



How to Record and Send a New Voice Alert Message

In this video, we will discuss How to Record and Send a New Voice Alert Message. When you login to your account, the Send Alerts screen is the first page you'll see. If you navigate away from this page, you can easily locate it again by locating the alerts tab and then selecting send alert in the drop-down menu.

To begin the Voice Alert process, the first step is to select the group or groups of recipients you would like to receive the message from the group drop-down menu. If you have multiple groups you would like to include in this alert, simply select each of them one at a time from the drop-down menu. Each group of recipients you select will appear in the yellow message detail bar.

The second step is to identify the user types you would like to be notified. Then select Voice as the Message Type. The third step is to select your alert escalation level which defines the types of phone numbers you would like to contact and if the message is an emergency or non-emergency.

Once you have defined who will be receiving the message and how, you'll be able to see exactly how many users will receive your message by looking at the yellow message detail bar. Now, the last step is to create your message. Below the yellow bar you will see the form to fill out for the Voice messages. Here you can choose to either create a new voice message or use a pre-recorded template. In this session, we are going to focus on creating a new voice alert message.

First, label your voice message for future reference by entering text in the Message Subject field. Beneath the instructions paragraph is a drop-down menu stating, "select a phone number for recording message". You will have the option to select a phone number associated with your user dashboard or enter a different contact number. If you need to choose the selection Use a Different Contact, a box will appear to the right for you to enter the landline or cell phone number. Notice there is a field to enter an extension if needed.

Next, you can define the language in which the message is being recorded. You can record up to five voice files for an alert, one for each supported language (English, Spanish, French, German, and Italian). The appropriate message will be sent to each recipient based on the preferred language specified on their dashboard.



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Once you have defined your phone number and language preference, click the Record Via Phonecall button. The system will call the number you selected in a matter of moments. When you answer the phone, you will be prompted to record your message.

After you have completed your message, you will be able to preview your recorded message and then either accept the message by pressing 1 or choose to re-record by pressing 2. Once you have finished the recording steps on the phone, you'll need to select either Confirm Recording or Cancel Recording on your computer screen. If you need to record the message again, simply click the Cancel Recording button. You can then press "Record Via Phonecall and the system will call you again for the recording process to start over.

Once you are satisfied with your recording click Confirm Recording. You'll notice the voice file will have a unique Message ID highlighted in red font. Next, you can choose to record another voice file in another language. Simply define the phone number you would like to be called to record the file, select the language, and click Record Via Phone Call. Then follow the prompts to record and confirm the voice file. Once you have confirmed the file, the new Message ID number and language will be listed under the Message ID column.

Directly below you will be given the Message ID List you'll notice check boxes providing you with the option to "Also send an email with a link to this voice message" and "Also send a text message with a link to this voice message", or you can send it out on Twitter or Facebook.

To send your message, go ahead and click send now. If you'd like to send it later, simply click send later. In this case your screen will refresh. You'll have the option select a date on the calendar, as well as a time on the clock. Make sure to add your alert time and save by scheduling your alert.

Thanks for watching! If you have more questions, please feel free to contact our Customer Success Team at support@highgroundsolutions.com.