott	Scott	М	23/08/1998 (25)	2 Kennedy Road	Demo Town	4523			0			
4	7010	UFFORMON	USE ON ON			01/00/1002	a protiot	CT VU DA	2407			25 652 450424			+
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Re	efine	Add/With	ndraw								GoShare S	MS Voicer	nail	Topbar	
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You can refine the selection manually by clicking the 'Refine Selection' button.

To send a voice message your phone number needs to be verified as explained here: Recall CAT - Setting up your Account

You will need to have at least one audio message recorded before you can send a voicemail message and there are three options on how to record a message:

Voicem	nail Recall	
Campaign Name		
Enter your campaign name		
Inclusion Criteria		
Filtering By: None Selected: Disease (Diabete	s Type II)	
Create Audio File		
Option 1 Upload a previously recorded audio file	Option 2 Record a new message using the microphone in your computer	Option 3 Call your phone to make a recording Note: This will charge you 1 credit Enter Phone Number
Select File I	Start Recording I	Call to Record I
Select Audio File		
•	► S	end Cancel
		Credits Required: 0
to receive communic clinical system	o have opted out ation from your	Credits Available: 2546
		Auto Top-Up Enabled

Option 1: Record a message using your software/tool of choice and then upload the file by clicking on the "Select File" button. You can upload .wav and . mp3 files. Depending on file size, this will take a little while. You will see a message while uploading:

Voicemail Recall		
	Please wait	
-	Uploadingfile	
	Cancel	

Once the file is uploaded you can select it from the dropdown list:

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_		
Voicer	nail Recall	
Campaign Name		
Enter your campaign nam	e	
Inclusion Criteria		
Filtering By: None Selected: Population Pyra	mid (Females, 55-59)	
Create Audio File		
Option 1 Upload a previously recorded audio file	Option 2 Record a new message using the microphone in your computer	Option 3 Call your phone to make a recording Note: This will charge you 1 credit Enter Phone Number
Select File I	Start Recording I	Call to Record I
Select Audio File test4 Test2	► Se	nd Cancel
Test1 Test TC1 HA75plusinvite.mp3	to have opted out of	Credits Required: 0
iecerving sivis		Auto Top-Up Enabled

Before you can send a voice message you will have to enter a campaign name in the field on top of the Voicemail Recall screen:

Voice	email Recall	
Campaign Name		
test campaign		
Inclusion Criteria		
Filtering By: None Selected: Population F	yramid (Any)	
Create Audio File		
Option 1 Upload a previously recorded audio file	Option 2 Record a new message using the microphone in your computer	Option 3 Call your phone to make a recording Note: This will charge you 1 credit Enter Phone Number
Select File I	Start Recording I	Call to Record I
Select Audio File Test2	▼ ► Se	end Cancel
		Credits Required: 1
Remove patient: receiving SMS	s who have opted out of	Credits Available: 539
		Auto Top-Up Enabled

Please note that the default settings will remove patients who have opted out of receiving SMS - you can unselect this option if needed.

There are two additional options to create an audio file to use for the voice message.

You can record a new message using your computer's microphone by choosing option 2 and clicking on "Start Recording". This option is only available once you have entered a campaign name in the box on top of the screen. You will be prompted for a file name and once recorded, the new file will be uploaded and will then be available from the drop-down box under the file name you have chosen.

Finally option 3 allows you to use your phone to make a recording - this will be charged as one credit from your balance and you will have to enter your phone number. The system will then call the number and prompt you to record the file. Please note that it might take a minute or two to receive the call. Please follow the prompts once you receive the call to record your new message.

	Please wait
Pleasean	is wer the phone and leave a message after the ton
	Cancel