

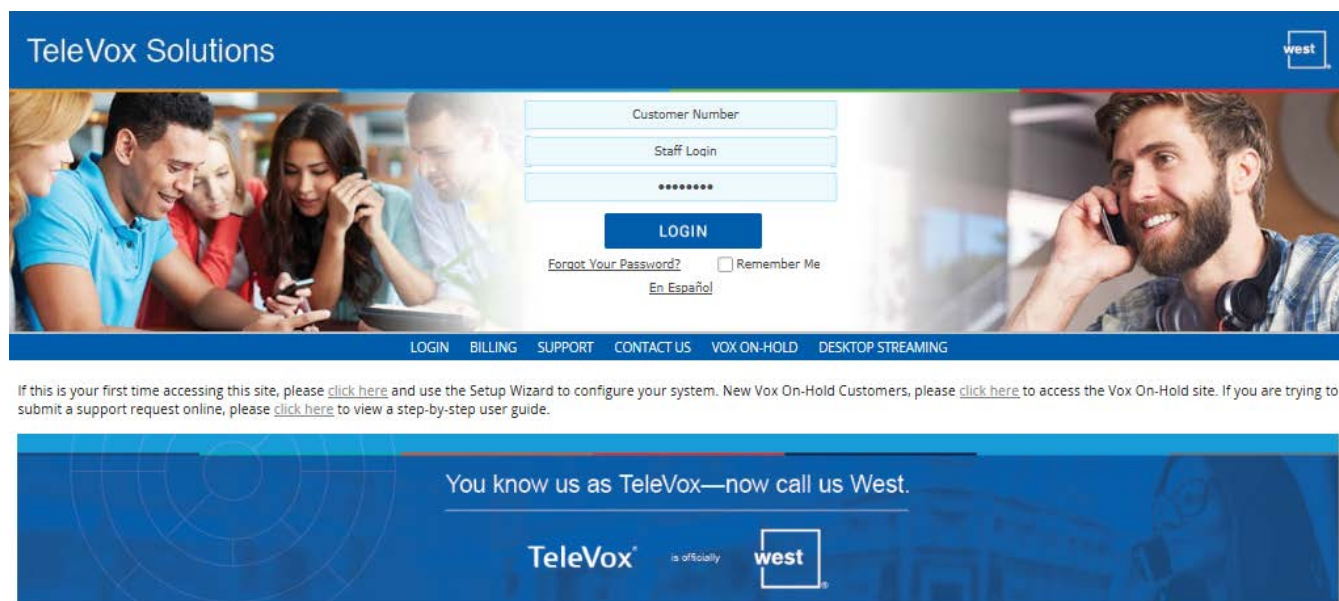
TeleVox Solutions

How to Build a Call Schedule via MyTeleVox.com

On occasion messages may need to be sent out to patients at a time different from the regular schedule, particularly if the data file is uploaded late. The MyTeleVox.com website allows you to build a call schedule when needed.

Step 1: Login

Log into MyTeleVox.com with your unique TeleVox Solutions customer number, user ID, and password.

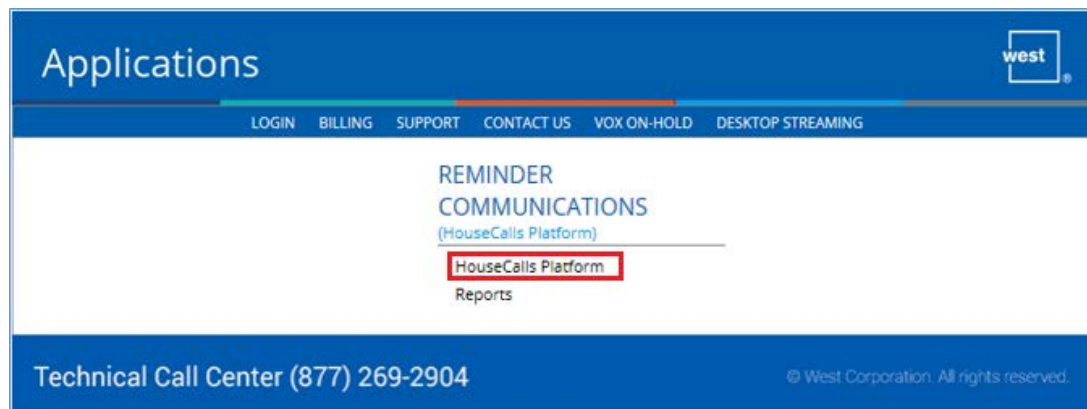


If this is your first time accessing this site, please [click here](#) and use the Setup Wizard to configure your system. New Vox On-Hold Customers, please [click here](#) to access the Vox On-Hold site. If you are trying to submit a support request online, please [click here](#) to view a step-by-step user guide.

