

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

Clarity	I Manage Organization Support Center III Apps▼ 🛓 Clarity Support (206)▼
Home Messages Contacts Answering Rules	Time Frames Music on Hold Smart Routing Analytics Call History
Messages	3
Voicemail Chat and SMS Settings	
Enable Voicemail	
Inbox	

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

Manage Greetings	
New Greeting	● Text-To-Speech ③
	O Upload
	⊖ Record
Message	
N/ Jac	Autor
Voice	Anthony V
	Save

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

Unified Messaging	
Email Notification	Send w/ attachment (leave as ne
Voicemail Transcription	Enabled
Options	Send email when mailbox is fail
Sack to Users	Save Cancel



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.*

Auto Attendants	
Auto Attendant Name	Please Continue to Hold
Extension	701
Intro Greetings	•



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**

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Home Users	Auto Attendants	Time Frames	Music On Hold	Inventory	Smart Routing	# Analytics	Call History
Auto Attendants		_	_	_	_	_	S
Auto Attendant Name	Please Continue to Hold						
Extension	701						
Intro Greetings							
Menu Pr	Manage Audio	/		Dial Pad	l Menu		
1:56 Please Continue	e to Hold 🕑 🏝 🧭	1					•



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

Manage Greetings		
New Greeting	● Text-To-Speech €	
	 Upload 	
	⊖ Record	
Message		
Voice	Anthony	~ >
Time Frame	Select a time frame	~
	Cancel Save	

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

Menu Prompt	Dial Pad Menu	
0:02 Please Continue to Hold		۵
/		
Save Cancel		



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

Clarity					Support	Center 🏭 Ap	ps▼ 💄 Cla	arity Support (200) -
Home Users	Auto	Call Queues	Time Frames	Music On Hold	Inventory	Smart Routing	H Analytics	Call History
Music On Hold								S
Find a user's music	Q,						Settings	Add Music

2. Click the **Settings** button

lusic On Hold			C
Find a user's or site's music Q		Se	ttings Add Music
Song Name	Duration	Filesize	
Clarity Jazz	2:08	1000.06 KB	

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.

Music on Hold Settin	ıgs		×
	Enable Music on Hold Randomize Music on Hold		
New Greeting	 Play introductory greeting Text-To-Speech () Upload Record 		
Message			
Voice	Anthony	~ (>)	1
		Cancel	Save

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

Clarity		Support Center 🎬 Apps 🗸 🔔 Clarity Support (200) 🗸
Home Users	Auto Attendants	Music On Hold Inventory Smart Routing Analytics Call History
Call Queues		0

 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