Upload Audio File

1.Log in to the Voice Backend → Go to Voice > Voice Resources > Audio Files.

2.Click Add.

Fill in Audio File Information:

- **Name:** Enter the audio file name (e.g., Jan 2026 Promotional Campaign).
- **Audio File:** Click Select File to upload a pre-recorded MP3 audio file.

⚠ File Requirements:

- **Format:** Only .mp3 format is supported.
- **Duration:** Recommended ≤ 30 seconds.
- **File Size:** Recommended ≤ 1 MB.

After the upload is complete, click Confirm. The audio file will be saved to the template library and can be used when creating an outbound call task.

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