

Text-to-Speech User Guide

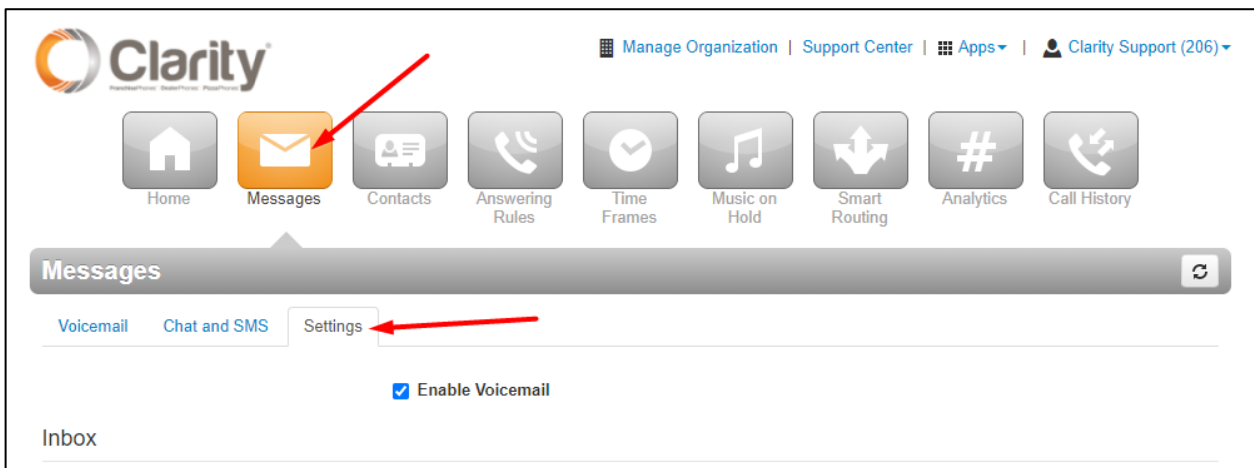
Overview

Text-to-Speech is a feature that transforms text typed into the Portal into audible speech for callers to hear. Text-to-Speech eliminates the need to record audio messages for Auto Attendants, Voicemail Greetings, Intro Greetings and Messages to Queue Agents.

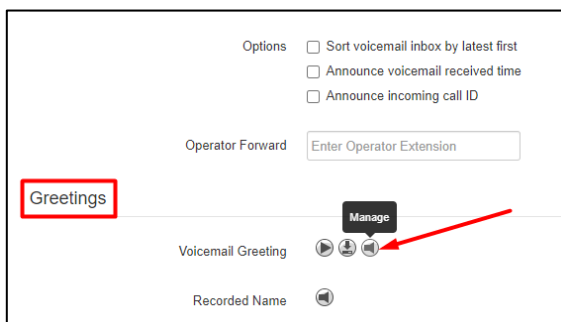
Voicemail Greeting and Recorded Name

Use Text-to-Speech to record an individual voicemail greeting that will be played when callers reach your voicemail. NOTE: to setup a standard voicemail greeting for the entire account, contact Clarity Technical Support to configure this option.

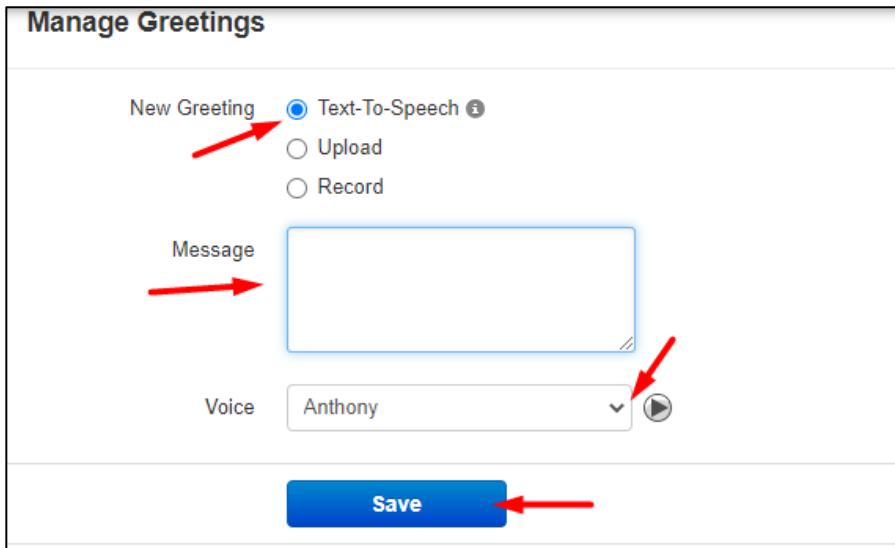
1. Click the **Messages** button
2. Click the **Settings** tab



