

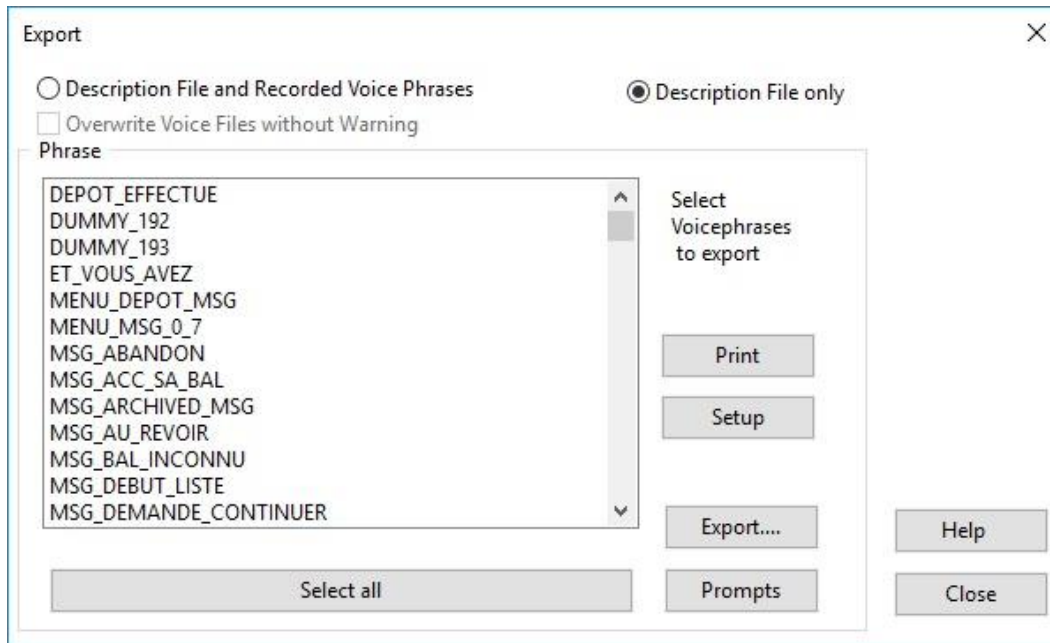
OmniTouch 4625 CCIVR Recording Voice Phrases

Release 12.2

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Recording Voice Phrases



The system CCIVR supports your effort to offer an optimum of service to your customers.

A substantial element thereby is that the offered information always corresponds to the newest conditions.

TTS is an alternative to be evaluated to recording and updating voice phrases.

Spoken information is called phrases. You can record phrases yourself using a telephone set and you will be supported by a spoken menu. Or you can let a professional speaker record the text in a studio. These phrases must be reworked before the files can be loaded into the system.

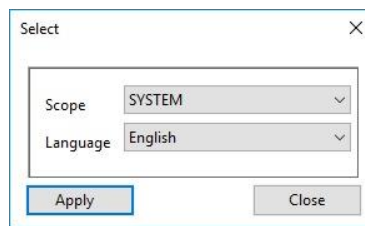
Contents:

- How to modify an existing phrase
- If you want to record the phrases yourself
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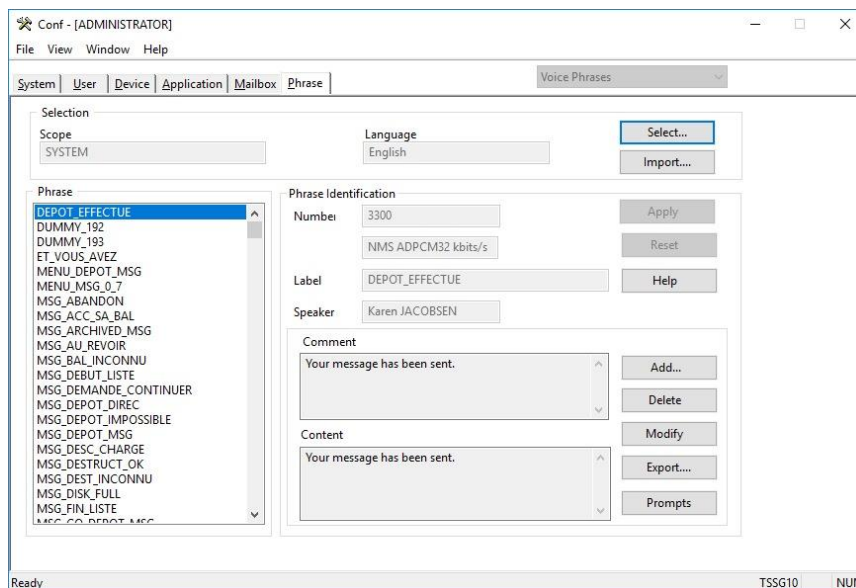
1 How to modify an existing phrase

If you want to modify an existing voice phrase e.g. to actualize an announcement, you need to know the name of the phrase. You can ask the application designer for the name of the phrase. Generally you have the possibility to record the text of the modified phrase yourself or to let it be recorded in an audio studio.

