

Create/Order Auto Attendant Greetings

These instructions are for Auto Attendant Greetings only. If you would like to upload custom hold music, please send your file in 16-bit PCM Mono Audio format with a maximum file size of 10 MB, to Support@VirtualPBX.com specifying where you would like your hold music placed (Auto Attendant or a specific ACD Queue).

For help recording a voicemail greeting, refer to our Cheat-Sheet: <http://info2.virtualpbx.com/CheatSheet.pdf>

To create an Auto Attendant Greeting (the greeting callers first hear when calling in) log into your vConsole as an Admin and click on the **Greetings** tab in the top left. From here, you have 3 options:

1. Record By Phone
2. Order a greeting (includes providing a script for the synthesized, standard, or professional voice talent to read)
3. Upload an existing audio file

Admin | **Greetings** | Message Center | Fax Center | Call Recording | Call Routing | Message Handling | Config

GREETING MANAGER

Greeting Types

Main Greeting

Company Name

The **Main Greeting** (auto-attendant greeting) is the first greeting callers hear. It should usually present menu options for callers to dial.

Phone Number Greetings - Main Greeting

View by Name | View By Phone | Upload Greeting | Record by Phone | Order Greeting

View Greetings By Name

Greeting Name	Times Used	Assign	Rename	Delete
61424566	0	Assign	Rename	Delete
61425104	2	Assign	Rename	
61426801	1	Assign	Rename	
Greeting One	4	Assign	Rename	
Main Greeting	4	Assign	Rename	
Main Greeting - Night	4	Assign	Rename	

Record By Phone

1. Click on the grey **Record By Phone** tab.
2. Specify what you would like your greeting name to be. You will need to reference this later, so make sure the name is unique and memorable.
3. Choose how the automated system will contact you to begin the recording process. You may either have the system dial you through your extension (at whatever contact information is stored in your extension) or dial you at a number you input. For example, you may select “at this number” and enter your cell phone number if you would like the automated system to call you on your cell phone.
4. Click **Call me Now**

The screenshot shows the 'GREETING MANAGER' interface. At the top, there is a navigation bar with tabs: Admin, Greetings, Message Center, Fax Center, Call Recording, Call Routing, Message Handling, Config, and Conference. Below the navigation bar, the main heading is 'GREETING MANAGER'. Underneath, there are 'Greeting Types' and a 'Main Greeting' section. The 'Main Greeting' section has a 'Company Name' input field. The 'Phone Number Greetings - Main Greeting' section is highlighted with a red circle around the 'Record by Phone' tab. Below this, the 'Recording By Phone' section is shown. It includes a text input field for 'Greeting Name' (Step 2), a 'Call Me' section with two radio button options: 'Through my extension' (selected) and 'At this number:' (Step 3), and a 'Call Me Now' button (Step 4).

When the automated system contacts you and you complete the process, this screen will ask you to save the greeting. If you are satisfied with your greeting, save it here.

Order a Synthesized Greeting

Select the **Synthesized** radio button and then explore the voices you would like to play. Create a greeting name and input the greeting you would like read. To preview your greeting before finalizing, click **Synthesized Preview**. This feature is best used in a browser other than Google Chrome.

The screenshot displays the 'GREETING MANAGER' interface with a navigation bar at the top containing 'Admin', 'Greetings', 'Message Center', 'Fax Center', 'Call Recording', 'Call Routing', 'Message Handling', 'Config', and 'Conference'. The main content area is divided into four steps:

- Step 1:** 'Phone Number Greetings - Main Greeting'. It features a 'Main Greeting' tab and a 'Company Name' field. A row of buttons includes 'View by Name', 'View By Phone', 'Upload Greeting', 'Record by Phone', and 'Order Greeting' (highlighted with a red box).
- Step 2:** 'Greeting Options'. It includes radio buttons for 'Method' (Synthesized, Standard, Professional Studio) and fields for 'Voice' and 'Availability'.
- Step 3:** 'Greeting Name:'. A text input field is highlighted with a blue box.
- Step 4:** 'Script Your Greeting'. It contains a text area for the greeting, a 'Synthesized Preview' button (highlighted with an orange box), and a 'Preview' button. Below this is a 'Cost' section showing 'Cost: \$0'.

At the bottom right, there is a 'Next' button. A 'Pronunciation Guide' section is also visible, which is disabled for synthesized greetings.

Order a Standard Greeting

Standard greetings cost \$25 for every block of 75 words (rounded up). Click the **Standard** radio button and select the voice gender of your choice. Specify the name of the greeting and type the script you would like the voice actor to read. You may specify pronunciations in the box at the bottom of your screen.

Order a Professional Greeting

VirtualPBX has partnered with Snap Recordings to provide a huge library of voice talent at a discounted rate to our valued customers. With Snap Recordings you can preview over 80 available voice talent professionals in English (American, Australian, British, and Canadian) and Spanish (Unspecified, Latin, and Castilian) as well as listen to greeting examples from a variety of industries. Recording packages are as follows:

- Single Message/Greeting: \$50 for 75 words or less
- Multiple Messages/Greetings: \$100 for the first 150 words, \$50 for every 75 words thereafter
- On-Hold Packages: \$135-\$340 for 200-800 words plus music

Upload a Greeting

This option is for those who have their own files to upload. These uploaded files must be 16-bit PCM Mono Audio channel under 10MB in size.

1. Click **Upload Greeting**
2. Select a greeting name of your choice
3. Click **Choose File** and upload the file you've set to the correct format
4. Review the Terms and Conditions, and if you accept, checkmark the box on the same line and click **Upload**

The screenshot shows the 'GREETING MANAGER' interface. At the top, there is a navigation bar with tabs: Admin, Greetings, Message Center, Fax Center, Call Recording, Call Routing, Message Handling, Config, and Conference. The main content area is titled 'GREETING MANAGER' and features a speaker icon. On the left, there is a 'Greeting Types' section with a 'Main Greeting' button and a 'Company Name' input field. Below this, a text block explains that the 'Main Greeting' is the first greeting callers hear. The main area is titled 'Phone Number Greetings - Main Greeting' and contains a navigation bar with buttons: 'View by Name', 'View By Phone', 'Upload Greeting' (highlighted with a red circle), 'Record by Phone', and 'Order Greeting'. Below this, the 'Upload Greeting' section is shown in three steps: Step 1 is the 'Upload Greeting' button; Step 2 is the 'Greeting Name' input field; Step 3 is the 'File to upload' section, which includes a 'Choose File' button (highlighted with a blue circle) and a 'No file chosen' button. Below the file selection, there is a checkbox for 'I accept the Upload Terms and Conditions' (highlighted with a green box) and an 'Upload' button. A note at the bottom states: 'Note: Accepted greeting formats: WAV. File size limit: 10MB'.