

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.

Messages » Opinion Center

New Opinion

Name and Address

Name (Mr. Joe T. Quorum Jr.)

Address

City

State

Zip

7030000000

Email Address

Search

Add New Contact

Contact Example Training (718127) (4 Services)
 Project Manager Leidos 7990 Quantum Dr Vienna, VA
 22182-5255, VA11
 training@iqservicedesk.com
 703-000-0000 (Business Phone)
 Frequent Writer IQ-Identified
 Press Contact

Method In IQ Town Hall

Attachments

Date In 3/2/2021

Comments

Affiliations Select affiliations ...

Issues Select issues ...

Bills Select bills ...

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.