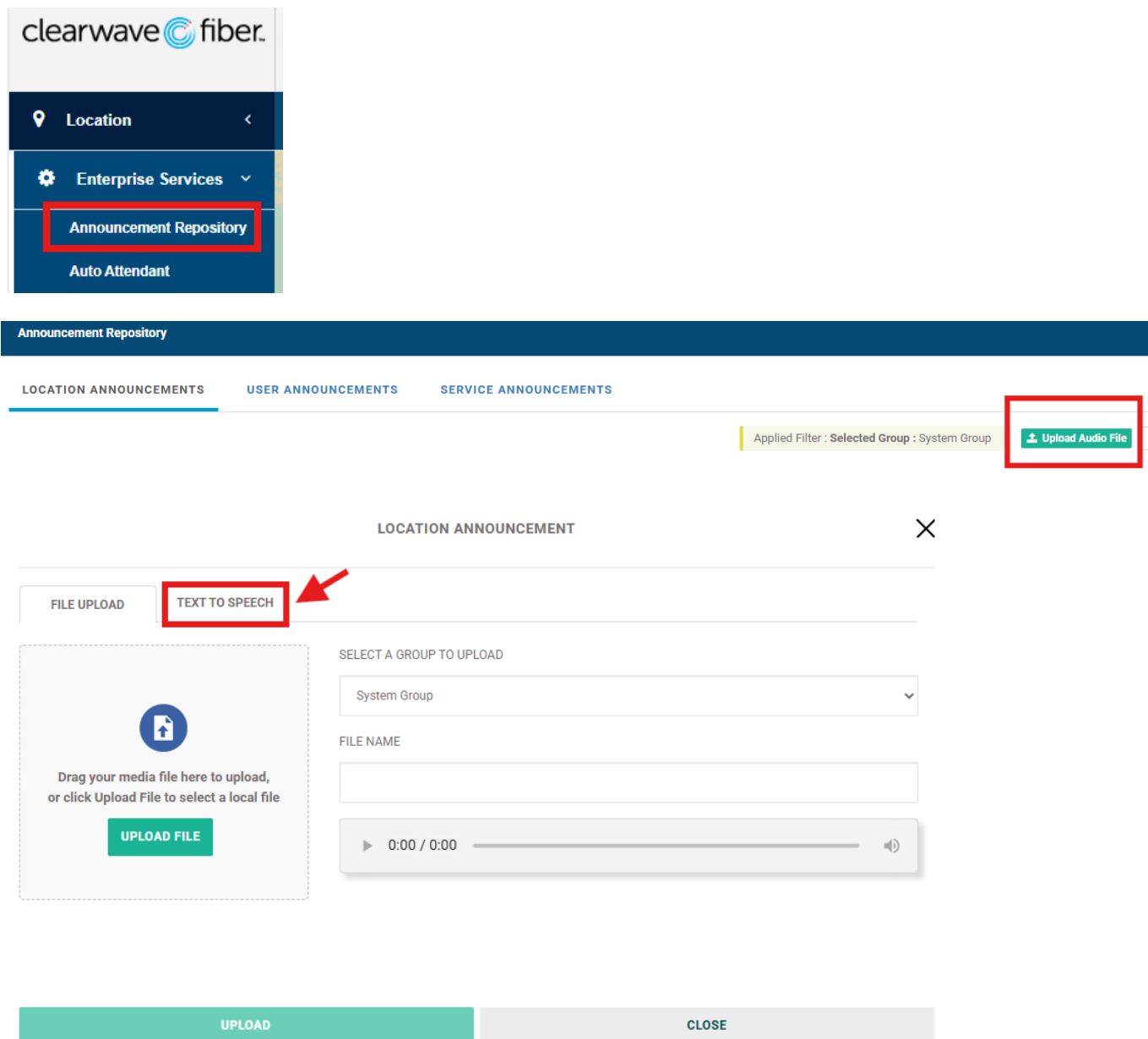


### Text-to-Speech for Creating Prompts

Within the CAP, the Announcement Repository supports creating prompts using Text-to-Speech. Select from 5 different voices, enter your text and then generate your prompt. You can then play it back to see how it sounds before uploading it to the repository.

