

# Audio Library

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The audio library is a definitive collection of audio recordings which can be used by the platform. Files are segmented into one of three categories:

1. Voicemail prompts (eg "Sorry, I'm out of the office today, leave me a message)
2. Music on Hold
3. Caller Menus (IVR) prompts (eg "Welcome to our company. Press 1 for...")

Files contained within the Audio Library can be played back using the embedded player.

## Uploading Files

MP3 and WAV formats are supported. The maximum file size is 8Mb. Please ensure that you have the correct copyright permissions to upload any files, especially for the purpose of music on hold. The music on hold page itself contains more information about current laws and license options.

## Text to Speech

Text-to-Speech converts text into human-like speech for a wide range of accents, sexes and languages. Within seconds you can have a professional recording to greet customers, or allow you to have voicemail prompt which isn't recorded by yourself on the move. You can sample a preview of a voice using a pre-written script. To create your own customised audio enter the text and select 'Add Audio'. Shortly afterwards the file will appear in your Audio Library list ready for playback and assignment.

Should you wish to make an amendment to a script choose edit the existing file listed in the Audio Library. Here your existing script will show. Make your corrections and save. The original file will be overwritten in the process replaced with your newly created script.

## Assigning Files

Assigning a file in your audio library to an application (ie voicemail prompt / music on hold / caller menu) is actioned via the respective pages within the control panel. The audio library page will simply show if a file is in use.

