



DWHSA
DESTINATION WEDDING & HONEYMOON
SPECIALISTS ASSOCIATION

DWHSA Webinars

**Tame Your Phone Calls and Voicemails
With Google Voice**

Questions?

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www.JoinDWHSA.com

**(Contact John for the link to a special DWHSA
application form with the \$25 discount
[good through Dec. 20].)**



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The video for today's webinar

Once the video file has been processed this afternoon, it will be uploaded for you to watch later at your convenience:

DWHSAs Members:

In our DWHSAs.com members-only video library

Guests:

Via a link we'll email you later today
(through Friday, Nov. 22)



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The Big "Phone" Challenge for Travel Agents

We have lots of phone lines (office, home, cell) and lots of email accounts (work, personal) to manage - and no time to do it!

Google Voice is a free Internet-based service that can simplify the way clients contact you and that will help you manage your voicemails and other communications with clients.



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What can Google Voice do specifically for travel agents?

- When you sign up for Google Voice, **you'll be assigned a new unique phone number that you can give your clients.** When they dial that number, the call will be routed to all of your phones that you set up with your Google Voice account - your office lines, your cell phone, and any other phones you wish. The call will ring to all of your phones at the same time, or you can specify which lines, which times of day, and which callers. That Google number will stay the same even if you move or change phones or phone carriers.
- **Your Google Voice number includes free voicemail, which you can personalize with greetings that vary for different callers.** You can have one greeting for work-related calls, for example, and another for personal calls - or, one greeting for your general travel clients and a different greeting for your romance travel clients.



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What can Google Voice do specifically for travel agents?

- **Google Voice automatically transcribes voicemails into text** - so, you can read voicemails as messages as well as listen to the actual voicemails. You can search past voicemails with keywords if you need to find a specific message from a client. (Note: The transcriptions aren't always perfect!) And, you can share voicemails via email with other people.
- **You can screen callers** - sending them to voicemail directly, or listening to part of the call and deciding mid-call whether you'd like to pick up. You can also block callers if you wish.
- **Text messages sent to your Google Voice number will appear on your phone, in your Google Voice account, or in your email.** You can reply using email, and GV will convert them back to texts.



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What can Google Voice do specifically for travel agents?

- **You can set up conference calls using Google Voice.** Have participants call your Google number, and you'll be asked if you'd like to add those incoming callers into a single call.
- **Google Voice has great mobile apps for your smartphone,** and you can "port" your current mobile number to use as your Google Voice number (so that you don't have to give clients or callers a different Google Voice number).
- **You can set up "call widgets" on your web site's home page** to allow clients to call you through that channel.
- **Lots of other unique features, too** - from placing international calls to searching for phone numbers using a free Google directory ...



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So ... here's what we'll look at in the webinar today

- **How to sign up and get a Google Voice number**
- **How to forward calls from that Google Voice number to any of the phones you own**
- **How to create a greeting for your Google Voice voicemail**
- **How to retrieve your voicemails**
- **How to set up a quick conference call with Google Voice**
- **How to record a Google Voice call**
- **BONUS: How to create a "call widget" to put on your web site for clients to click on and call you on the spot!**



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The best place to learn the features of Google Voice ...

The Google Voice Help pages

<https://support.google.com/voice/?hl=en>

(NOTE: The instructions on the following slides were adapted or reproduced from this Google help site.)



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How to sign up and get your own Google Voice number

- Go to the Google Voice web site (<https://voice.google.com>) and sign in using your Google account. (Create a Google account if you don't have one by filling out the form at <https://accounts.google.com/NewAccount>.)
- You'll be asked whether you want a new number or you want to use one of your existing phone numbers. Choose "I want a new number."
- Search for your new Google number. Once you're happy with your choice, click Continue. After this point, you'll be prompted (or you'll see the controls) to verify your phone, set up a PIN code, and enter forwarding phone numbers. (You can see in this webinar video how to do these additional tasks!)



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How to set up your phones for forwarding

You can set up to six phones to ring when someone calls your Google number.

To add a forwarding phone:

- Click the gear icon at the top right of the Google Voice window.
- Select Settings.
- Click "Add another phone."
- Enter a name for the phone, the phone number, and select the "Phone Type."
- Click "Save."
- A "Verify your Phone" pop-up will appear with a verification code. Click "Connect" and Google Voice will call the phone you're verifying.
- When prompted, enter the verification code to complete the process.



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How to set up your phones for forwarding

Then, you can adjust the forwarding settings for each number:

- Click the gear icon on the right side of the page and then select "Settings."
- Click "Edit."
- Click "Show Advanced Settings."
- Choose the settings you'd like, and then click "Save."



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How to create voicemail greetings

To record a custom greeting for all callers:

- Click the gear icon at the top right of the Google Voice window and select "Settings."
- Click the "Voicemail & Text" tab.
- In the "Voicemail Greeting" section, click "Record New Greeting."
- Enter the name for the greeting you're going to record and click "OK."
- A "Record Greeting" box will appear. Select one of your forwarding phones from the "Phone to ring" drop-down menu.
- Click "Connect."



