



PERFORMANCE ALERT

***** Smart Pad *****

The **Smart Pad** can be used to:

1. Make an outbound phone call
2. Conference an additional party into a call
3. Navigate through interactive menus on an Interactive Voice Response (IVR) call

To make an outbound phone call:

1. Click the **Smart Pad** button
2. Confirm that the **CALL** button is highlighted
3. Enter the phone number using the mouse, keyboard, or Genovation Pad
 - a. The phone number must be 10-digits (area code and phone number)
4. Press **Send**, or enter on the keyboard



To conference an additional party into a call:

1. Click the **Smart Pad** button
2. Click **CONF**
3. Enter the 10-digit phone number using the mouse, keyboard, or Genovation Pad
4. Your original caller will automatically be placed on hold when the outbound call is made – be sure to tell your caller that you will be placing them on a brief hold
5. Press **Send**, or enter on the keyboard
6. To bring the additional party into the original call, select **Join**



Interactive Voice Response (IVR) / Automated Answering System

When it is necessary to add a third-party agency that has an automated answering system requiring numerical input, you will need to use the **Smart Pad**.

Example: You have a caller on the line who does not speak English, and you need to get an interpreter on the line. When you dial the Language Link, you are required to enter your passcode and press a number to select the correct language.

To send numbers to an automated system:

1. Use the **Smart Pad** or transfer button to add the other agency to the call
2. Select the call leg of the agency waiting for input (in the example below, leg 4)
3. Open the **Smart Pad** (if not already open)
4. Press **FLSH** to activate the Hook Flash functionality for outbound DTMF (an H will appear in the **Smart Pad** window)
5. Enter the numbers required to proceed through the automated menus

