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).

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).

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.

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)

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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,

OK