



Thank you for choosing Auto Attendant for your custom call routing needs. Please refer to this quick start guide for setup assistance and contact REV at 1-866-625-4100 if you need additional support.

## VOICE TALENT OPTIONS

### 1. EMPLOYEE

### 2. ARTIFICIAL INTELLIGENCE (AI)

Thanks to advancements in AI, it's now feasible to use one of many Text to Speech (TTS) programs that are available online.

Examples include <https://murf.ai/>, <https://elevenlabs.io/> and <https://www.resemble.ai/>.

There are many other options as well. Refer to support from the respective TTS program for assistance with using their service and make sure the WAV audio file adheres to the requirements listed at the end of this document.

### 3. OUTSOURCED VENDOR

This requires you to upload the WAV file once it's provided by the vendor.

## RECORDING OPTIONS

1. Upload a Wav Audio File
2. Record from a Phone
3. Record from a Computer Microphone

## OPTION 1

### UPLOAD A WAV AUDIO FILE THROUGH COMMPORTAL

1. Open your web browser and navigate to <https://webcare.letsrev.net/>.
2. Login to CommPortal with the credentials for the Auto Attendant that you'd like to upload a recording for.
3. Navigate to the "Announcements" tab, then select "Add Announcement".
4. In the "Name" field, give the greeting a name. For example, "Greeting".
5. Change the "Description" drop down box to "Upload announcement".
6. Click the "Choose File" button and navigate to and select the WAV audio file. Make sure that your WAV audio file adheres to the requirements listed at the end of this document.
7. After you've selected the WAV audio file, click the "Upload" button.
8. After the file has completely uploaded, click the "Add" button.

## OPTION 2 RECORD FROM A PHONE

1. Follow steps 1-4 in Option 1.
2. From the Description drop down menu, select “Record by Phone”.
3. Make a note of the announcement number. In this example, the announcement number is 101.
4. Using a phone, dial 225-391-1900. When prompted, enter the 10-digit phone number of your Auto Attendant followed by the # key.
5. When prompted, enter your 6-digit PIN number followed by the # key.
6. Press 1 to change the Auto Attendant configuration.
7. Press 2 to edit your announcements.
8. Enter the 3-digit announcement number followed by the # key. In this example, it is 101.
9. At the tone, record your announcement. When finished, press the # key.
10. Press 1 to save your announcement.
11. You may now hang up.

### Add Announcement

Name:

Description:

To record this announcement, dial your Premium Attendant access number, and follow the prompts to edit announcements. Enter the announcement number 101 when prompted.

## OPTION 3 RECORD FROM A COMPUTER MICROPHONE

1. Follow steps 1-4 in Option 1.
2. Make sure the Description drop down box is set to “Record / Play Announcement”.
3. When you are ready to record your announcement, press the record button.
4. When you are done recording, press the stop button.
5. To preview your recording, press the play button.
6. If you are satisfied with your recording, press the “Add” button to save your recording.

### Add Announcement

Name:

Description:

00:00 / 00:00

## WAV AUDIO FILE REQUIREMENTS

The WAV audio file must be in one of the following formats before it can be uploaded to CommPortal.

1. PCM WAV – 16-bit, PCM, mono, & 16kHz
2. G711 WAV – 8-bit, ulaw/alaw, mono, & 8kHz

File must not exceed 150 seconds in length.