Note: Image may be different from the one pictured above. You must use Internet Explorer and have active X installed to view all pages within the MyTelevox.com website properly.

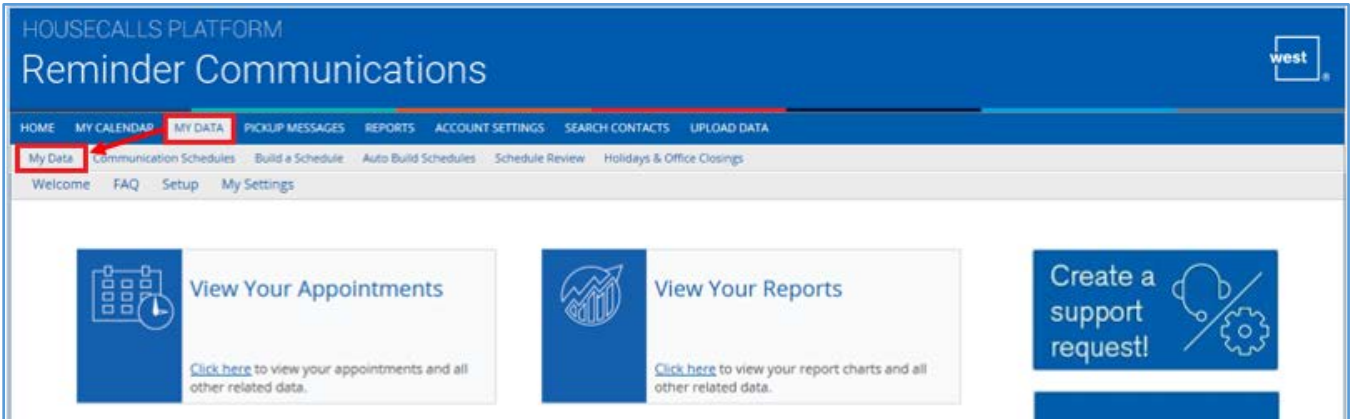
Step 2: Application

If prompted, select HouseCalls Platform on the Applications screen, otherwise you will be redirected automatically to your HouseCalls home page.