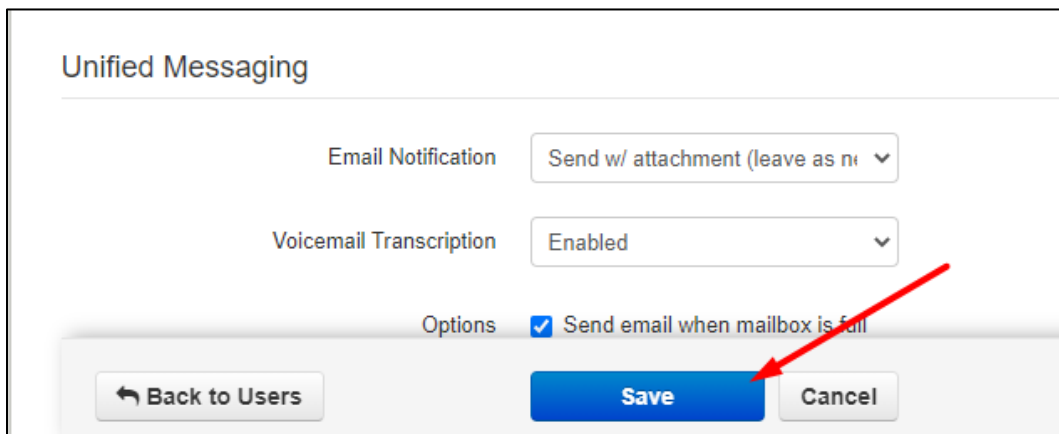
3. In the **Greetings** section, click **Manage** (speaker icon) next to the Voicemail Greeting or Recorded Name



4. Select **Text-To-Speech** and a new **Message** box will be displayed. Enter the message you would like callers to hear and click the dropdown arrow to select the voice you would like callers to hear



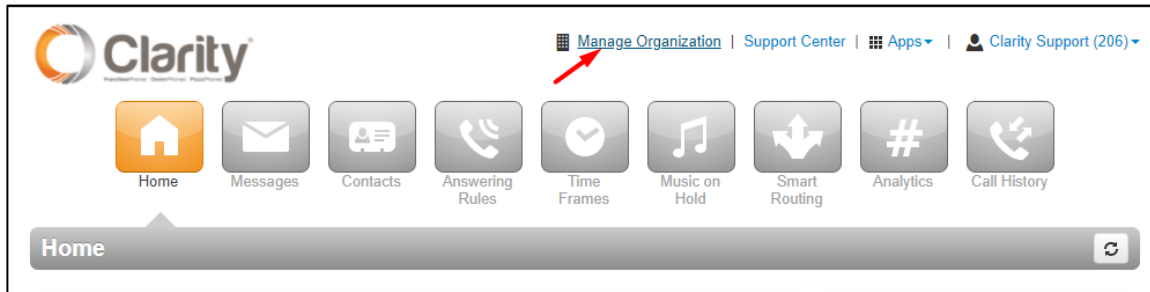
5. Click **Save** when you are finished
6. Click **Done**
7. Click **Save** again, at the bottom of the **Settings** page



