

## How to Use Smart Receptionist (Outgoing)

### Step 1: -Smart Receptionist (Outgoing Call)

Smart Receptionist Mode 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 input (Count Base -> Get first 5 from entered number, till base -> Get till # Pressed) inputs from user and reply using Voice or SMS.

### Voice India : Business Voice Broadcasting Server

The screenshot shows the 'Smart Receptionist' configuration page in the Voice India web application. The page has a navigation menu on the left with options: Quick Dial, Voice Recorder, Voice Broadcaster, SMS Broadcaster, Contact Book, Scheduler, and Device. The main content area is titled 'Smart Receptionist' and includes a sub-header: 'When SomeOne Calling You, System Automatically Follow below.' There are two columns for configuration: 'Outgoing' and 'Incoming'. Both columns show a workflow: 'Smart Receptionist' followed by 'Play -> Collect Data -> Response -> Drop'. An example message is provided for both: 'Ex. Enter Your Roll Number 4231 You got 85% in Exam'. Each column has a 'Tutorial' button with a play icon, an 'Enable' checkbox (unchecked), and a 'Start Here' or 'Set Up' button. The 'Outgoing' button is 'Start Here' and the 'Incoming' button is 'Set Up'.

## Step 2:- Import Contact Details.

### 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.

## Smart Receptionist

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Import Voice Import Data Preview Data BroadCast

**Enter Contact No :** (?)

9875985784  
9685789758  
9879875847  
9658798587

Total Count : 4

**Or Import From**

+ txt File

+ Excel File

+ Contact Book

+ From History

Remove Duplicate

Remove Problematic

Next >

### Step 3:-Select Voice

**Main Audio:** Select Main Audio That you want to listen first like “Hello Please enters Your Customer ID”.

**Digit to be collect:** if you want input count base type how many digit to be collect.

**Collect Number After:** if you want input till special character like “Enter Your Customer ID and press #”.

**Play Invalid Option:** (Optional) if audience reply with incorrect menu than alert those like you choose invalid option.

**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)**

#### Smart Receptionist



Import **Voice** Import Data Preview Data BroadCast

  

Main Audio  Select

Digit to be Collect

Collect Number after

Play Invalid Number  Change

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

< Back Next >

## Step 4:- Import Data

First import Excel file which contain Data. You need excel file with title of Column, (Export sample file for better understanding).

### Smart Receptionist



Import Voice **Import Data** Preview Data BroadCast

If Your File is not in Correct Format, Save Sample file.

Serial No	Mobile No	Customer Name	Payment	Date
1	9898738131	Kethi Patel	4000	11/05/2015
2	9638777722	Mike Patel	5000	11/05/2015
3	9033222377	Raju Sharma	4500	12/05/2015
4	9033222366	Ketan Patel	4500	15/05/2015
5	2613111213	Imranbhai	5000	11/05/2015

## Step 5: - Voice

Customize your Message with Data that are stored in Excel,

Add cell add particular Column data in Voice, (Column Name refer Data in it. E.g. **Dear |Name| Happy Birthday**)

**Column to be Check:** Select Column that wants to check. You can Merge two Column also, like |Class|\*|Roll Number|

### SmartReceptionist Generate Voice & SMS

Voice SMS

Voice Message

Hello |CustomerName| Your Payment |Payment| is Due on Date |Date|.

(ColumnName refer Data in it. Eg. Dear |PersonName| Happy Birthday..)

SerialNo  
CustomerID  
CustomerName  
Payment  
Date

Add Cell

Column to be check

|CustomerID|

You Can Add Single Column or you can merge two Column (std\*rollnumber)

SerialNo  
CustomerID  
CustomerName  
Payment

Add Cell

Next >

## Step 6: - SMS

If you want to send SMS also Check Option that Send Text Message also and Type Text Message. Customize your Message with Data That is stored in Excel, Add cell add particular Column data in Voice, (Column Name refer Data in it. E.g. Dear |Name| Happy Birthday) and, you must select way to send SMS

**From SIM:** Consider charge as per network Operator charges.

**From API:** Setup Your API from your Login Panel. (**Help > Client Online Login**).

SmartReceptionist Generate Voice & SMS

Voice SMS

Send Text Message also

Text Message: Hello |CustomerName|, Your Payment |Payment| is Due on Date |Date|.

(ColumnName refer Data in it. Eg. Dear |PersonName| Happy Birthday..)

CustomerID  
CustomerName  
Payment  
Date

Add Cell

using SIM  using Online API

Next >

## Step 7:- Preview Data

Here You See preview of Your Data with Compare Value.

**Speed:** Tempo of speech, (gap between word or Speaking rate) you can increase or decrease using speed.

**Volume:** Sound level of Voice, You can manage here. (Normally leave default, 100).

### Smart Receptionist ✕

Import Voice Import Data **Preview Data** BroadCast

(Change) Selected Language : en-US, Helen Speed : -2 Volume : 100 < Back Generate & Send >

	Sample Play	Serial No	CompareValue	Voice	SMS
☐					
▶	Click to play	1	501	Hello Kethi Patel Your Payment 4000 is Due on Date 11/05/2015 .	Hello Kethi Patel ...
	Click to play	2	502	Hello Mike Patel Your Payment 5000 is Due on Date 11/05/2015 .	Hello Mike Patel ,...
	Click to play	3	503	Hello Raju Sharma Your Payment 4500 is Due on Date 12/05/2015 .	Hello Raju Sharm...
	Click to play	4	504	Hello Ketan Patel Your Payment 4500 is Due on Date 15/05/2015 .	Hello Ketan Patel...
	Click to play	5	505	Hello Imranbhai Your Payment 5000 is Due on Date 11/05/2015 .	Hello Imranbhai ,...

**Change Language** option Allow you to change Language.

**Offline TTS:** (Recommended Option) Use Offline TTS (Text To Speech) for Your Message, no internet require. You can see here List of Voice installed on your System, for More Voice please Contact Support.

**Online TTS:** Online TTS Send Your Text to Online and Download Voice for Your Message, this Technique require Internet, and can take Many times.

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### Select Language



Use Offline TTS

- Catalan-Spain (Herena - Female,Adult)
- Danish-Denmark (Helle - Female,Adult)
- English-India (Heera - Female,Adult)
- Spanish-Spain (Helena - Female,Adult)
- Swedish-Sweden (Hedvig - Female,Adult)
- Chinese-HongKong (HunYee - Female,Adult)

OK

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Step 9:- Broadcasting

Voice India : Business Voice Broadcasting Server x

**Start** **Skip Call** Pause Stop **Refresh** **Exit**

Contact No.	Status	Call Duration
9638777722	Call answered	00:14
02613111213	None	00:00
8100828282	None	00:00

Total Number	Answered	Answered & Cut	Busy/No Answer	Remaining
3	0000	0000	0000	0000

Estimate Remaining Time : 00:00:00      0% Completed      00:00:30