Recording File Management

Overview

The **Recording File Management** module is used to upload and manage pre-recorded audio messages (such as notifications and reminders) for automatic outbound call tasks. Once uploaded, recording files are added to the voice asset library and can be used by outbound call tasks.

Accessing the Feature

After logging in to the Call Center platform, navigate to **Voice** > **Voice Assets** > **Recording File Management**.

Feature Description

Upload a Recording File

1. On the **Recording File Management** page, click **Add**.
2. In the dialog box, enter the following information:

- **Voice Name:** Required. It is recommended to include the business scenario and version in the name (e.g., **March Payment Reminder_V2**). The name must be between 1 and 20 characters.
- **Audio File:** Click **Select File** to upload a local **.mp3** or **.wav** file.
- **Description:** Optional. Used to describe the applicable scenario or validity period. Up to 100 characters.
- Click **Confirm** to complete the upload.

Note: The uploaded audio file must meet the following requirements:

- **Audio Format:** MP3 (recommended) or WAV
- **Sample Rate:** 8000 Hz
- **Channels:** Mono
- **Duration:** No longer than 60 seconds
- **File Size:** No larger than 1 MB

Files that do not meet these requirements cannot be uploaded.

Edit Recording File Information

1. On the **Recording File Management** page, locate the target recording file and click **Edit** in the **Actions** column.
2. In the dialog box, you can modify the following information:

- **Voice Name**
- **Description**

Click **Confirm** to save the changes.

Note: Uploaded audio files cannot be replaced. Only the metadata (Voice Name and Description) can be modified.

Preview a Recording File

1. On the **Recording File Management** page, locate the target recording file and click **Play** in the **Actions** column.
2. The system plays the recording in the embedded audio player.

You can use the player controls to pause playback, adjust the playback speed, or download the recording.

Tip: It is recommended to preview the recording after uploading it to verify the audio quality, playback speed, and content before using it for outbound call tasks.

Delete a Recording File

1. On the **Recording File Management** page, locate the target recording file and click **Delete** in the **Actions** column.
2. In the confirmation dialog box, click **Confirm**.

If the recording file is deleted successfully, it is removed from the list.

Important: A recording file can be deleted only if it is not referenced by any automatic outbound call or predictive outbound call task. If the recording file is in use, the system displays the following message: **"This recording file is currently in use and cannot be deleted."**

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