

## Stream Alert Creating Voice Messages

There are several methods of creating voice messages for Alert Broadcasts.

1. Recording a Message using the AC Record feature.
2. Importing a .wav file into the Stream Alert Broadcast.
3. Using the text to speech conversion on the Stream Alert Message Page.

### Recording a Message Using AC Record

With AC Record, messages are recorded over the phone using an assigned phone number, dial-in ID and dial-in PIN number. These numbers can be found on each individual user's page. The phone number is found on the Message page of a new Broadcast. Recording may be done from any phone, and users' have the option to launch the broadcast after recording.

1. To locate the phone number, begin by logging into the Stream Alert system. Type in the email address and password. Select phone or cell as 'Distribution Method'. Select 'Record a Message' on the Message Page. If a number is not listed, contact the Telco administrator or support@stream.net.

2. Call the number and follow the voice prompts:
  - Enter the Dial-In ID followed by #.
  - Enter the Dial-In PIN followed by #.
3. Press 2 to select a 'Main Message' to record.
4. Select the share level, or the group that will have access to the message.

Press '1' for share with All Companies  
 Press '2' for share with Your Company  
 Press '3' for share with Your Department

5. Record the message and press # when finished.
6. Press '1' to save message or Press '2' to re-record the message.
7. Follow the prompts to choose the status of the message.

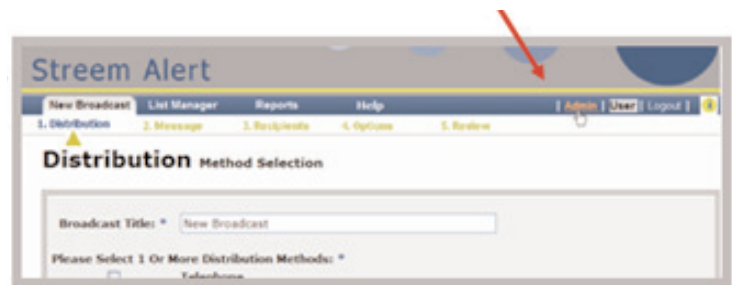
Press '1' to make the message 'Active'.  
 Press '2' to make the message 'In-Active'.

8. The message will be given a 'Message-ID' by the system.

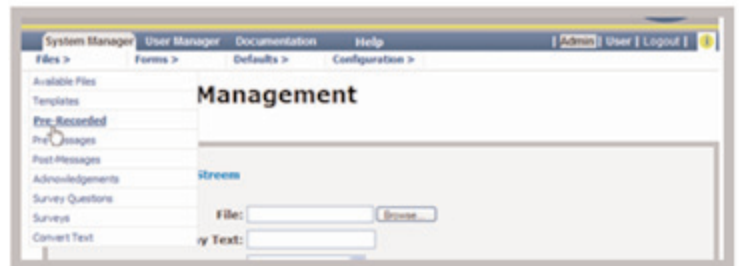
The message is now added to the Stream Alert system.

### Importing .WAV Files Into A Broadcast

Recorded.wav files saved on the user's desktop or network may be imported into Stream Alert. Once logged in, select the 'Admin' function.



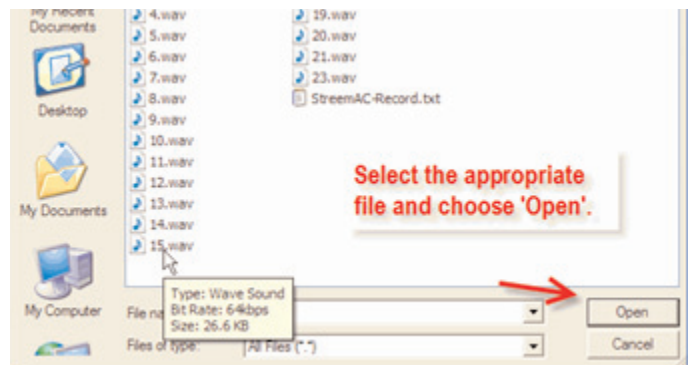
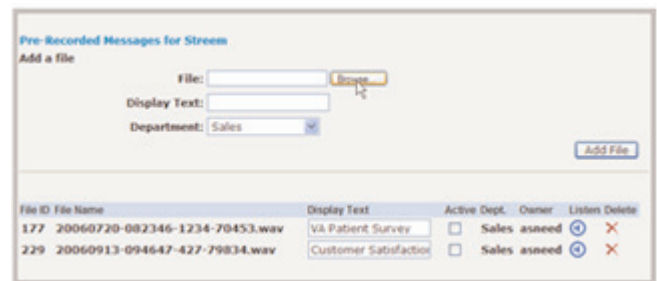
Select 'System Manager' and 'Files'. Then choose 'Pre-Recorded' from the drop down selection.