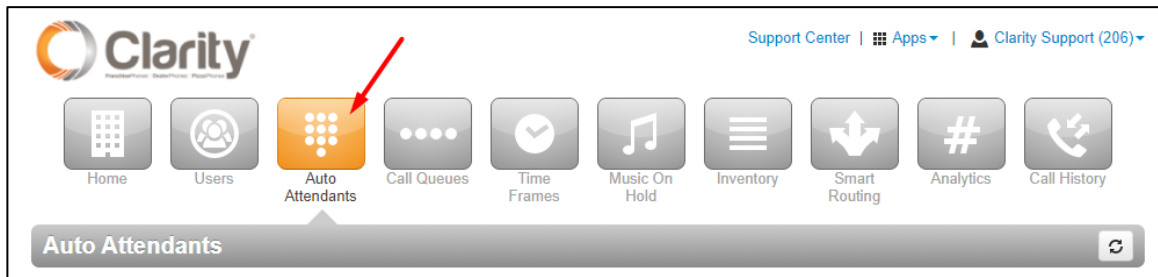
Auto Attendants

The Text-to-Speech feature can be used for the Auto Attendant Intro Greeting or Menu Prompt messages

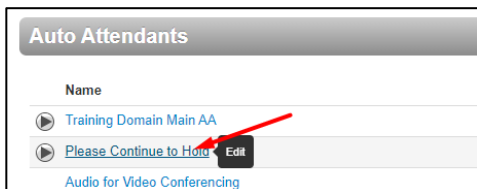
1. Click the **Manage Organization** link at the top of the portal page



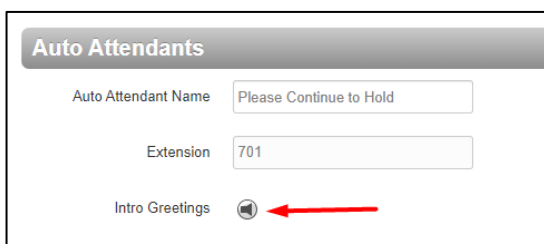
2. Click the **Auto Attendants** button



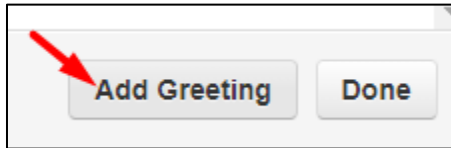
3. Select the Auto Attendant you wish to add the greeting



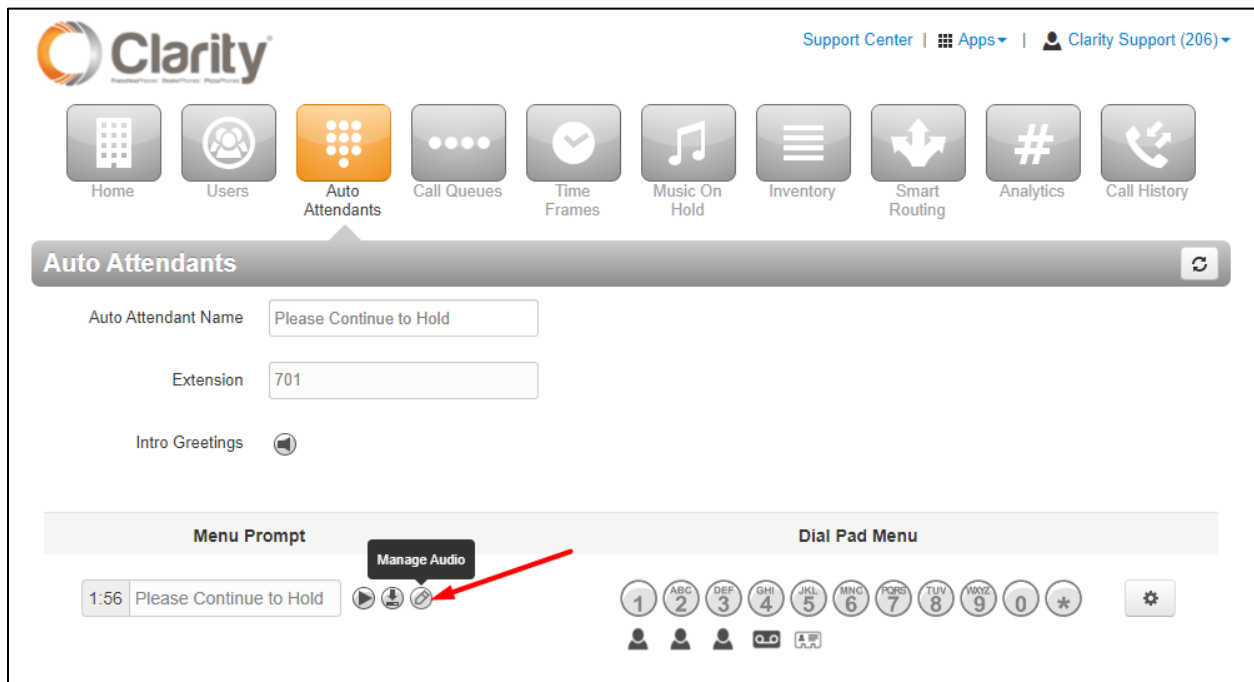
4. To add a message for the **Intro Greeting**, click the **Manage** (speaker icon) button. *NOTE: an Introductory Greeting is a greeting that will play in its entirety before callers can select an option in the Auto Attendant menu.*