To get started, go to Enterprise Services, to the Announcement Repository; choose Location, User or Service announcements; click Upload Audio File. A Text To Speech tab has been added to this dialog.



The screenshot displays the Clearwave Fiber Customer Administration Portal (CAP) interface. The top navigation bar includes the Clearwave Fiber logo and a sidebar menu with options: Location, Enterprise Services, Announcement Repository (highlighted with a red box), and Auto Attendant. Below the sidebar, the main content area is titled "Announcement Repository" and features three tabs: LOCATION ANNOUNCEMENTS, USER ANNOUNCEMENTS, and SERVICE ANNOUNCEMENTS. A filter bar indicates "Applied Filter : Selected Group : System Group" and includes an "Upload Audio File" button (highlighted with a red box). The "LOCATION ANNOUNCEMENT" dialog is open, showing a "FILE UPLOAD" tab and a "TEXT TO SPEECH" tab (highlighted with a red box and a red arrow). The "TEXT TO SPEECH" tab contains a "SELECT A GROUP TO UPLOAD" dropdown menu (set to "System Group"), a "FILE NAME" input field, and a "UPLOAD FILE" button. A media player interface is visible at the bottom of the dialog, showing a play button, a progress bar, and a volume icon. The dialog also includes an "UPLOAD" button and a "CLOSE" button at the bottom.

Choose Text to Speech tab, then choose a voice sample to play. Click the arrow to hear some sample text using each of the voices.

LOCATION ANNOUNCEMENT

×

FILE UPLOAD

TEXT TO SPEECH

SELECT A GROUP TO UPLOAD

System Group

▼

ENTER TEXT BELOW ( MAX 3000 CHARACTERS )

SELECT VOICE ENGLISH (US)

Select Voice

▼

Select Voice

Danielle

Joanna

Matthew

Ruth

Stephen

▶

GENERATE

FILE NAME

▶

👤

UPLOAD

CLOSE

Enter the text you want for the prompt and click Generate.

LOCATION ANNOUNCEMENT

×

FILE UPLOAD

TEXT TO SPEECH

SELECT A GROUP TO UPLOAD

System Group

▼

SELECT VOICE ENGLISH (US)

Select Voice

▼

▶

ENTER TEXT BELOW ( MAX 3000 CHARACTERS )

Welcome to XWY Company. Press 1 for Sales. Press 2 for Customer Service. Press 3 for billing. Press star to replay this menu.

GENERATE

FILE NAME

▶

👤

UPLOAD

CLOSE

Once the audio is generated, a wave file will be created. Click the play icon to hear your generated prompt or click download to save it locally.

LOCATION ANNOUNCEMENT ✕

---

FILE UPLOAD
TEXT TO SPEECH

SELECT A GROUP TO UPLOAD

System Group ▼

SELECT VOICE ENGLISH (US)

Matthew ▼

ENTER TEXT BELOW ( MAX 3000 CHARACTERS )

Welcome to XWY Company. Press 1 for Sales. Press 2 for Customer Service. Press 3 for billing. Press star to replay this menu.

GENERATE

FILE NAME

TTS-07521820250820.wav

▶
⬇

Your audio file TTS-07521820250820.wav has been processed successfully.
✕

UPLOAD
CLOSE

When you are satisfied with how your prompt sounds, name the file so it's easy to identify in your Announcement Repository.

LOCATION ANNOUNCEMENT ✕

---

FILE UPLOAD
TEXT TO SPEECH

SELECT A GROUP TO UPLOAD

System Group ▼

SELECT VOICE ENGLISH (US)

Matthew ▼

ENTER TEXT BELOW ( MAX 3000 CHARACTERS )

Welcome to XWY Company. Press 1 for Sales. Press 2 for Customer Service. Press 3 for billing. Press star to replay this menu.

