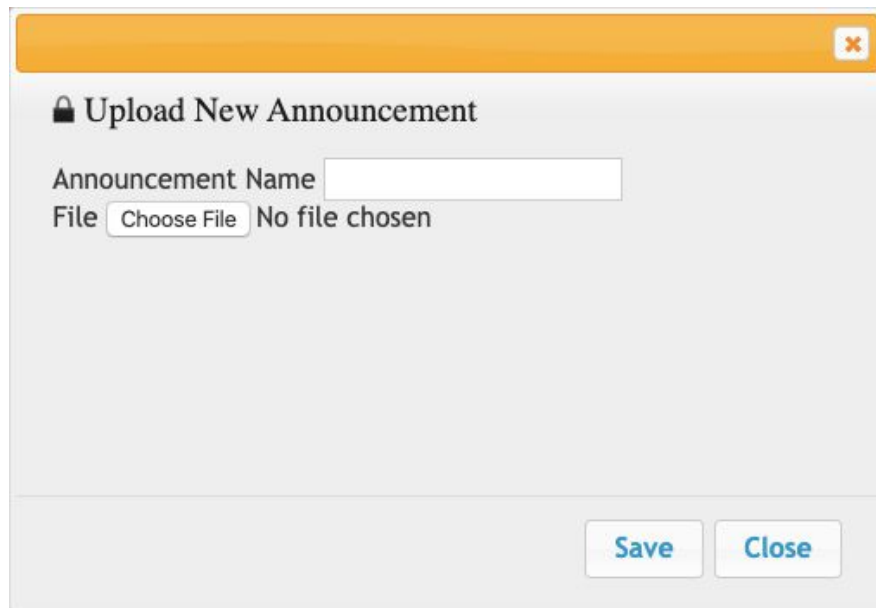# Announcements

It is the menu where the announcements used in the IVR are loaded and edited.
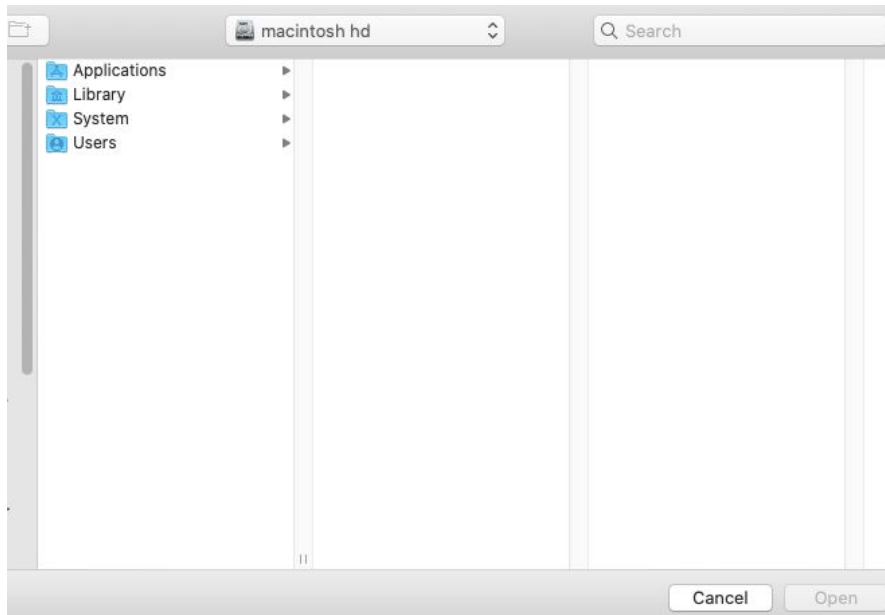
Adding an Announcement

1. To add the announcement, press the add button, , if done correctly, the following pop-up window will be displayed:

2. Write the preferred announcement name in the input box next to the "Announcement Name" an example is shown below:
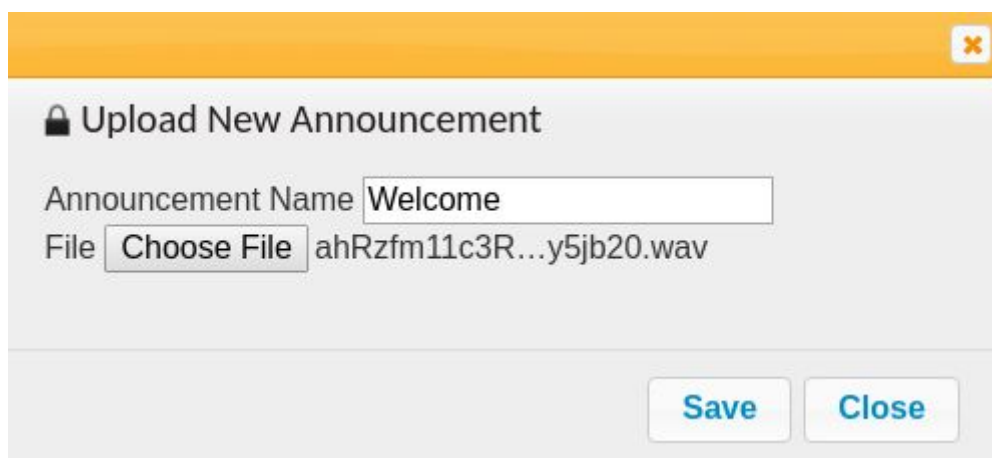
3. To choose the sound file, press the "choose file" button, Choose File , then double

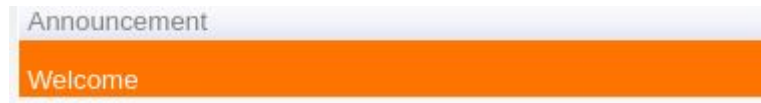click the related sound file from the file explorer. As shown below:

Note: Sound files loaded to the system must be in 8000Hz bandwidth, single-channel

(mono), 16bit, and in .wav file extension.