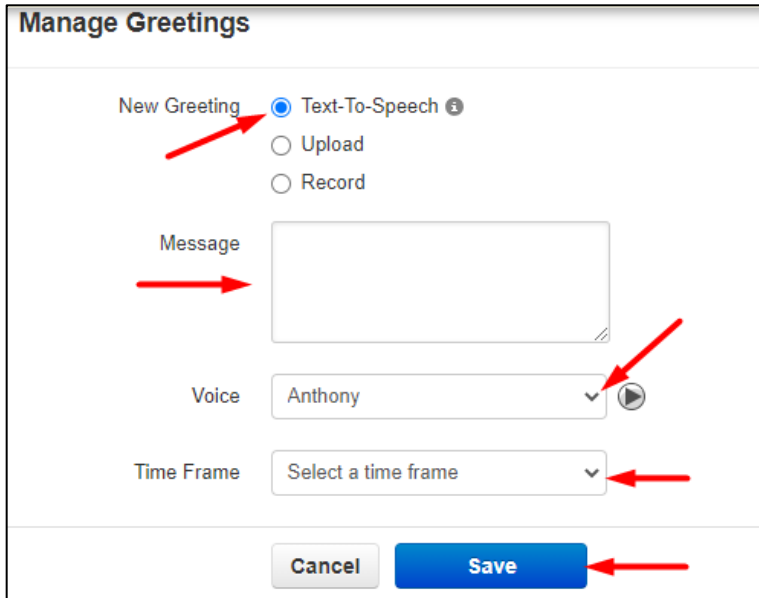
5. Click **Add Greeting** at the bottom of the new window



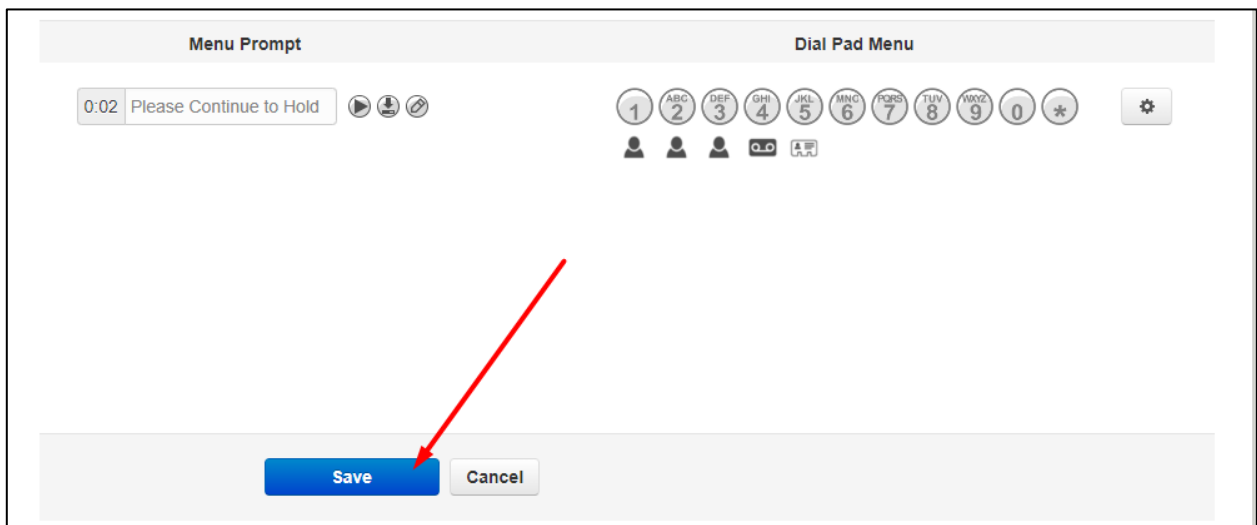
If you would like callers to bypass the greeting and select options right away, click **Manage Audio** (speaker icon) under the **Menu Prompt**



