

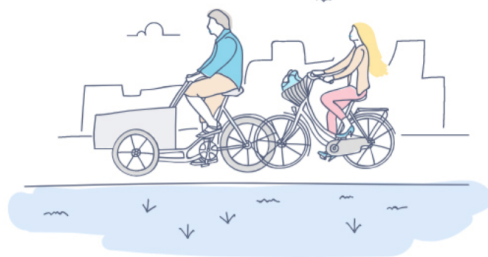
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Configure Unanswered Incoming Call Voice Message

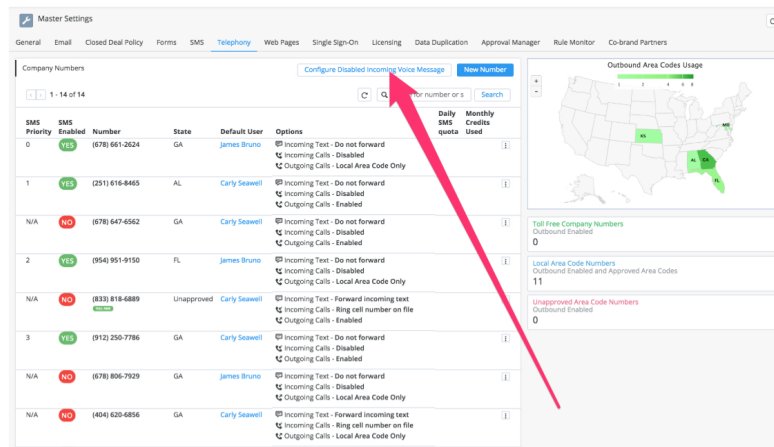
Benj Klang
4 months ago · Updated

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As mentioned in our [Purchase and Configure a Company Phone Number](#) article, Company-purchased phone numbers can be associated with an automated pre-recorded message that's played whenever calls placed to those numbers go answered.

This feature is most often used when, for a given Company Phone Number, **incoming calls have been disabled**.

This voice message, of which there can be only one configured per instance of Surefire, is managed by going to **CRM Settings > Master Settings** where you click on the *Telephony* tab and then click on the *Configure Disabled Incoming Voice Message* button.



Configuring the Automated Voice Message

Once you've clicked on the *Configure Disabled Incoming Voice Message* button, the system displays the **Configure Disabled Incoming Voice Message** pop up.

Configure Disabled Incoming Voice Message ✕

Voice Type *

Woman Man

English speaking only with available accents English speaking only with available accents

International Female (Alice)
Can speak multiple languages

English Accents *

British English

Message * Limited to 1000 characters

We are sorry - but this number does not accept calls at this time.

If you don't know what to say try: 'We are sorry - but this number does not accept calls at this time.'

Test Message Save Message

Cancel

Setting the Voice Type

Assuming you want it read in English, the first step in creating your automated voice message is to choose whether you want it read in a woman's or man's voice.

Once you've used the radio buttons to select the gender of the voice the message is spoken in, you can then select in which accent you want it read.

Choose from:

- British or American English

or

- English spoken with a Spanish, French, Italian or German accent.

Configure Disabled Incoming Voice Message

Voice Type *

Woman Man

English speaking only with available accents English speaking only with available accents

International Female (Alice)

Can speak multiple languages

English Accents *

- British English
- American English
- Spanish
- French
- Italian
- German

If you don't know what to say try: 'We are sorry - but this number does not accept calls at this time.'

Test Message Save Message

Cancel

For your voice selection, you also have the option of selecting an "International Female" voice.

This voice can read outgoing messages composed in languages other than English. Configuration for this option is covered later in this article.

Entering a Message for the System to Read

Once you have selected the voice and accent in which you want your automated voice message read, it's time to enter the message's content.

For English Language messages, simply type the text into the **Message** field.

Configure Disabled Incoming Voice Message

Voice Type *

Woman Man

English speaking only with available accents English speaking only with available accents

International Female (Alice)

Can speak multiple languages

English Accents *

American English

Message * Limited to 1000 characters

You have reached ABC Mortgage. All of our representatives are busy serving other customers. We'll return your call as soon as possible. But in the meantime please leave us a message with your name and number after the tone.

If you don't know what to say try: 'We are sorry - but this number does not accept calls at this time.'

Test Message Save Message

Cancel

For messages that will be read in languages other than English (i.e. You selected "International Female" for Voice Type), see the section directly below in this article.

Creating Messages in Alternate Languages

If you have selected "International Female" for Voice Type, you must then select which language you want your message read in.