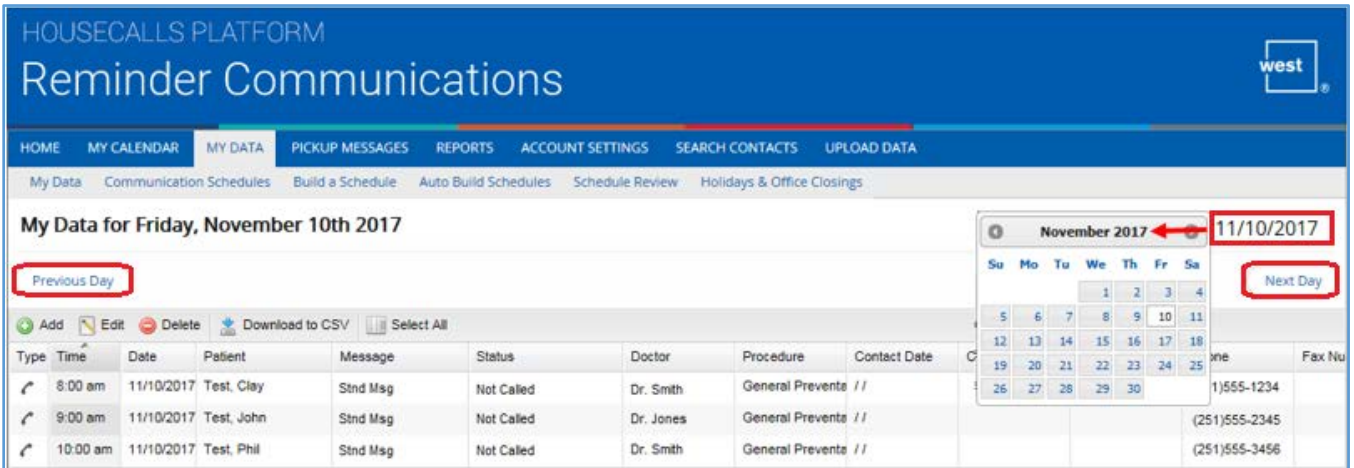
Step 3: Select My Data

After the HouseCalls page opens, with your mouse first point to “MY DATA” on the main menu and then click on “My Data” on the sub-menu.



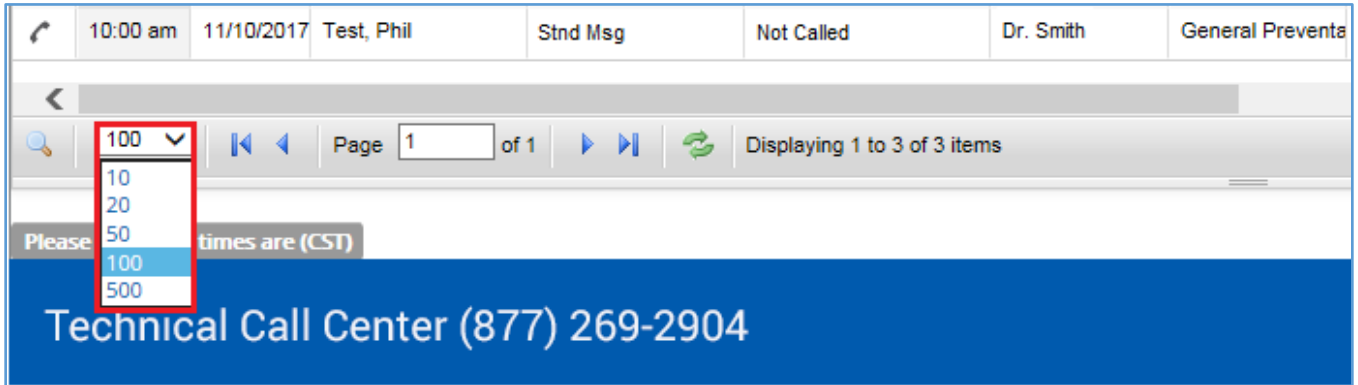
Step 4: Calling Page Data

On the My Data page, you will see the calling page for the current date. To select a different calling page, you may change the date of the appointment(s) by either clicking the “Previous Day” or “Next Day” buttons, until you reach the date you desire, or by clicking in the date field and selecting the desired appointment date from a calendar.



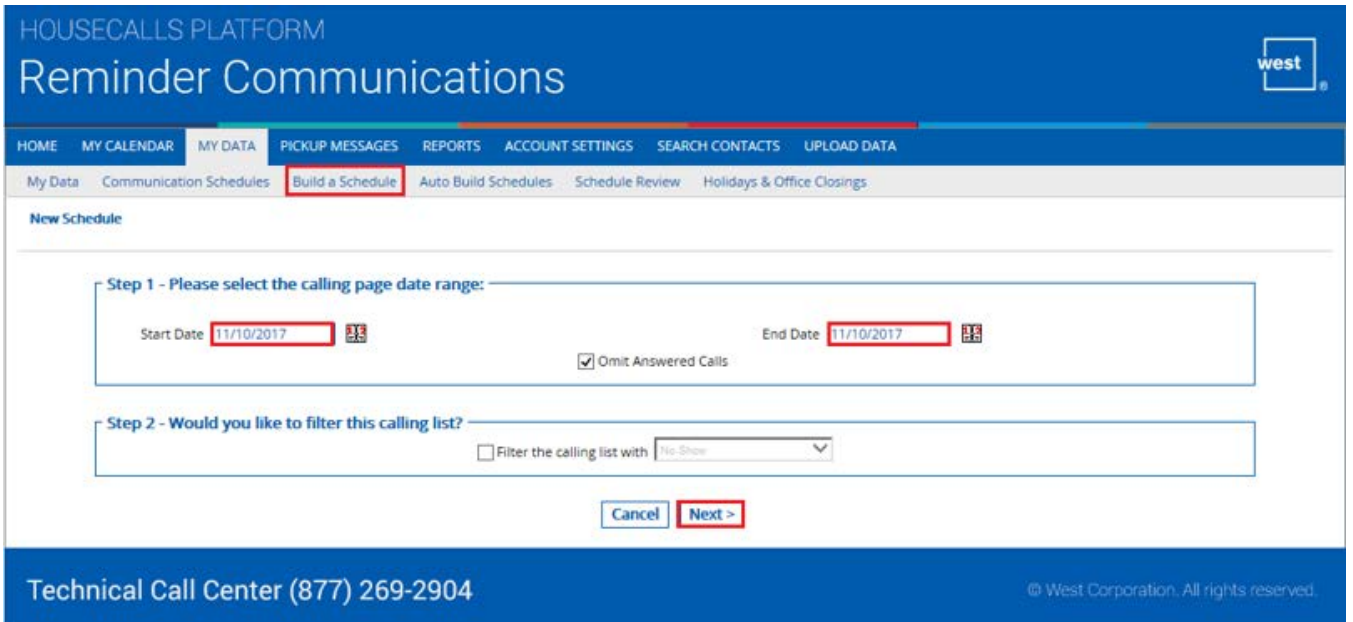
Note: Due to the large amount of calling records, it may take up to 20 seconds for each date to load, sometimes longer. We suggest clicking the date field and selecting the date. This way you are not waiting on dates to load as you are trying to pass them to get to another date.