6. Select **Text-To-Speech** and a new **Message** and **Voice** box will be displayed. Enter the Message you wish to play as the Auto Attendant Intro Message, select a Voice from the dropdown menu, then select the Time Frame the Message should play



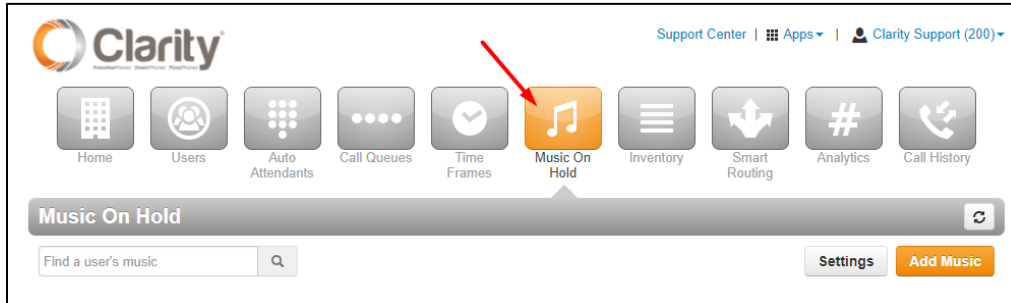
7. Click **Save** when you are finished
8. Click **Save** again, at the bottom of the Auto Attendants page



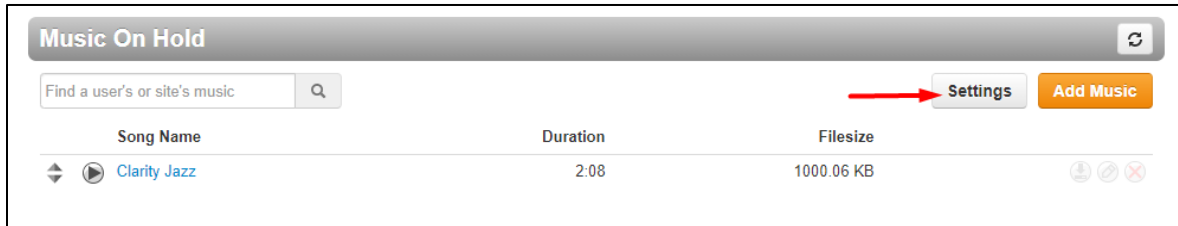
Message on Hold (MOH)

Use Text-to-Speech to play an Introductory greeting that callers hear when entering a queue.

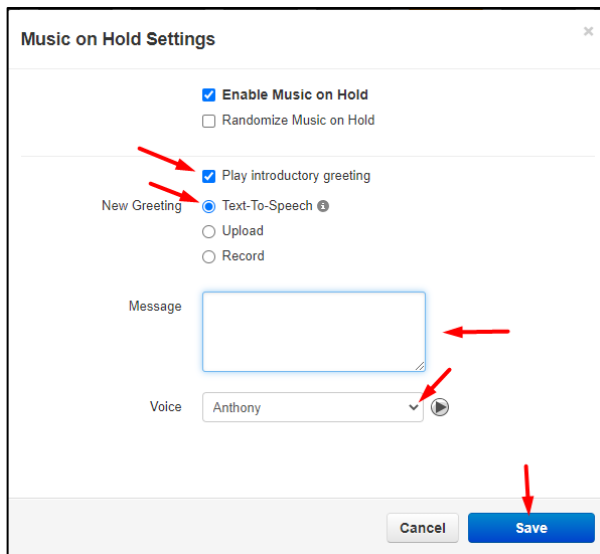
1. Click the **Music on Hold** button



2. Click the **Settings** button



3. Click **Play introductory greeting** and a new menu will display. Click **Text-To-Speech** and a **Message** and **Voice** box will be displayed. Enter the Message, then click the dropdown arrow in the Voice box to select the Voice.

