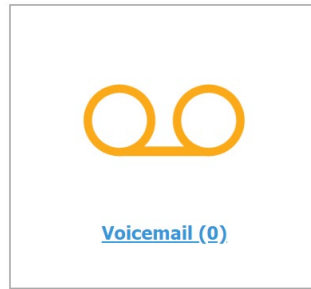


## Checking for Voicemails for IQ

Once IQ is configured, the voicemails will come into IQ every morning.

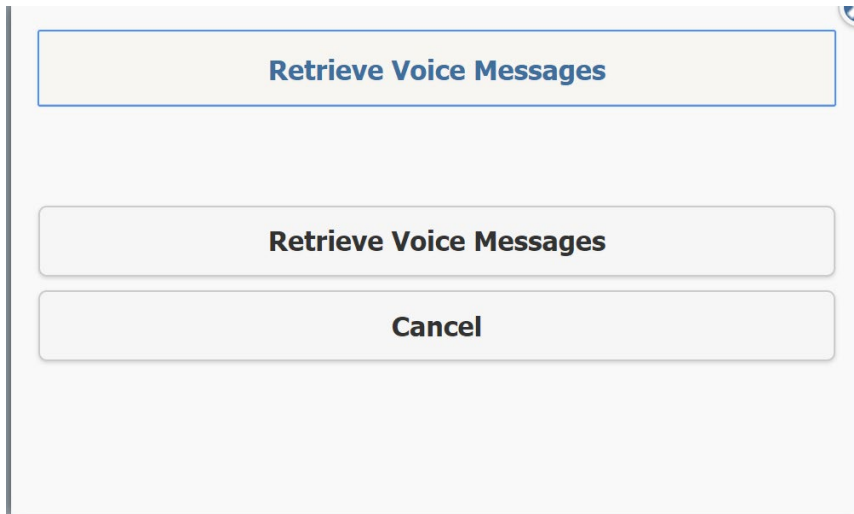
1. The easiest way of checking for Voicemails is to use the Voicemail Tile on your Home Screen. This tile will show you a live count of how many voicemails are inside of IQ currently, clicking on it will take you to the open Voicemail Messages:



2. You can also click on the “[Retrieve voicemails](#)” link under message utilities in the big menu of IQ. Clicking the “[Retrieve Voice Messages](#)” button will run the functionality and place the new voicemail messages into the VOICEMAIL set (**Messages -> All Message Sets**)

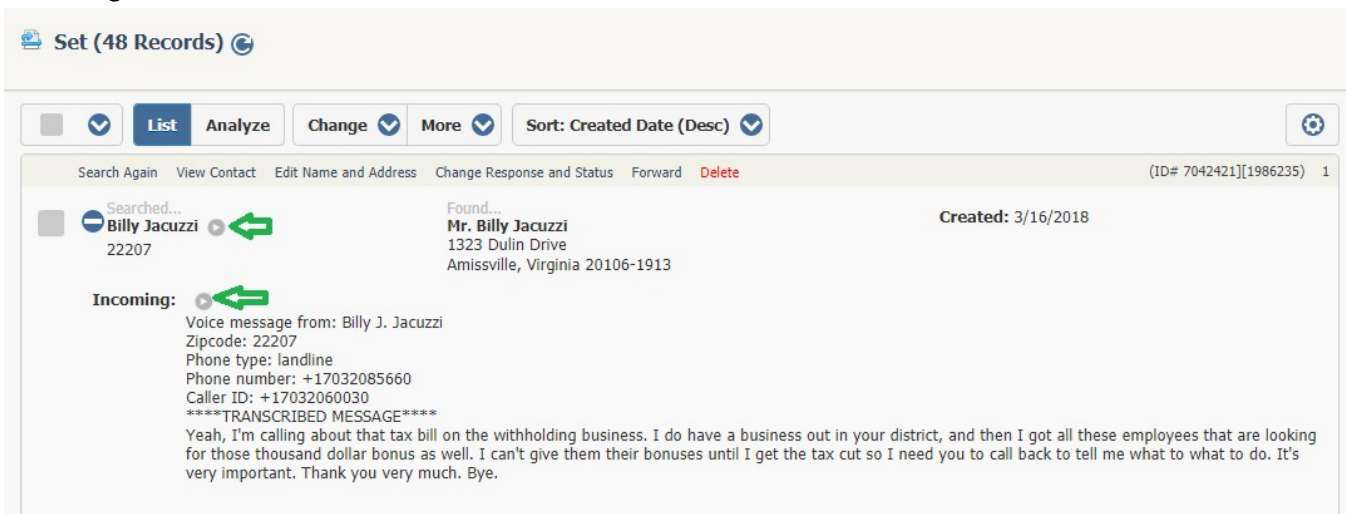
Find Messages	New	Social Media	Utilities
My Open	Email Message	Pending Social Media	My Active Batches
My Open and Unbatched	Form Letter	All Social Media	My Tagged Batches
My Open Outreach	File	Import Recent Social Media	All Active Batches
My Approval Requests	Contact	Social Media Center	All Batches
My Approval Denied	Batch		My Active Campaigns
My Approval Granted	Message List		My Tagged Campaigns
My Recently Closed	Message Report		All Active Campaigns
My Tagged Messages	Set		All Campaigns
All Open	Attachment Uploads		All Message Sets
All Open and Unbatched	Issue Tally		FileNet Tools
All Open and Unassigned	Opinion		Mail Image Tools
All Open Outreach Messages			Nondeliverable Set
All Recent			Recently Disabled Email
All Recently Closed			My Message Lists
Opinion Center			Codes
Advanced Search			Printers
Search			Reports
			My Tagged Reports
			<b>Retrieve Voice Messages</b>

3. Clicking the **Retrieve Voice Messages** link will display a dialog with the “**Retrieve Voice Messages**” button.



### What does IQ capture and display from the voicemails?

1. Clicking the button, you will be taken into the **VOICEMAIL** set. Expanding the row displays the Incoming transcribed voicemail message and a “play” icon for listening to the recorded Name and Voicemail message.



