

How to Access and Manage Voicemails or Audio Files Related to Telephone Town Halls

Market: House

Module: Outreach

Purpose: This guide provides instruction on how to access voicemails or audio files after a Telephone Town

Hall and enter the information into IQ using the Opinion Center.

Key Benefits

IQ also provides the capability to access voicemail and audio files after a Telephone Town Hall to review and respond appropriately based on the information.

Accessing or Downloading Voicemails/Audio Files

- 1. Log into **Broadnet** at https://clientmanager.broadnet.us/bnts.
- 2. On the Broadcast menu, click Find Broadcasts.
- **3.** Change the timeframe based on the options displayed on the dropdown list.
- **4.** Click the **ID number** of the Access Live event.
- **5.** Click the small **TF icon** on the bottom right of the screen.
- **6.** Click the **microphone button** to retrieve the voicemails.
- 7. Select an option.

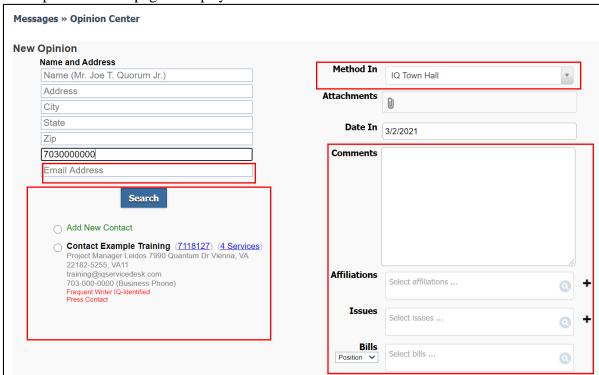
Option- Listen to audio. To play and listen to a recording, click **the speaker icon** next to each voicemail file.

Option- Download an audio file. To download the audio file, click Download Conference Recording.

Entering Voicemail/Audio File information into IQ

As you listen to each voicemail, enter the information into IQ via the Opinion Center.

- 1. In IQ, navigate to Messages > New > Opinion.
- 2. The Opinion Center page is displayed.



- 3. Type the contact's phone number and click **Search.** Select an existing contact that matches the number.
- 4. In the Method In field, select IQ Town Hall.
- **5.** Enter the constituent's comments and complete the fields as appropriate.
- **6.** Select an option.
 - **Respond.** A message record is created in IQ with a pending response message. If this option is selected, confirm that Method Out is NOT set to No Outgoing.
 - Do Not Respond. A message record is created in IQ. No further action is needed.
- 7. The current record has been created in IQ. Enter the next message record as needed.