

How to Use Customer Care (Incoming)

Step 1:- Customer Care (Incoming Call)

Customer Care that Pickup call from mobile/telephone users and playing pre-recorded messages. In this system Pickup call 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

The screenshot shows the 'Customer Care' configuration page in the Voice India software. The page is divided into two main sections: 'Outgoing' and 'Incoming'. The 'Outgoing' section describes two-way communication with options for play, response, and drop, and includes an example of touch-tone responses. The 'Incoming' section allows for setting advance broadcasting when someone calls and includes an 'Enable' checkbox. Both sections have a 'Tutorial' button and a 'Start Here' or 'Set Up' button. A sidebar on the left contains navigation options like Quick Dial, Voice Recorder, Voice Broadcaster, SMS Broadcaster, Contact Book, Scheduler, and 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.

Enable

Tutorial

Set Up

Step 2:- 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 hear proper on receivers Mobile.

Remember that Mobile line use 8kbps bitrates only (in India) (other country have may be different bitrates).

Incoming Setting for Customer Care

✕

Select Voice

Select Menu

Select SoundCard

BroadCasting

Select Voice

Browse

Preferable Audio Format (?)

Audio Play Via

AUX Cable Memory Card

Next >>

Step 3: -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.

Incoming Setting for Customer Care



Select Voice	Select Menu	Select SoundCard	BroadCasting			
Press	1	to	Play Voice	Set	bharat audio.mp3	
Press	2	to	Send SMS	Set	Thank You For Calling	
Press	3	to		Set	-	
Press	4	to		Set	-	
Press	5	to		Set	-	
Press	6	to		Set	-	
Press	7	to		Set	-	
Press	8	to		Set	-	
Press	9	to		Set	-	
Press	0	to		Set	-	
Press	*	to		Set	-	
Press	#	to		Set	-	
<input type="checkbox"/> Play Main Menu after Voice Menu						
					< Back	Next >>

Step 4: - Select SoundCard

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)**

Incoming Setting for Customer Care



Select Voice Select Menu Select SoundCard BroadCasting

	Tone	Type	Value
▼			
▶	1	Voice	C:\Users\All In One\Desktop\backup\bharat audio.mp3
	2	SMS	Thank You For Calling

Microphone (Lenovo USB2.0 Audio) ▼ Mono (Mixed) ▼ *To find Appropriate Microphone Control Panel > Sound > Recording (tab)

using SIM using Online API ([Transactional](#))

< Back Next >>

Step 5: - Broadcasting

Incoming Setting for Customer Care



 Select Voice	 Select Menu	Select SoundCard	 BroadCasting
--	---	------------------	--

Congratulation :

You have Successfully created Setting For Advance Incoming Call.
[Click to reset](#)

Declaration :

Making Voice Call / SMS From VoiceBroadcasting Software at your Own risk, and Developer Not Taking Any Risk for Your Call / SMS.

I Accept,