

Access Voicemails & Full TTH Audio File After a Telephone Town Hall

Part 1: Access Voicemails

Voicemail messages left after a telephone town hall can be accessed and reviewed by staff following the steps below. Staffers can create message records with the pertinent info in IQ and assign to appropriate staffers as needed using IQ's Opinion Center. You can then determine if responses are needed via phone call, email, or if the record should be closed with no response.

1. Log into **Broadnet** at <https://clientmanager.broadnet.us/bnts/>
2. Go to the **Broadcast** menu on the left, and then click on **Find Broadcasts**.
3. Change the timeframe dropdown to **All** or whichever you think is best.
4. Click on the **ID number** of the Access Live event.
5. Then click on the small **TF icon** on the bottom right of the screen.

	Count	Percent
	944	31 %
	1,894	63 %
	40	1 %
	6	0 %
	111	4 %
	4	0 %

6. Then on the next screen, click on **the microphone button** to retrieve the voicemails.

The screenshot shows the Broadnet interface for a specific broadcast event. At the top, there are navigation tabs: Home, Broadcasts, Files, TeleForum, and My Account. The main heading is "Lankford TeleForum 1/27 (ID 9531)". Below this, there are several data sections: "Attendees" (3,567 total), "Peak Attendees" (1,368), "Entered Queue" (182), "Screened" (61), "Contributed" (0), and "Went Live" (11). There is also a "Minutes and Totals" section showing a 60-minute teleforum length and 48,456 total minutes. A "Folio" section shows a question about the nation heading in the right direction, with 20:01 time asked and 2 total votes (1 Right Direction, 1 Wrong Direction). A "Broadcast Summary" table lists various codes and results like "Live Answer", "Answering Machine", "No Answer", "No", "Operator Message", and "Response/Message". A microphone icon is circled in red in the top right area of the main content.

7. You can play each recording by clicking on **the speaker icon** next to each voicemail file.

The screenshot shows the Intranet Quorum interface for managing recorded voicemail files. The page title is "Manage Recorded Access Live Voicemail Files". It shows a dropdown menu for "Access Live: 58280 - (2020-05-13)" and "Access Live 5/13 (ID 18455)". Below this, there are links for "Download Conference Recording" and "Download Conference Recording (2)", "Download Conference Recording (3)", and "Download Conference Recording (4)". A table lists the recorded files with columns for "File Name", "Play" (with speaker icons), and "Length". A tooltip is visible over the table, stating: "Phone numbers used by participants to leave the voicemail will appear in File Name. These have been removed from the screenshot to protect personal information". The total number of messages is 12, and the total length is 15:36. The interface also includes a sidebar with "Broadcasts" and "Logout" options, and a footer with "TIMEZONE: Eastern".

Log Voicemails into IQ

As you listen to each voicemail, use the **IQ Opinion Center** to search for the contacts by their phone number, which is saved as part of the file name (example below), and create the message record as outlined.

John_Quorum+7032085698-6174675065.WAV

- From the **Messages** big menu, select **Opinion** under the **New** column.
- Type the phone number in the appropriate search field on the left and click the **Search** button.
- Select an existing contact that matches the number.
- In the **Method In** field, select the appropriate incoming method (e.g., IQ Town Hall).
- Enter the constituent's comments (e.g., Questions on the budget, etc.).
- If appropriate, select **Affiliation(s), Issue(s), Assigned To, Method Out, Form Letter, and/or Batch Name**.
- Click the **Respond** button to create an open pending message record or click **Do Not Respond** to create a message record and have it closed with no response automatically.
- The screen will then refresh so that you can enter the next message record.

New Opinion

Name and Address
Mr. Dan Quorum
2700 Prosperity Ave
City
State
22031
7032060030
Dan.Quorum@leidos.com

Search

- Add New Contact VA11 (Verified)
- Mr. Co-Sponsor Quorum (7032164)
2700 Prosperity Avenue Fairfax, VA 22031-4339, VA11
- Brigadier General John Quorum (7029555)
2700 Prosperity Avenue Fairfax, VA 22031-4339, VA11
499 South Capitol Street SW, Suite 400 Washington, DC 20003-4004 , DC01
105 Twin Oaks Road Linthicum Heights, MD 21090-2116 , MD02
2110 Overlook Court Bel Air, MD 21015-6390 , MD01
President Lockheed Martin 105 Twin Oaks Road Linthicum Heights, MD 21090-2116 , MD02
Lockheed Martin 2700 Prosperity Avenue Fairfax, VA 22031-4339 , VA11
Jodi.Hughes@lmco.com
703206-0030 (Cell Phone)
133894903810531 (Facebook)
999-274-7629 (Home Phone)
- Ms. Lindsay Quorum (7052784)
2700 Prosperity Avenue Fairfax, VA 22031-4339, VA11
499 South Capitol Street SW Washington, DC 20003-4013 , DC01
lindsay.quorum@mail.house.gov
Do Not Mail

Method In Telephone Call

Attachments

Date In 11/1/2018

Comments Support Balanced Budget Amendment

Affiliations x EMAIL.OPTIN - Email Optin to Newsletter Subscription +

Issues x BUD.BAL.P - Balance Budget Amendment - Pro +

Assigned To Legislative Correspondent1 Override

Method Out E-Mail

Form Letter Select a letter New

Batch Name Select a batch New

Suggested Phone Script(s) —
Thank you for contacting us and expressing your thoughts. We understand that balancing the budget is a monumental task and we very much appreciate you taking the time to contact us and share your opinion.

Recent Letters...
Select a recent form letter

Respond Do not Respond Exit

Part 2: Download Full Conference Recording

1. Log into **Broadnet** at <https://clientmanager.broadnet.us/bnts/>
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3. Change the timeframe dropdown to **All** or whichever you think is best.
4. Click on the **ID number** of the Access Live event.

5. Then click on the small **TF icon** on the bottom right of the screen.

	Count	Percent
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6. Then on the next screen, click on the **microphone** button to retrieve the voicemails.

Home **Broadcasts** Files Surveyor TeleForum

Manage Recorded TeleForum Voicemail Files

TeleForum: 40322 - (2017-02-07) Schneider TeleForum (2/7/17 ID: 16407) ▼

Download Conference Recording 

Download Conference Recording (2)

File Name	Play
Debble-8476061998-4477463993.WAV	
Garland_S_Ralston-8472266539-4477440105.WAV	
John_Chalberg-8475204326-4477425447.WAV	

7. To download the sound file for the event select **Download Conference Recording**.