After selecting the sound file, the pop-up window will show the uploaded sound file as

depicted below:

4. Once the sound file is selected, press the "Save" button. If done correctly, the

    announcement will be displayed under the "Announcement" list as shown below:

Sound files in the system can be downloaded for listening. They can also be deleted and
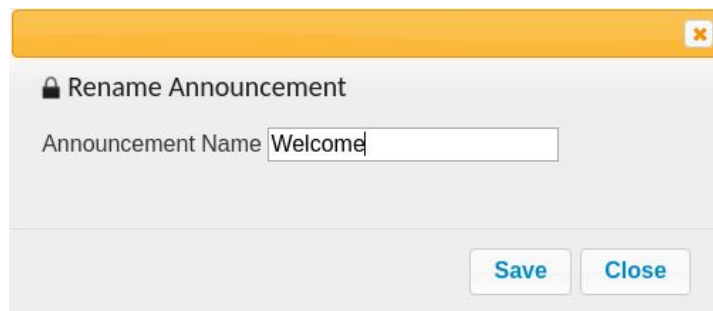
edited.

Editing an Announcement

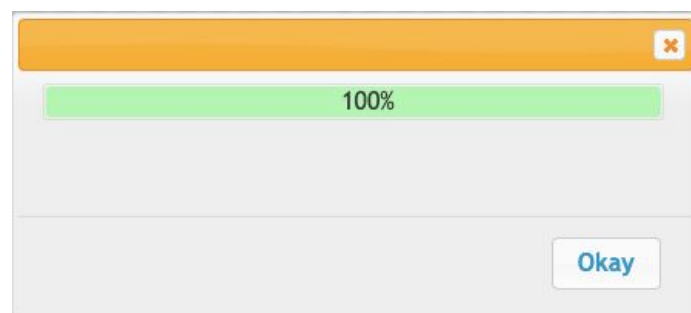*Note: Only the name of the announcement can be edited here.*

1. To edit an announcement, click the edit button, ✏, located on the far right of the "Announcement Name" as shown, below:

2. After clicking the edit button, the announcement pop-up window will appear as shown. Changing the Announcement Name can be made using this pop-up window.
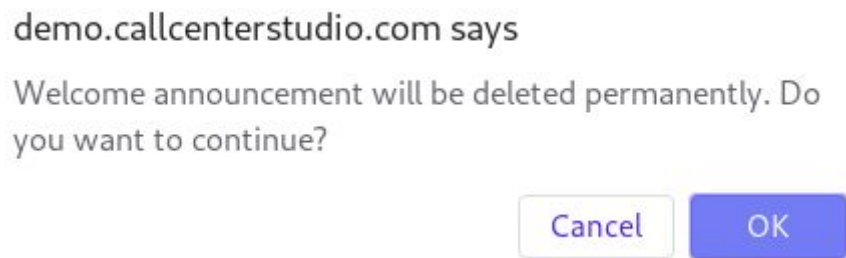
3. Make changes as desired.

4. Once the desired changes have been completed, the information can be saved by clicking the save button, **Save** , the following pop-up box will appear:
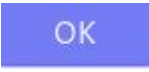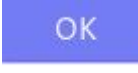
5. Click the Okay button, **Okay** , to confirm the changes.

Deleting an Announcement

1. From the Announcement list, click the delete button, ⊠ , to the right of the edit

   button, ✎ . When the delete button is clicked the following pop-up will appear:

   demo.callcenterstudio.com says

   Welcome announcement will be deleted permanently. Do
   you want to continue?

   Cancel   OK

- *Select the cancel button,* Cancel *, to cancel the deletion.*

- *Select the OK button,* OK *, to confirm the deletion.*

2. Confirm the deletion by clicking the OK button, OK .

The screen will reload, and the deleted team will not be shown.
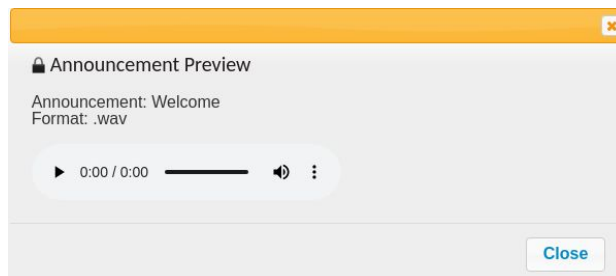
<u>Downloading an Announcement</u>

1. To download the announcement, click the download button
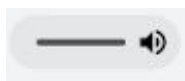
<u>Listening to an Announcement</u>

1. To listen to the announcement, click the "Listen" button the following pop-up window will be displayed:
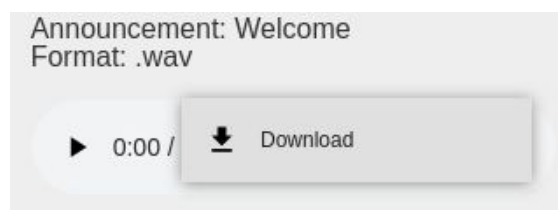

2. To listen to the announcement, click the play button, .

Note: volume can be adjusted using the bar shown below:

The announcement can be downloaded by clicking the three vertical dots, , to the right of the volume button, . And then click the "Download" button as shown below:

Searching for an Announcement

The input box to the right of Announcement can be used to find announcements quickly:

To refresh the page, click the refresh button,