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Call Alerts

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Overview

The new call alert allows you to send missed and/or received call alerts to any email recipient(s), regardless of them having access to the Mediahawk platform.

Selecting Missed calls will generate an email being sent to the recipient(s)'s email address, whenever a call received on Mediahawk's numbers is either unanswered or engaged.

Selecting Received calls will generate an email being sent to the recipient(s)'s email address, whenever a call received on Mediahawk's numbers is answered, by a person or an automated system (auto-attendant, IVRs etc)

Please note that if a call is made to your destination numbers directly, Mediahawk cannot send you a missed/received call alert.

If you wish to receive alerts for all static and all dynamic numbers, we advise that you create 2 separate settings, one selecting All Static and another selecting All Dynamic. This will ensure that any future additional of numbers and/or pools to your account, would automatically be included in your alerts.

Basic Missed/Received Call Alerts All Static

Click **My Account > Call Alerts**
Click **Create Call Alerts** on the right-hand side
Specify a name for the alert
Enter the email address(es) for the recipients. Multiple emails need separating via a comma.
At Missed and/or Received Calls, tick **Yes** to open the selection options
At Numbers Selection, tick **All Static**
Then click the green button **Create**
Your missed/received call alert is now set up.

Basic Missed/Received Call Alerts All Dynamic

Click **My Account > Call Alerts**
Click **Create Call Alerts** on the right-hand side
Specify a name for the alert
Enter the email address(es) for the recipients. Multiple emails need separating via a comma.
At Missed and/or Received, tick **Yes** to open the selection options
At Numbers Selection, tick **All Dynamic**
Then click the green button **Create**
Your missed/received call alert is now set up.

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Missed calls: Advanced custom selection

Numbers selection: this allow you to select the Mediahawk service numbers you wish to receive alerts for.

- Custom Selection: tick this and the number selection window will open

Select the appropriate tab to pick either some of your Static Numbers, some of your Dynamic URL (dynamic campaign per domain) or some of your Dynamic Pools (certain sets of dynamic numbers.)

By default, this window will show you the first 10 entries of any selected tab. Use the drop-down to view up to 100 entries.

There is also a Search option for each tab on the left hand-side, allowing to locate a number by entering the number itself, part of the number or its description.

When you have made your selection, click **Save**.

Because all destinations are enabled by default, if you have made a custom selection at Numbers Selection, you will need to **tick No destination** at Destination Numbers Selection, otherwise you will receive alerts for all destination numbers.

Destination Numbers Selection: this section allows you to pick a destination number (where Mediahawk connect the calls).

If you choose Custom Selection on destination numbers, it works as above so you will have to also click Custom Selection at Numbers Selection and deselect all service numbers. When you have made your selection, click **Save**.

Minimum Ring Length: You can define if you would like to only receive the missed call alerts after a certain amount of ringing time. Enter an amount in seconds: calls missed when the ring length is under the amount entered will not generate an alert email.

Include IVR Destinations: If you have an IVR in place managed by Mediahawk, you can select to include IVR destinations so you will receive the alerts if the destination option selected by the caller has not picked up the call. If Mediahawk manages your IVR and this is not ticked, you won't receive call alerts as calls will be marked as answered.

Received Calls: Advanced custom selection

For Received Calls: Alert will be sent if service number, destination number and category (if set) match.

As per Missed call, Numbers selection and Destination Numbers Selection work in the same way; you can select All Static, All Dynamic or make a custom selection.

Categories Selection: If you are only interested in receiving call alerts for calls received to your chosen category, please click Custom Section and the selection box will open where you can pick your category(ies) you wish. Once done, click **Save.**

If you are not making a custom selection under Destination Numbers Selection or Categories Selection, keep All Destination and No Categories ticked.

Minimum Call Length: You can specify in seconds the minimum length of a call for received alerts to be sent so that you can filter out short ones.

To save your chosen alert, click **Create**.

You will come back to the Main call alerts page and a table will give details of your alerts as per below screenshot. Type will let you know if alert is set up for Missed, Received or both.

My Account

Call Alerts   Create Call Alert

Success! Call Alert successfully updated.   ✕

Viewing 1 to 3 of 3 records   View page: 1 ▼   Rows per page: 200 ▼

☐	Name	Recipients	Type
☐	Missed & Received	email@domain.com	Missed & Received
☐	Destination	email@domain.com	Received
☐	Missed	email@domain.com	Missed

Viewing 1 to 3 of 3 records   View page: 1 ▼   Rows per page: 200 ▼

Delete Selected

Update call alerts

Log in to Mediahawk

Select **My Account** from the left-hand side.

Click **Call Alerts**

Select the call alert you need to update by clicking on its name.

Make any amendment you need (name, email address, number selections) then click **Update.**

Your alert has now been changed to the new details/selections you have given.

Disable/Enable call alerts

If you wish to temporarily disable your alerts, you can do so without losing your selections when you need to re-enable them.

Select the call alert you wish to either enable or disable by clicking on its name

Reselect either Missed Calls or Received Calls radio buttons.

Then click **Update.**

Delete call alerts

If you no longer need any email being sent for missed or received calls, you can simply select the alert(s) from the table and click **Delete Selected** situated under the table.

FAQs:

You can add any email addresses, even if they do not have access to the Mediahawk platform.

For Received Call Alerts: emails are sent for Effective calls, meaning for calls that have been successfully answered by an automated system or a person.