Blackboard Phone Opt-out

Recipients cannot opt out of Emergency Calls using either the touch-tone opt-out or the Opt-out Hotline. If a recipient wants to opt-out of these calls they must call the school/district.

Attendance calls are considered emergency in the sense that they affect student safety.

Message Type	Delivered To	Opt-out Footer
Emergency/Attendance	Live Person	None
Emergency/Attendance	Voice Mail	None
Outreach (everything else)	Live Person	To opt-out of information calls, press 9 or call 855-502-7867.
Outreach (everything else)	Voice Mail	To opt-out of future messages call 855-502-7867.

Opt-out Footers

Opt-out footers are included in any non-emergency message. These footers allow recipients to opt-out via touch-tone by pressing 9 when the system recognizes a "live" person has answered the phone. If the system detects an answering device a message will be played directing the recipient to call the Blackboard Opt-out Hotline. Opt-out footers will be played in Spanish for Spanish messages and in English for all other messages.

Outreach message - Live Answer (C5, C5i, Notify)

Hi, this is Principal Johnson. We want to invite everyone to the end of school party, Friday at 6:00 in the High School gym.

To repeat this message, press *.

To opt-out of informational calls, press 9 or call 855-502-7867.
You have chosen to opt out of informational calls. To confirm this action, press 9.
      You are now opted out of informational calls.

If input other than * or 9 : "That is not a valid option. Please select a valid option."

Goodbye.

REPEATS: Allow user to press * up to two times (message will play a total of 3 times) for any message that has repeat prompt.

INVALID OPTIONS SELECTED: In touch-tone opt-out, allow user to select a valid option 3 times max. After third time, play 'goodbye' and hang up.

NO OPTIONS SELECTED: Wait 5 seconds for option selection, if none is provided, play 'goodbye' then hang up. If it's an extension, wait 10 seconds instead of 5 seconds (for extensions, no opt-out footer is played, only the repeat prompt).

Outreach message - Answering Machine (C5, C5i, Notify)

Hi, this is Principal Johnson. We want to invite everyone to the end of school party, Friday May 16 at the High School gym.

To opt-out of future messages call 855-502-7867.

Goodbye.

Survey message - Live Answer (C5, C5i)

Hi, this is Principal Johnson calling to have you take this quick 2 question survey regarding uniforms in our school.
  - If you think that students should wear uniforms press 1 for yes, press 2 for no.
  - If you think that parents should pay for the uniforms press 1 for yes, press 2 for no.

(If no key press, the message repeats for a total of 3 times)

Thank you for your response.

To opt-out of information calls, press 9 or call 855-502-7867.
You have chosen to opt out of informational calls. To confirm this action, press 9.
    You are now opted out of informational calls.

If input other than * or 9 : "That is not a valid option. Please select a valid option."

Goodbye.

Survey Message - Answering Machine (C5)

Hi, this is Principal Johnson calling to have you take this quick 2 question survey regarding

uniforms in our school.
(Survey options are not played back for answering machine deliveries)

To opt-out of future messages call 855-502-7867.

Goodbye.

Survey Message - Answering Machine (C5i)

Your School has sent you a survey please call [organization phone number] to complete the survey

To opt-out of future messages call 855-502-7867.

Goodbye.

Message Confirmation - Live Answer (C5)

Your student John performed well on the test today.

Press any key to confirm receipt of the message. (wait 5 seconds)

(If no key press, the message repeats for a total of 3 times)

Thank you for your response. (played after a keypress)

To opt-out of information calls, press 9 or call 855-502-7867.
You have chosen to opt out of informational calls. To confirm this action, press 9.
        You are now opted out of informational calls.

If input other than * or 9 : "That is not a valid option. Please select a valid option."

Goodbye.

Message Confirmation - Answering Machine (C5)

Your student John performed well on the test today.

To opt-out of future messages call 855-502-7867.

Goodbye.

Two-way Messaging - Live Answer (C5)

Your student John was absent today. Press 1 to excuse absence, press 2 if absence is unexcused.
Thank you for your response. (valid response)

I'm sorry that is not a valid response. Please try again. (invalid response)

(No response, repeats message 2 more times)

To opt-out of information calls, press 9 or call 855-502-7867.
You have chosen to opt out of informational calls. To confirm this action, press 9.
          You are now opted out of informational calls.

If input other than * or 9 : "That is not a valid option. Please select a valid option."

Goodbye.

Two-way Messaging Connect 5 - Answering Machine

Your student John was absent today. Press 1 to excuse absence, press 2 if absence is unexcused.

To opt-out of future messages call 855-502-7867.

Goodbye.

Connect for Teacher Message - Live Answer

Hello, this is your child's school calling with messages regarding [TTS FirstName].
[Salutation TeacherLastName] has these comments. [Concatenated comments]. End of comments. Please press star to hear the comments again.

To repeat this message, press *.

To opt-out of information calls, press 9 or call 855-502-7867.
You have chosen to opt out of informational calls. To confirm this action, press 9.
          You are now opted out of informational calls.

If input other than * or 9 : "That is not a valid option. Please select a valid option."

Goodbye.

Connect for Teacher Message - Answering Machine

Hello, this is your child's school calling with messages regarding [TTS FirstName]. [Salutation TeacherLastName] has these comments. [Concatenated comments]. End of comments.

To opt-out of future messages call 855-502-7867.

Goodbye.

Notes:
- When dialing extensions if can't positively identify if it's a live answer. We treat the message like a voice mail and will repeat the entire cycle for 2 min.
- Opt-out footers are not included when delivering phone messages to extensions and international numbers.

Opt-out Hotline

855-502-STOP (855-502-7867)

Recipients can call the Blackboard Opt-out Hotline anytime to opt-out of informational calls or to opt-back into calls. The hotline is available in both English and Spanish and can be used even if no calls/texts have been placed to the recipient's number.

Thank you for calling the notification opt-out hotline.

Para Espanol oprima 7.
<wait 2 seconds then proceed in English, if user presses any other digit, proceed in English>

We recognized your number as 801-373-9669.

To opt out of informational calls, press 9.
>	You have chosen to opt out of informational calls. To confirm this action, press 9.
>	You are now opted out of informational calls. Goodbye.

If you have previously opted out and wish to resume receiving calls, press 2.
>	You are now opted in to all future calls. Goodbye.

To repeat this menu, press 9. <repeat from "To opt out of…">

To change opt-out preferences for another number, please call back using the phone associated with that number.

\<If user presses any other key>

      That is not a valid option. Please select a valid option. \<repeat from "To opt out of…">

\<wait 10 seconds, then hang-up>

855-502-7867 (855-502-STOP) - Production
855-342-7867 (855-342-STOP) - Stage
855-271-7867 (855-271-STOP) - QA
855-977-0054 - Dev