

Auto Attendant Voice Recordings Process

Objective: The purpose of this document is to provide ComTec customers voice recording offerings that are right sized for their individual needs. Previously, ComTec had internal resources record voice overs for clients to use for call system greetings and routing. The below options were revised in July 2021 to provide the flexibility for clients to record their own voice overs. **Still under review: As a second option, clients will have the option of a professional voice over by a chosen partner.** These options should be reviewed with the STC, engineering and project management teams so clients are aware of their voice recording options during the project lifecycle.

Personnel/Departments Involved: Project Management, Sales (STC), Field Operations Engineering

Process:

Self-Recorded

Sales Phase

1. STC will have this information if the questions are presented around options for voice recording.
2. If a customer decides to select self-recording the STC will note this option was selected by client in the statement of work or communicate with the Project Manager at the sales to project transition phase.

Project Phase

1. Project Manager will review with the customer their options for voice recording. The Project Manager will notify of the instructions below to follow for self recordings.
2. Client will perform the following at any point in the project:
 1. Call the voice recording line: 856-395-0820
 2. Identify company name
 3. Identify which auto attendant
 4. Leave voice recording
3. Once captured, the.wav file will be auto emailed to a shared mailbox.
4. Customer will reach out to the to the Project Manager to notify them the recording was Recorded.
5. Project manager will notify the field operations team of the recording.
6. Field operations engineering will edit the recording in Audacity to true up the recording prior to upload.
7. Project manager will validate and follow-up with client prior to project close-out that all recordings are uploaded.

Support Phase

1. Project manager or Customer Success will review with client the support request for updating additional recording.

Option 2 – Professional Studio Recorded (Under Review)