GENERATE

FILE NAME

XYZCoTestAccouncement082025.wav

▶
⬇

Your audio file TTS-07521820250820.wav has been processed successfully.
✕

UPLOAD
CLOSE

Then click Upload to add this file to your list. Since this file was created in the Location Announcements and the SYSTEM group, the file will appear in Auto Attendant menu selection.

| Announcement Repository         |                    |                       |               |
|---------------------------------|--------------------|-----------------------|---------------|
| LOCATION ANNOUNCEMENTS          | USER ANNOUNCEMENTS | SERVICE ANNOUNCEMENTS |               |
| FILE NAME                       | SIZE               | LOCATION              | UPLOADED BY   |
| HahiraDemoGreeting.wav          | 160KB              | SYSTEM                | Admin Clutter |
| XYZCoTestAccouncement082025.wav | 128KB              | SYSTEM                | Admin Goode   |

When editing an Auto Attendant, select the AA menu you want this Audio Recording for and choose Browse for the prompt. Select it from the list and then click Save to assign this prompt to your Auto Attendant.

Location

Enterprise Services

Announcement Repository

Auto Attendant

Hunt Groups

Virtual / Toll Free Numbers

Hosted Fax

Call Recording

Storage

Auto Attendant

Auto Attendant Settings

Name

Auto Attendant 01

Hahira Demo AA

Showing 1 to 2 of 2 entries

In the example below, the main Auto Attendant is selected, then Edit Business Hours Menu and Browse, then select the announcement from the Audio File List, Upload File and click Save.

### Auto Attendant Settings

| Name                     | Extension | Type     | Location | Virtual / Toll Free Number |
|--------------------------|-----------|----------|----------|----------------------------|
| <b>Auto Attendant 01</b> | 7777      | Advanced | Marion   | -                          |
| Hahira Demo AA           | 7778      | Basic    | Marion   | (912) 556-5335             |

Settings Edit

Name

Calling Line ID First Name

Calling Line ID Last Name

Extension

Operator Transfer Timeout

Hahira Demo AA

Hahira

AA

7778

1 Seconds

Virtual / Toll Free Number

Time Zone

External Transfer Caller ID

Name Dialing

(912) 556-5335

(GMT-04:00) (US) Eastern Time

Pass-through

By LastName + FirstName and FirstName + LastName

#### Rules

|                          |                            |                              |
|--------------------------|----------------------------|------------------------------|
| <input type="checkbox"/> | <b>Business Hours Menu</b> | Schedule : Every Day All Day |
| <input type="checkbox"/> | <b>Holiday Menu</b>        | Schedule : None              |
| <input type="checkbox"/> | <b>Default Action</b>      | Schedule : Always            |

Business Hours

(Time not within Business Hours is considered After Hours.)

Edit Business Hours Menu

After Hours

(After Hours menu plays during Non-Business Hours and on Holidays.)

Edit After Hours Menu

## How fast is your

Main Menu

custom audio file

Play

Browse

Extension Dialing

OFF

Dial

0

Action:

Transfer To Operator

Phone Number / Extn

Andy - Savannah - (912) 4

Dial

1

Action:

Transfer Without Prompt

Phone Number / Extn

Hunt Group - Extn(6670)

### File Upload

Select from Announcement Repository

Search

| Audio File List  | Size   | Type       |
|--|--------|------------|
| <input type="radio"/> HahiraDemoGreeting.wav                     | 160 KB | Enterprise |
| <input checked="" type="radio"/> XYZCoTestAccouncement082025.wav | 128 KB | Enterprise |

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

Upload New File to the Announcement Repository

Click upload file to select a local file

UPLOAD FILE

XYZCoTestAccouncement082025.wav

0:00 / 0:08

Save

Close

If you like a particular voice, you can type in and record all your prompts this way to you use a consistent voice throughout.