Once the desired calling page loads, if you have more than 100 records on that date, choose a larger amount of data to show on the current screen. You do this by clicking on the field in the bottom left corner with “100” in it and change this to “500”.



Step 5: Build a Call Schedule

Click on “Build a Schedule” in the My Data tool bar at the top of your screen. On the New Schedule screen, select the calling page date/appointment date(s) that you are sending the calls out for and click NEXT. To change the date click on the calendar icon.



You will then be prompted to change the name of the schedule if you would like and also see the calls that will be made. After changing the call list name or if no changes are needed, click NEXT.

The screenshot shows a web interface for creating a calling schedule. At the top, it says "New Schedule: Calling Page for 11/10/2017". Below this, "Step 3 - What do you want to call this list?" is followed by a text input field containing "Calling Page for 11/10/2017". "Step 4 - The following calls will be included in your list." is followed by a table of call entries. At the bottom right, there are "Cancel" and "Next >>" buttons.

Name	Appt Date	Appt Time	Message	Send To
Test, Clay	11/10/2017	8:00 AM	Stnd Msg	(251)555-1234 ...
Test, John	11/10/2017	9:00 AM	Stnd Msg	(251)555-2345 ...
Test, Phil	11/10/2017	10:00 AM	Stnd Msg	(251)555-3456 ...

Please note, if you are unable to install the ActiveX control mentioned on page 1, no patients will be listed under "Step 4 – The following calls will be included in your list." However, you may still continue building your schedule by clicking on the Next button.

On the next screen choose the date and time that you want your calls to go out. **Remember, this is not the appointment date, but the date you wish the calls to be delivered.**

If you want the calls to go out on the current day, leave the date as is. If you need them to go out on a different date, select the date by clicking the calendar icon to the right of the date.

Next, select the time you want the calls to start and the time you want them to end. Best practices are to allow 2 hours to call all patients. **VERY IMPORTANT: ALL CALL TIMES ARE CENTRAL STANDARD TIME. Please adjust the calling time based on your time zone.** It is suggested that you set your times to start at least 5 mins after the current time in order to give you time to change or delete the schedule if you find a mistake.

Once you have chosen the calling time and date, click SAVE.

The screenshot shows the "Step 5 - Please specify when the calls for this schedule should be made." screen. It includes a note: "Please note: Call times are (CST)". Below this, there are input fields for "Call Date" (11/10/2017), "Start Time" (6:00 PM CST), and "End Time" (8:00 PM CST). At the bottom, there are "Save", "Cancel", and "Reset" buttons. A blue footer bar contains the text "Technical Call Center (877) 269-2904" and "© West Corporation. All rights reserved."

Your schedule is complete and calls will go out based on your scheduled time. Your reports should be available within 30 minutes after the schedule ends.