Voice File Management

This page provides detailed instructions on uploading, managing, and using voice files, and explains how they are used in IVR scenarios.

Overview

Voice files are audio prompts played during IVR self-service interactions, including welcome messages, menu prompts, and invalid input notifications. After uploading or generating a voice file, the system assigns it a unique identifier that can be referenced when configuring IVR flows to provide customized voice interactions.

Accessing the Feature

1. After logging in to the Call Center platform, navigate to **Voice** > **IVR Management** > **Voice Files**.

Feature Description

Upload Voice Files

1. On the **Voice Files** page, click **Add** to open the upload dialog box.
2. Enter the required information, upload the audio file, and then click **Confirm**.

- **Voice Name:** Required. Enter a name for the voice file (1–64 characters), for example, **Business Hours Announcement**.
- **Audio File:** Upload a local **.wav** or **.mp3** file. The recommended format is **8 kHz**, **16-bit**, **Mono**, with a maximum duration of **60 seconds**.
- **Description:** Optional. Enter a description of the voice file or its intended use. Up to **256** characters.

Note: Uploaded audio files must meet the required format and size limitations. Otherwise, the upload will fail. It is recommended to use professional audio editing software to export standard audio files.

View and Use Voice Files

After a voice file is uploaded successfully, the system automatically generates a unique **Voice File ID** (for example, **voice_20260302_abc123**).

The **Voice File ID** can be selected or searched when adding or editing an IVR configuration in **IVR Settings**.

A voice file cannot be deleted after it has been referenced by an IVR configuration to prevent playback failures.

Edit Voice Files

1. On the **Voice Files** page, locate the target voice file and click **Edit** in the **Actions** column.
2. Modify the **Voice Name** or **Description**, then click **Confirm** to save the changes.

Delete Voice Files

1. On the **Voice Files** page, locate the target voice file and click **Delete** in the **Actions** column.
2. In the confirmation dialog box, click **Confirm**.

Important: A voice file can be deleted only if it is not referenced by any IVR configuration. If the voice file is in use, the system displays the following message: **"This voice file is currently in use and cannot be deleted."**

Additional Information

- All voice files are securely stored by the platform. No manual file maintenance is required.
- Language, voice, and speech rate settings for TTS-generated voice files are controlled by the platform's global configuration and cannot be configured individually.
- It is recommended to maintain separate voice files for different business scenarios, such as pre-sales, after-sales, and holiday services, to simplify management and future updates.

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