Select the Company that the message is being sent for.



Browse the files to find the .WAV file recorded earlier.



Type in the 'Display Text' for use when searching for the message via the Stream Alert web interface. Then select 'Add File'.

Pre-Recorded Messages for Stream  
Add a file

File: C:\Documents and Settings\... Browse

Display Text: Demo Message

Department: Sales

Add File

File ID	File Name	Display Text	Active	Dept.	Owner	Listen	Delete
177	20060720-082346-1234-70453.wav	VA Patient Survey	<input type="checkbox"/>	Sales	asneed		
229	20060913-094647-427-79834.wav	Customer Satisfaction	<input type="checkbox"/>	Sales	asneed		

The new message will now be added to the Stream drop down listing.

Pre-Recorded Messages for Stream  
Add a file

File: Browse

Display Text:

Department: Sales

Add File

File ID	File Name	Display Text	Active	Dept.	Owner	Listen	Delete
177	20060720-082346-1234-70453.wav	VA Patient Survey	<input type="checkbox"/>	Sales	asneed		
229	20060913-094647-427-79834.wav	Customer Satisfaction	<input type="checkbox"/>	Sales	asneed		
240	pre50E3.wav	Demo Message	<input checked="" type="checkbox"/>	Sales	pharkness		

Now, when a broadcast is launched, the new message will appear in the listing under 'Select Pre-Recorded Message'.

Stream Alert

System Manager | User Manager | Reports | Help | Admin | User | Logout

1. Distribution | 2. Message | 3. Recipients | 4. Options | 5. Review

Message Creation/Selection

Create Audio For Your Message: \*

- Select Pre-recorded Message
- Record a Message
- Select Template For Conversion
- Create From Text
- Import Text File For Conversion

Please Select: Demo Message

Add Message

## Creating 'Text To Speech' Conversion During the Broadcast

Select 'Create from Text' when choosing the message via the Stream Alert web interface. A text box will appear for the message text to be typed. This message will be converted to speech to be sent as a voice message to a land line or cell phone.

Create Audio For Your Message: \*

- Select Pre-recorded Message
- Record a Message
- Select Template For Conversion
- Create From Text
- Import Text File For Conversion

This is a test message.

Message: \*

Add Message

## Creating 'Text To Speech' Conversion Within the Admin Section

To begin, select the 'Admin' tab and Select 'System Manager', followed by 'Files', then 'Convert Text' to type the message.

Stream

System Manager | User Manager | Help | Admin | User | Logout

Files >

Management

Available Files

Templates

Pre-Recorded

Pre-Messages

Post-Messages

Acknowledgements

Survey Questions

Surveys

Convert Text

File: Browse...

Display Text:

Department: Sales

Select the Type of Message including Pre, Pre-recorded, Acknowledgement, Post, or Survey.

## Convert Text to Audio

Select the file type: Pre-Message

Display Text:

Message Text:

Name the message for the screen Display Text. Then, type the message exactly as it should be heard by the recipient. Press 'Convert'.

## Convert Text to Audio

**Select the file type:**

**Display Text:**

**Message Text:**

The amount of time spent with the doctor was One Excellent. Two Very Good. Three Good. Four Fair. or Five Poor.

Check the file by going to 'System Manager', 'Files', and selecting 'Survey Questions' or 'Pre-Message', etc. depending on the type of message created.

The screenshot shows the Stroom Management interface. On the left, a 'Files >' menu is open, listing options like Available Files, Templates, Pre-Recorded, Pre-Messages, Post-Messages, Acknowledgements, Survey Questions, Surveys, and Convert Text. The 'Survey Questions' option is highlighted. The main area shows the 'Add File' form with fields for File, Display Text, and Department (set to Sales). An 'Add File' button is at the bottom right. Below the form is a table with columns: File ID, File Name, Display Text, Active, Dept., Owner, View/Edit, and Delete.

Once reviewed, mark the file as active to use it.

## System File Management

The screenshot shows the 'Pre-Recorded Survey Questions for Stroom Communications' interface. It includes the 'Add a file' form with fields for File, Display Text, and Department (set to Sales), and an 'Add File' button. Below the form is a table with columns: File ID, File Name, Display Text, Active, Dept., Owner, Listen, and Delete. The table contains one entry:

File ID	File Name	Display Text	Active	Dept.	Owner	Listen	Delete
17	que113.tmp-3.txt.wav	Amount of Time Spen	<input checked="" type="checkbox"/>	Sales	PHarkness		

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