

How can I improve the response rate from my contacts when I send notifications to phones?

Recipients should consider the following when receiving an Everbridge voice notification:

1. Answer calls with a greeting (such as "hello") instead of being silent when answering the call. This improves the user experience because your message will be delivered as soon as a human recipient is detected.
2. When prompted, press number keys on your phone only once. Multiple key presses for the same number may be interpreted as an invalid response. For instance, "1" and "11" are different responses for any automated phone system.
3. Do not keep your finger on the number keys for an extended time. On some mobile phones, pressing and keeping your finger on the keypad may send the signal more than once, which may be interpreted as an invalid response.

How can I ensure that messages are delivered in full to my contacts' voicemail system?

Optimal message delivery includes instances when your voice message must be delivered to a voicemail system. In this scenario, it is crucial that the entirety of your message is communicated to your contacts, and that the voicemail system fully records the message.

The following are recommendations message recipients can use to configure their voicemail greetings:

1. Create a custom voicemail greeting instead of using a default greeting.
2. When prompted to record the greeting, begin speaking immediately. Avoid pausing between the initial prompt and when leaving the greeting.
 - a. **Recommended:** "(beep) You have reached Anna's office. I am not currently available."
 - b. **Avoid:** "(beep) [pause]... You have reached Anna's office..."
3. When recording the greeting, speak naturally, and avoid long pauses.
 - a. **Recommended:** "Hi, this is Jim. I am not available to take your call."
 - b. **Avoid:** "Hi, this is Jim... [pause]... I am not available."
 - c. **Avoid:** "Hi... [pause]... this is Jim."
4. Speak at a normal voice volume when recording the greeting. If the playback of the greeting is normally low, speak at a slightly louder volume.
5. Record a greeting that is longer than two seconds.
 - a. **Recommended:** "Hi, this is Dana. I am not available to take your call, so please leave your message after the beep. Thanks."
 - b. **Avoid:** "Leave a message."