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How to create voicemail greetings

- Google Voice will call you on the forwarding phone you selected. Pick up the call and record your voicemail greeting when prompted.
- Once you've recorded your voicemail greeting, make sure it's selected in the 'Voicemail Greeting' section of your Settings.
- Click "Save Changes" at the bottom of the page.



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How to create voicemail greetings

What if you'd like to record a custom voicemail greeting for a specific client or group of clients? First, you must add the client(s) as contacts in Google Voice. You can do that in two ways:

1. When a client calls your Google number and his/her name aren't already in your contacts list, the number will appear as the name in your inbox. Just click the Add link next to the client's number in your inbox and type in the client's name and phone type - then, click Save. Or,
2. You can go to google.com/contacts and click New contact on the top left of the page.



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How to create voicemail greetings

Then, to record a custom voicemail greeting for a specific client:

- Click "Contacts" on the left side of the page.
- Search for the contact you wish to customize and select the box next to the contact in question.
- Click the "Edit Google Voice Settings" link.
- Click the "Add" link under the "When this contact goes to voicemail" section.
- Enter the name for the greeting you're going to record.

NOTE: Google provided these instructions – but, on Nov. 14 2013 (our webinar date) this feature was no longer functioning.



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How to create voicemail greetings

- A "Record Greeting" box appears. Select the phone you want to call to record the greeting, from the "Phone to ring" drop-down menu.
- Click "Connect" to ring your selected phone.
- Pick up the call and record your voicemail greeting when prompted to do so.
- Once you've recorded your voicemail greeting, make sure the voicemail greeting you want to play is selected in the drop-down under the "When this contact goes to voicemail" section for the specific contact.
- Click "Save."



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How to create voicemail greetings

You can create groups of clients:

- Select the contact in the Contacts list.
- Click the Groups button.
- Select "Create new" to start a new group. Once you've created a new group, you can just select that group name each time you'd like to add a new contact.



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How to create voicemail greetings

To record a custom greeting for a group:

- Click the gear icon at the top right of any page to access your Settings.
- Select the "Groups & Circles" tab.
- Click the Edit button under the group you want to record a custom greeting for.
- Click the Record new button in the "When people in this group go to voicemail" section.
- Enter the name for the greeting you're going to record and click OK.



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How to create voicemail greetings

- A "Record Greeting" box will appear. Select one of your forwarding phones from the "Phone to ring" drop-down menu.
- Click Connect.
- Google Voice will call you on the forwarding phone you selected. Pick up the call and record your voicemail greeting when prompted.
- Pick up the call and record your voicemail greeting when prompted.
- Once you've recorded your voicemail greeting, make sure the voicemail greeting you want to play is selected from the "When people in this group go to voicemail" section.
- Click Save.



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How to retrieve voicemails

There are four easy ways to check your Google Voice messages:

- Call your Google access number from your phone, you'll be connected directly to your Google voicemail where you may need to enter your PIN based on the options you've selected in the Voicemail Access section in the Phones tab of your Google Voice settings.
- From any forwarding phone number dial your Google Voice number and as you hear your Google voicemail greeting, Press the * key and enter your PIN to access your messages.
- Sign in to Google Voice and check your Inbox. Click the play button under the picture of your contact to listen to the message.
- If you have your voicemail messages emailed to you, you can play your voicemail directly from your email inbox (you must use the same email address associated with your Google Account).



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Voicemail notifications

- When you receive a new voicemail, Google Voice will send you a notification with the transcript of the voicemail (if you've enabled voicemail transcripts).
- By default, the notification is sent to the email address linked to your Google Account, but you can add other email address that is associated with your Google Account. To do so, just select any other email address from the drop-down menu in the 'Voicemail Notifications' section of the 'Voicemail and Text' tab in Settings. If you'd like to associate another email address with your Google Account so that you can receive voicemail notifications at that address, click the Add a new email address link next to the 'Voicemail Notifications' section.
- SMS notifications are free with Google Voice, but your mobile operator may charge you for those.



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How to set up a conference call

Instead of having to send out a conference number and access code to people calling in, you can now just ask them to call you at a preset time and you can conference them in as they call.

When you're on a call and a new call comes in (call waiting required), you'll have the option to conference the caller with your existing call. You can conference up to four callers together.

You cannot record conference calls at this time.



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How to record a call

There are different laws that apply to call recording, so check your current state and Federal laws before using this feature. Some states require both parties to consent to any recorded conversation, while other states require one party to consent to the recording.

To assist in the compliance of these laws, Google provides an automated verbal announcement to parties on a call when call recording has been initiated and when it's been stopped.



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How to record a call

To get started, simply enable the call recording feature:

- Click the gear icon and select "Settings."
- Click the "Calls" tab.
- Select the checkbox next to "Call Options."
- Once you've enabled it you can turn it on during a call by pressing 4 at any time to record your incoming calls. You can do it when you first accept a call, or any time after it's started. To stop the recording, press 4 again or hang up.

Google will store your recorded calls online. To access them, go to your Google Voice inbox and your recorded call will appear with a recorded icon next to the contact's picture.

You can also access your recorded calls by clicking Recorded on the left side of the page.



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