1. Login to the system. (For details see document 'Login to the System').
2. Click the **Phrase** tab of the 'Admin Objects Bar'
3. Click **Select**

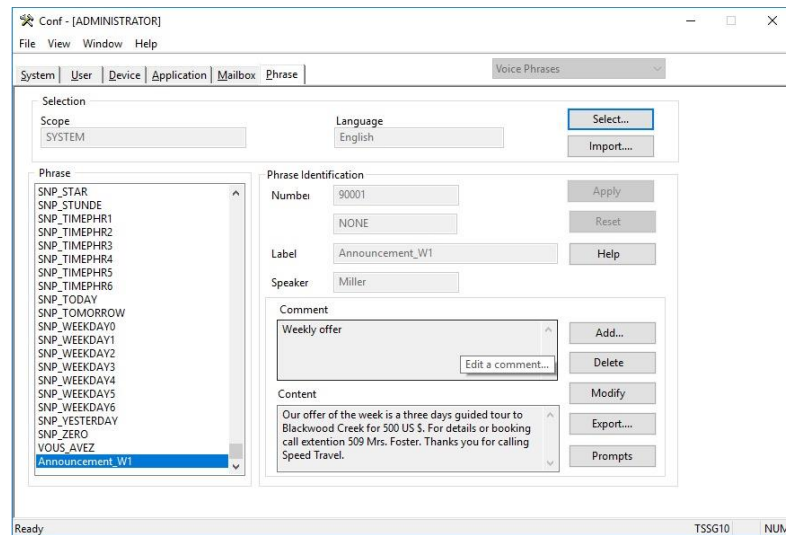


4. Select the **name** of the **application** in the drop-down list box 'Scope'.
5. Select the **language** of the phrase in the drop-down list box 'Language'.
6. Click **Apply**. The phrases of this application are loaded.



7. Click the name of the phrase in the field 'Phrase'

8. Click **Modify**. The fields 'Speaker', 'Comment' and 'Content' are activated. Modify the text of the phrase now.
9. Click **Apply**.



2 If you want to record the phrase yourself

You can immediately record this text yourself using the Phrase-Recording Application. Dial the telephone number (number of assigned CCIVR port) of the Recording Application and follow the spoken instructions until you are asked to enter the phrase number. Enter the appropriate number (e.g. 1000) and speak the new phrase text reading from the contents field. You can listen to your recording and re-record it, if you are not satisfied with the quality. When you have finished, please hang-up or record the next phrase.

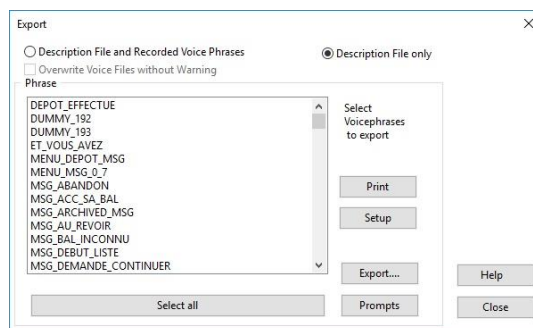
3 If you want to record the phrase in an audio studio

In the audio studio, the recording of the phrases and rework of the files for the import is done.

- **Recording:**
Record the plain text of phrases on the phrase-list without spelling the current number or phrase label.
- **Rework:**
The beginning and end of each recorded phrase must be adjusted. The time from the beginning of the recording until the voice come in, respectively from the last syllable to the end of the recording, must not exceed 500 Ms.
- **Files:**
The recorded phrases must be stored in .wav file format, 8kHz, 11,025 kHz, 22,050kHz or 44,1 kHz
16-bit, mono. As filename, the name out of the phrase-list must be used.
Example: Goodbye.wav. The files must have the same order as used in the list.

If you want to record the announcements of your application e.g. information (Audiotex) in professional quality, we recommend to assign the production to an audio studio. Therefore you need a list of phrases for the speaker and an appropriate file structure to re-load the files prepared in the audio studio (Please see the studio guidelines).

1. Click **Export**. The export dialog window is displayed.

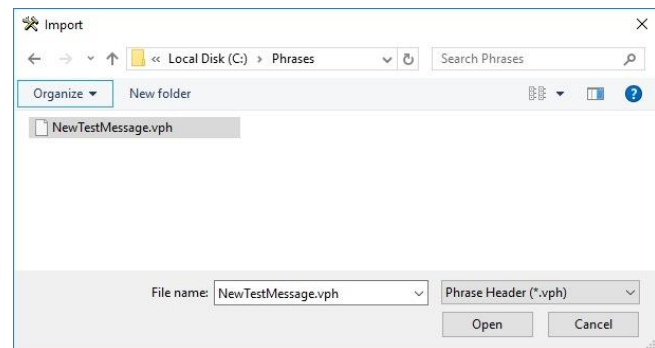


2. To print a phrase list for the speaker, select the phrase(s) in the field 'Phrase' or click Select all if you want to select all phrases.
3. Click **Export** and save the file of the type .vph. You can use as file name for single phrases the Phrase name or number, for the complete set of phrases the name of the application.

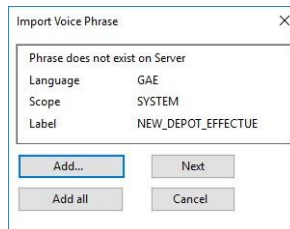
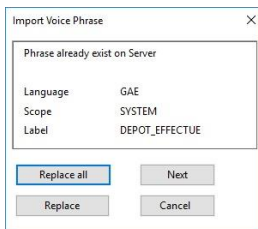
3.1 Import of phrases

Import of phrases means to copy the .wav files from the disk or CD you received from the studio to the default directory on the Alcatel CCivr server. In most cases the audio file format needs to be converted. Our recommendation is to use 'NMS ADPCM 32 kbits/s'.

1. Login to the system. (For details see document 'Login to the System').
2. Click the **Phrase** tab of the 'Admin Objects Bar'
3. Click **Import**
4. Enter the **directory** name where you have saved the. **vph** file and click **OK**.



5. Click **Replace/Add** in the now appearing Dialog box.



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