



How to Send a New Text-To-Speech Voice Message

In this video, we will discuss How to Send a New Text-to-Speech Voice Message. A text to speech message enables you to type your message for a computer-generated voice to read to your recipients.

Before you send an alert remember to complete all the sections in the grey bar across the top of your screen. You must first select a group, user type, message type, and escalation level before continuing. Double check that the number listed in the yellow bar matches the number of users you plan to receive your alert.

Begin your Text to Speech Message by entering a Message Subject. If you would like to personalize your message you may select an Insert Name Option. We do caution you not to use the Insert name when it comes to an emergency message, as this can slow down the delivery rate of the message.

You may then type your message in the message body section. This information is what the computer voice will say to your recipients. Remember to spell out all words and use punctuation.

Next, decide if you would like the system to translate your message into one of the five language choices in the Voice drop down menu. Just click on the language you would like your message read in and then click the translate button.

Below that are a few additional options to send your text to speech message. Simply click the checkbox to also send your message within an email, text message, or a social media post.

Now let's look at the Call Recipient Response. There are three choices, no response required, require recipient message confirmation, or ask recipient a question. If there is no need to know if they received the message you can select the first option which is the default option. If you would like to have a confirmation that the message was received, select the second option. It will ask the call recipient at the end of the message if they want to hear the message again to press 1 or to confirm the message they will press 2. On the call results page, you will be able to see how many calls were confirmed and unconfirmed.



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The next option is "ask recipient a question", like a survey. For example, this option could be used if you were trying to get a head count for an upcoming meeting. Your message might be "Are you planning to attend the meeting next Tuesday at seven p.m.?" You then have up to nine choices for answers, using digits 1-9.

In this example however, we will just use 3. We would ask them to press 1 for Yes, 2 for No, and 3 if undecided. On the results page, you will be able to see the selection for each recipient. Just below the Call Recipient Response section is the Preview section. Here you can select a phone number or enter a new number for the system to call so you can listen to your message before sending it. If you are unhappy with your message, you may edit it in the message body section, then preview the message again until you are satisfied.

Finally, you can either send the message now or send the message later. If you choose to send it later simply click the button labeled "Send Message Later". Your page will refresh where you'll find a calendar and a clock, just enter the time and date of when you would like the message to be sent out and click "add". This will schedule your alert for a future time.

Once you have sent out your alert you will be automatically redirected to the results page where you can view who has received your alert. If you need to view this information again in the future, simply click on "past alerts" under the "alerts" drop down menu on the navigation bar. A voice alert's results page will show you the duration of the call as well as if the call was answered by a person or a machine.

Also, if you have opted to receive alert delivery reports you should expect an email within 30-120 minutes after the alert was sent. The email will provide a quick summary of the success of your message.

That concludes our session on Send a New Text to Speech Voice Message. Thanks for watching! If you have any more questions, please feel free to contact our Customer Success Team at support@highgroundsolutions.com.