How to Use Customer Care (Outgoing)

Step 1: - Customer Care (Outgoing Call)

Customer Care that automates bulk voice call to mobile/telephone users and playing pre-recorded messages.
In this system call to mobile and playing pre-recorded audio and also gather touch-tone inputs from the end-user
And follow next instruction that you set. (Can play other Audio message or send SMS).

Voice India : Business Voice Broadcasting Server

Home   Broadcast   Report   Setting   Freebies   Help

- Quick Dial
- Voice Recorder
- Voice Broadcaster
- SMS Broadcaster
- Contact Book
- Scheduler
- Device

Customer Care

When SomeOne Calling You, System Automatically Follow below.

Outgoing

Two way communication
Play -> Option -> Response -> Drop

Ex.
For More Info   Press 1
For Info via SMS   Press 2
To Repeat the Message Press *

▶ Tutorial

Start Here

Incoming

Set Advance BroadCasting When Someone Call.

▶ Tutorial

☐ Enable

Set Up

Step 2: - Select Contact

Enter Contact Number(s).

Contact Number Format: Enter 10 digits Number for Indian Number, Leave +91

Use +<Country Code> For Outside of India Number.

Ex. +85221420069 (Here + 852 is Hong Kong Country Code.)(Consider Charge(s) for international call)

Alternatively: you can import from text file, Contact Book or History.

Remove Duplicate: -Software automatically removes Duplicate Number from List

Remove Problematic: - if you are using for Marketing Purpose, You have too many Number in txt or Excel file for that, and you are Not Sure for Valid Number or not. If you are not checking this option software automatically detect them And give chance to correct them, either it remove it.

Important Note: - Use your own 1-2 Personal Number first, to check Audio Quality and Sample Voice Call.

Customer Care ✕

| Select Contact | Select Voice | Select Menu | Select SoundCard | BroadCasting |

Enter Contact No : (?)

```
9686589758
9689587685
9865875847
9658745879
9898989898
9695986857
9921631701
8485756987
3147075192
```

Total Count : 9

Or Import From

📄 + txt File

📊 + Excel File

👥 + Contact Book

🕐 + From History

☑ Remove Duplicate
☑ Remove Problemetic

Next >

Step 3: - Select Voice

You need to Choose Audio Voice File for Broadcasting. (Software Support MP3, WAV file)

If you don't have your file you can create from Voice Recorder. (Using your own Voice or you can use Text to Speech Option.)

Important Note:

Don't use Audio file that contain Music, DJ, Drums and extra Noise. They are not hearing proper on receivers Mobile.

Remember that Mobile line use 8kbps bitrates only (in India) (other country have may be different bitrates), so, Use Your Own 1-2 Personal Number first, to check Audio Quality and Sample Voice Call.

Step 4: - Select Menu

Pressing 1, 2...: Choose Option That you used in Main Audio and set Voice or SMS by clicking on Set Button.

If you don't want to use all option leave blank. (As you can see in above screenshot only two options are used.)

Play Main Menu: if you want to repeat Main Audio after end user reply with 1, 2... just Check this option.

Step 5: - Select Sound Card

Here you can see what to do with reply Tone from user.

Sound Card: You must select Proper Sound Card to catch reply Menu. (Sound Card is nothing but Your Microphone jack of Computer).To find Appropriate Microphone go to **Control Panel > Sound > Recording (tab)**

Customer Care ✕

	Tone	Type	Value
▼			
▶	1	Voice	C:\Users\All In One\Desktop\backup\bharat audio.mp3
	2	SMS	Hello Sanjay Your main balance is 2450.

Select Contact | Select Voice | Select Menu | Select SoundCard | BroadCasting

Microphone (Lenovo USB2.0 Audio) ▼   Mono (Mixed) ▼

*To find Appropriate Microphone
Control Panel > Sound > Recording (tab)

◉ using SIM   ○ using Online API   (Transactional)

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Step 6: - Broadcasting

Real time Tracking of Your Voice Broadcasting. Also you get Various Status like Calling, Ringing, Disconnect, Answer and Cut, Busy. And you also know your progress of your Voice Calls.

Pause: if you want pause call for some time, you can, after that you also resume.
Stop: if you want to Cancel Broadcast you can.
Skip Call: If you want to skip current Call you can.

Voice India : Business Voice Broadcasting Server

Start	Skip Call	Pause	Stop	Exit

Contact No.	Status	Call Duration	Call Time
9686589758	None	00:00	
9689587685	None	00:00	
9865875847	None	00:00	
9658745879	None	00:00	
9898989898	None	00:00	
9695986857	None	00:00	
9921631701	None	00:00	
8485756987	None	00:00	
8147075192	None	00:00	

Total Number	Answered	Answered & Cut	Busy/No Answer	Remaining
9	0000	0000	0000	0000

Estimate Remaining Time : 00:00:00   0% Completed   00:00:00
Make Call Between : (Change) No any Time Selected   ▁▃▅ 31 (?)
What to Do When Broadcast Complete : (Change) Do Nothing   Campaign Name