Use the **Language** drop down to do this:

Configure Disabled Incoming Voice Message

Voice Type *

Woman Man

English speaking only with available accents English speaking only with available accents

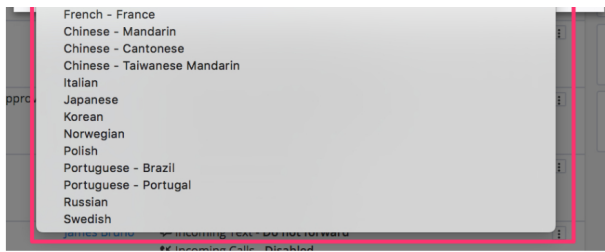
International Female (Alice)

Can speak multiple languages

Language *

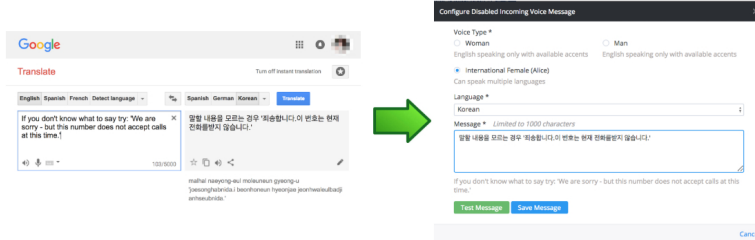
- English - United States
- English - UK
- English - Canada
- English - Australia
- English - India
- Spanish - Mexico
- Spanish - Spain
- Catalan - Spain
- Danish - Denmark
- Dutch - Netherlands
- German
- Finnish
- French - Canada

Cancel



For languages that use Latin characters (e.g. German, French, Indonesian, Portuguese etc), your next step would be to simply type the text into the **Message** field as described above.

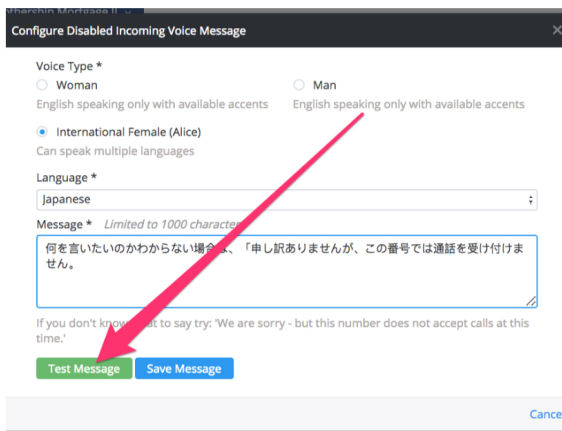
If, however, you select a language that does not use the Latin alphabet, you should paste your text into the Message field. An easy way to do this is to copy your text from Google Translate:



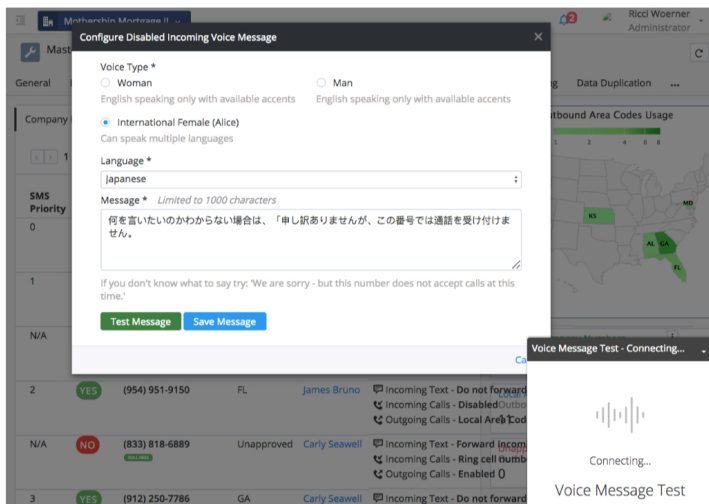
The Language selected from the *Language* drop down menu must match the content/character type entered into the *Message* field for the system to successfully read your message.

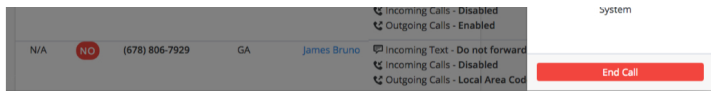
Testing and Saving Your Message

To hear what your message will sound like, click the *Test Message* button.



The system will launch a **Voice Message Test** phone call window from which it will play your message through your speakers/headphones.





Click the Save Message button to commit your changes.

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