2. The incoming attachments will include a sound file (**playable by clicking the small play icon**) of the callers recorded name and message along with the transcription of their message. They will then process the message by reviewing the name and matching records for accuracy along with the transcription of the message itself.

### Can I edit the information on the caller in IQ?

1. Voicemails are matched up to an existing Contact based on Name, phone number and zip code. Select the **Search Again** in-row action to look for alternate records. It will display the Find Contact, which includes the name, phone number and zip code along with an iframe with the contents of the transcribed voicemail message and a Listen to Name link.

The screenshot shows the 'Find Contact' interface. On the left, there is a 'Find Contact' sidebar with input fields for: Name (Amy Smith), Email, Phone Number (3012587412), Title, Organization, Organization2, Street Address, Street Address2, City, and Zip Code (92501). The main content area shows a breadcrumb trail: Messages » Results » Set » New. Below this is a search result: 'Set Entry Search Again for 0][1986241 (1 Records)'. A 'Listen to Name' link is visible. The transcribed message content is: 'Voice message from: Amy Smith', 'Zipcode: 92501', 'Phone type: landline', 'Phone number: +13012587412', 'Caller ID: +13014671357', '\*\*\*\*TRANSCRIBED MESSAGE\*\*\*\*', and 'test message for Amy Smith'.

2. Click the **Select** in-row action to link the specified contact record to the Message record.

The screenshot shows the 'Find Contact' interface with search results. The sidebar on the left contains the same search criteria as the previous screenshot. The main content area shows the breadcrumb trail: Messages » Results » Set » New. Below this is a search result: 'Set Entry Search Again for 0][1986241 (1 Records)'. A toolbar contains buttons: Add Contact, Change, New, More, and Sort: Mailing Address (Asc). A 'Select' button is highlighted in green. Below the toolbar, a search result is displayed for 'Ms. Amy Smith' with details: '4 Leonard Court, Rockville, Maryland 92501 MD35', 'Home: (303) 346-1376', 'Custom Latitude: 0', 'Custom Longitude: 0', and 'Tags: Contacts Tag 1, Contacts Tag 2, Contacts Tag 3, Contacts Tag 4, Contacts Tag 5, Contacts Tag 6, Contacts Tag 7, Contacts Tag 8'. To the right of the contact details, there are statistics for Messages, Outreach, and Services, all showing 0 Open and 0 Completed.

## How can I respond to this message in or assign it to another staffer for further processing in IQ?

1. Select the **Change Response and Status** in-row action to select a staffer and/or add a response letter and post the record from the Voicemail set:

VOICEMAIL Owner: QC Process Created: 3/16/2018 Status: Open

General

Filters

Set (47 Records)

Filter Text...

List Analyze Change More Sort: ID (Desc)

<p>Searched... Amy Smith 92501</p>	<p>Found... Ms. Amy Smith 4 Leonard Court Rockville, Maryland 92501</p>	<p>Created: 3/21/2018</p>
<p>Searched... Billy Jacuzzi 22207</p>	<p>Found... Mr. Billy Jacuzzi 1323 Dulin Drive Amisville, Virginia 20106-1913</p>	<p>Created: 3/16/2018</p>

2. Here I can take a number of actions including:

- Assign to another staffer
- Assign a form letter
- Tag with an Issue Code
- Post to Messages (in a batch or without a batch)

### Post Response to Amy Smith

Source: Telephone Call

Issues:

Assigned To:

Comments:

Method Out: US Mail

Address: 4 Leonard Court Rockville, MD 92501

Letter Date:

Salutation: Formal - Dear Ms. Smith

Form Letter: auto response - thank you for contacting m...

Mail Status: Approved

Mail Priority: 0 - None

Status: Post without a batch

Recent Letters:

Voice message from: Amy Smith

Zipcode: 92501

Phone type: landline

Phone number: +13012587412

Caller ID: +13014671357

\*\*\*\*TRANSCRIBED MESSAGE\*\*\*\*

test message for Amy Smith

Post Cancel Delete

3. Once posted, this results in a Message record with the .wav files as Incoming attachments:

**Messages » Results**

☑ **My Open Messages (2,228 Filtered Records)** 🔄

Is Service Related: No 🔄

**List** Analyze Change  Send  Print  Report  M

Change Color No Response Print Preview Print Final +Attachment +Affiliation +Service Sv

**Telephone Call** [Ms. Amy Smith](#)  
4 Leonard Court  
Rockville, Maryland 92501  
3033461376 (H)

**Date In:** 3/21/2018  
**Modified:** 3/21/2018 - 8:17am  
**Comments:** ✎

**Incoming**

**Audio\_Message.wav Audio\_Name.wav**

None