

5.2 Voice Signatures

Bright Pattern Documentation

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Table of Contents

Table of Contents	2
How to Use Prerecorded Messages	3
Creating Messages	3
Standard Greetings	3
Reviewing and Editing Messages	4
Playing Messages During a Call	4
Using a Pre-recorded Message As a Voicemail	5
How to Connect a Voice Application to Your Call	5
Connecting Applications	5
Disconnecting Applications	5

How to Use Prerecorded Messages

Depending on your contact center practices and the services that you provide, you may be required to repeat the same information during each call (e.g., a standard company greeting or a policy advisory). Such standard messages can be prerecorded and then played back to the customer during a call.

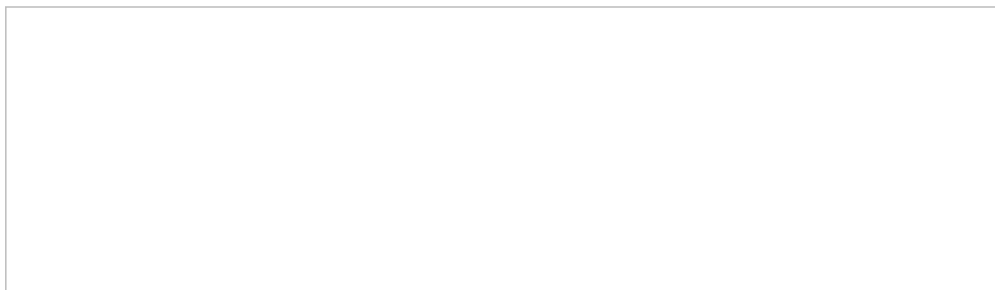
Some prerecorded messages can be preconfigured by your system administrator with respect to various services provided by your contact center. In this case, when you handle a call associated with a specific service, messages preconfigured for this service will be made available for selection via *Contact Info Panel*.

Creating Messages

You can define your personal prerecorded messages and record them using your own voice.

To create a personal message, follow these steps:

1. Prepare the text of your message.
2. Put on your headset.
3. Click **Settings** . Note that if you have uploaded a user profile photo, your photo is used in place of the Settings icon.
4. Select **Pre-recorded Messages**.
5. In the dialog window that appears, click the "+" button.
6. In the window that appears, specify the message **Title** (e.g., *My regular voicemail message*.)
7. Click the **Start recording** button . You will hear a single ringing tone, which indicates the beginning of the recording. The button appearance will change to show the **stop** control .
8. Speak your message into the microphone. When you are finished, click the **Stop recording** button .
9. Check your recorded message by clicking the **Play file** button . If you are not satisfied with the way the message sounds, repeat step 6 and step 7 of this process.
10. Click **Ok** to confirm.



Creating a personal prerecorded message

Standard Greetings

You can designate one of your prerecorded messages as a standard greeting that will be played to customers automatically as soon as you answer their calls (e.g., *Welcome to ... My name is ... How can help you today?*). You should only use such an automatic greeting if you actually use the same way of greeting your customers on all service calls that you handle.

To create such a greeting, follow these steps:

1. When reviewing your message, select the **play automatically on all service calls** checkbox.
2. When you click **Ok** to confirm, the message will appear marked as **(default)** in the message list.

Reviewing and Editing Messages

You can review your messages, change their titles, and re-record the content whenever you like.

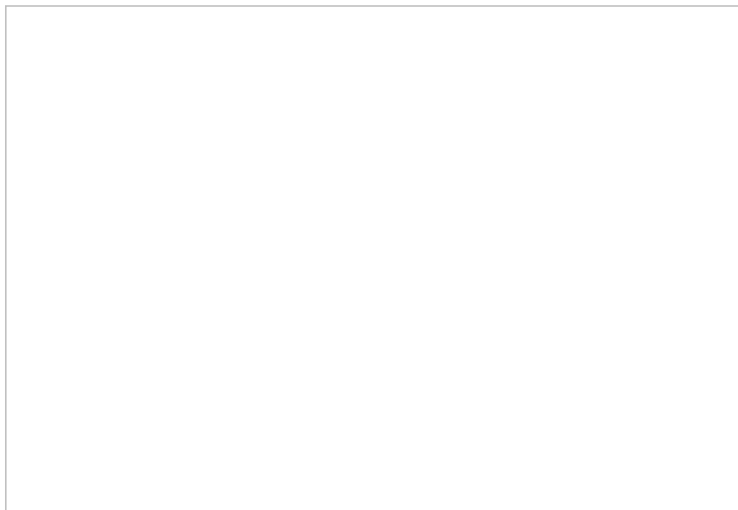
To review and/or edit an existing prerecorded message, follow these steps:

1. Navigate to *Settings > Pre-recorded Messages*
2. Select the message you wish to edit
3. Click the **edit** button .

Note: Instead of recording your personal messages via the Agent Desktop application, you can record them offline and store them as audio files. The process of configuring your greetings is the same, except instead of recording controls, you click the **Upload** button and select the desired audio file.

Playing Messages During a Call

If there are any prerecorded messages defined either at the service level or for your personal use, a message selector will appear in the *Contact Info Panel* when you have a connected call.



Pre-recorded message playback

To play a message to the other party on the call, follow these steps:

1. Select the desired message from the drop-down menu. If you do not see the desired message in the drop-down menu, click **more...** A separate dialog window will appear listing all available messages in two groups: *Canned Prompts from Service* and *Personal Pre-recorded Messages*.
2. Click the **Play file** button .

3. Playback of the selected message will begin. You will be able to hear the message being played. You can continue the conversation with the other party normally after the message playback ends.
4. If you wish to stop the message before the end of the playback, click the **Stop** button. You can continue the conversation with the other party normally after stopping the message.

Using a Pre-recorded Message As a Voicemail

You can use the message playback function to leave a prerecorded message on the called party's answering machine. In this case, you can disconnect yourself from the call immediately after activating the message playback.

To leave a prerecorded message on the other party's answering machine, follow these steps:

1. Select the desired message as described, and wait for the invitation to leave a message.
2. Click the **Play file** button . Playback of the selected message will begin.
3. Click **End Call** at any time to disconnect yourself from the call.

Playback of the prerecorded message to the called party's answering machine will continue until the message ends and the call will then be disconnected automatically.

How to Connect a Voice Application to Your Call

Some types of contact center services may involve connecting an interactive voice response (IVR) application to your conversation with the customer. Such applications can be used, for example, to authenticate customers using their personal identification numbers or collect payment card information.

Connecting Applications

To connect an IVR application, follow these steps:

1. Place your original service call on hold.
2. Select the desired application from the [Directory](#) or enter its number in the *Number Input Field*.
3. Click the **Call** button.
4. Once the IVR application is connected, click the **Merge** button to set up a conference. You will see both the customer's name/number and the name of the IVR application in the **Contact Info Panel**.

Note: Because the application will be connected to your service call in the conference mode, you will continue to be an active participant of this call. To let the IVR application and the customer communicate without any possible audio interference, consider muting your microphone for the duration of customer's interaction with the application.

Disconnecting Applications

Under normal circumstances, the IVR application will disconnect from the conference automatically after finishing its function (e.g., after playing all the required voice prompts and/or collecting all the necessary data). However, in case of any difficulties (e.g., the customer is confused about the prompts and needs more instruction), you can disconnect the IVR application at any time.

To disconnect the IVR application, mouse over its name in the *Contact Info Panel*, and click the red disconnect icon. You can now talk to the customer, provide the necessary instructions, and connect the IVR application again when the customer is ready.

For more information about conference controls, see [How to Host a Conference Call](#).