



High Ground University

How to Create and Use Voice Templates

In this video, we will discuss How to Create and Use Voice Templates. To begin, select the Templates option in the Alerts dropdown menu. Here you can create, edit, review, and organize all your Templates.

The first step is to select Voice from the template type drop down menu. Next enter your subject and a template ID for future reference. Now you have the option to enter text to introduce your recorded message. For example, you might enter: "Please stay on the line for an important message from the organization". A computerized voice will state any text you type into the Message box. Next select the "insert voice file" button. The screen will refresh to show you three options: Use a File on your computer, record a new voice file, or use a saved voice File.

If you would like to use a previously recorded message from your computer, simply click the "use a file on your computer" option.

then locate your file by clicking the "choose file" button then confirm your message by clicking the "use this file" button. Then Save.

If you would like to create a new message, click the "Record a new Voice File" option. Your screen will refresh to show you two fields: Voice File Name and 10-digit Phone #. Enter your voice file name as one word. Then enter your phone number for the system to call you.

Once you have defined your phone number, 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 on your computer screen. If you need to record the message again, simply click the Cancel button. Then when you click Record Via Phonecall the system will call you again for the recording process to start over.



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Once you are satisfied with your recording click Confirm Recording.

If you have previously recorded voice files in the templates list you can use these again by clicking on the third option, Use a Saved Voice File.

Once you've saved your template, you'll notice the voice file will be added to the message box with the word "keep", your account number, and the voice file name.

Once you are satisfied with your message, click save. Your screen will then refresh to show your voice template in your message template list below.

Now let's practice using a voice template to send an alert. Hover over Alert and select Send Alert from the drop-down menu. Complete the steps in the gray bar including selecting "Voice" as your Message Type.

Next enter your message subject. Then click the voice template drop down button to find your voice template and select "Use this template". Decide if you want to also send your voice message as an email, text message or through social media by clicking by the appropriate boxes.

Then decide on a call recipient response. The Recipient Response will prompt your recipients to respond to a message by dialing numbers on their phone – for example, your template might have said, "Please respond with the number of people from your party who will be joining us for the alumni celebration dinner". You will be able to view these responses from the alert results page, where you'll be redirected to after sending your alert. If you need to find this information again you can view your results by hovering over "Alerts" and clicking on "Past Alerts" in the drop-down menu. Simply click on the hyperlink under "results" to view your results.

Finally, select either Send Message Now or Send Message Later to schedule for a later date.

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