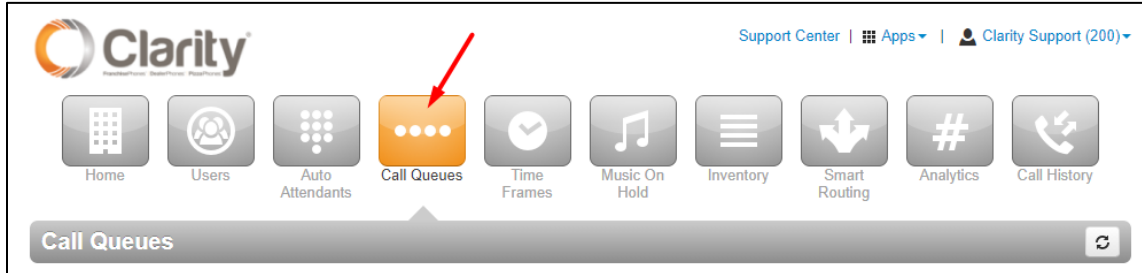


4. Click **Save** when you are finished

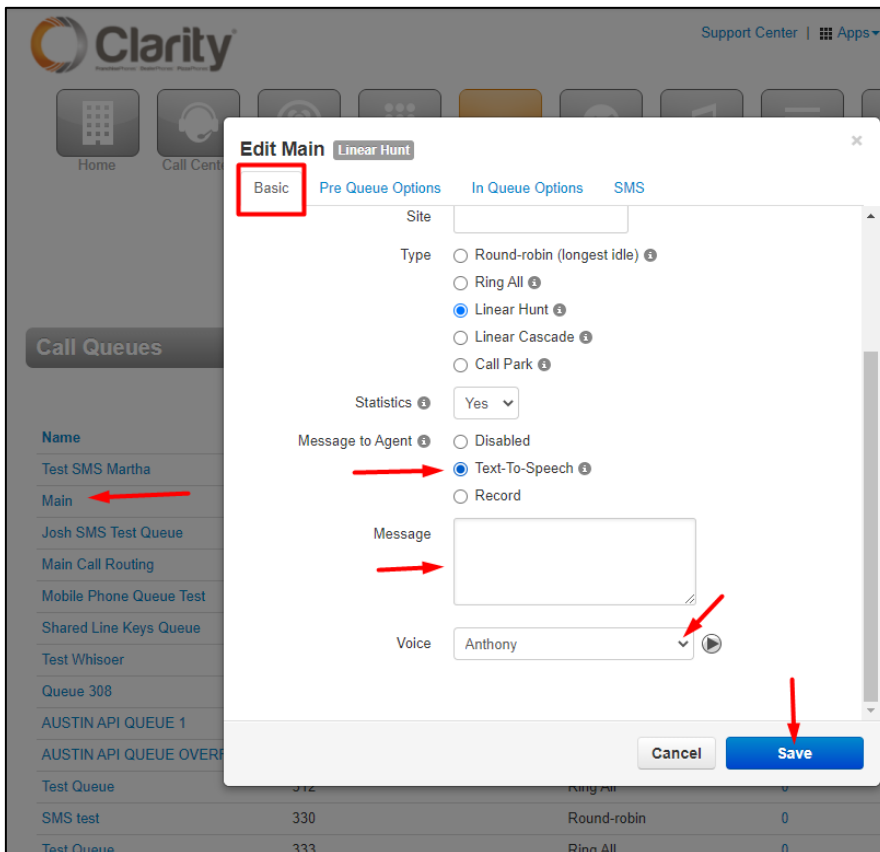
Message to Agent

Use Text-to-Speech to play a Message to Agent when answering a queue call.

1. Click the **Call Queues** button



2. Select the queue you wish to add the **Message to Agent**. On the **Basic** tab, select **Text-To-Speech** and a **Message** and **Voice** box will be displayed. Enter the Message and select the Voice from the dropdown menu.



3. Click **Save** when you are finished