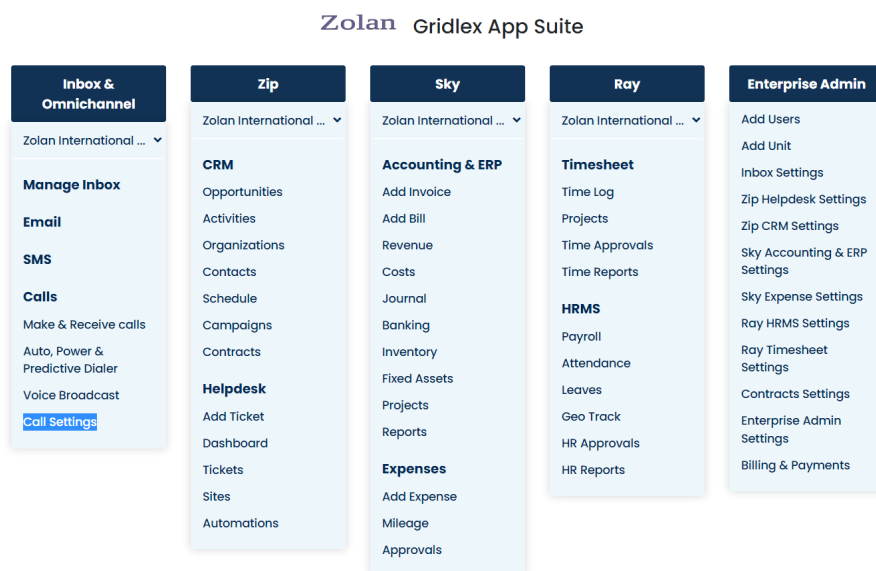


Step 1: Log in to your Gridlex App Suite account.



Step 2: After logging in, navigate to the Inbox & Omnichannel module and click on “Call Settings”.



Step 3: In the Call Settings section, click on “Create New Message”.

GRIDLEX

Inbox ▾ Zip Helpdesk ▾ Zip CRM ▾ Sky Accounting & ERP ▾ Sky Expenses ▾ Ray HRMS ▾ Objects Settings ▾ My Account ▾

Zolan
Zolan Interna.. ▾

Inbox Outgoing Incoming Make & Receive Calls Voice Mail Call Recordings **Call Settings** Auto Dialer Voice Broadcast

All Voice Messages [Create New Message](#)

Voice Message by Tejaswini G via Recorded Message on Oct. 14, 2022, 9:29 a.m.

▶ 0:00 / 0:06 🔊 ⋮

This Voice Message is currently the voicemail for:
+12016902037 (Zolan)

Assign this Voice Message :

Select Inbox Select Connection Select Option [Delete](#) [Submit](#)

Step 4: Use the provided feature to record or upload the desired voice. For example, you can record a voice message stating, "This call may be used for training and quality purposes."

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Inbox Outgoing Incoming Make & Receive Calls Voice Mail Call Recordings **Call Settings** Auto Dialer Voice Broadcast

All Voice Messages [Create New Message](#)

Record Voice Message

00 : 08

[Finish Recording](#)

Upload Voice Message

Upload File

Choose Audio file Browse [Upload](#)

Convert Voice Message Using Text

Step 5: After recording or uploading the tone, click on the "Finish recording" button. Review the recording and ensure it meets your requirements. Once satisfied, submit the recording by clicking on the appropriate button. If you want to record the voice message again, click on "Discard" and create a new voice record.

GRIDLEX

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Zip CRM

Sky Accounting & ERP

Sky Expenses

Ray HRMS

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Make & Receive Calls

Voice Mail

Call Recordings

Call Settings

Auto Dialer

Voice Broadcast

All Voice Messages

Create New Message

Record Voice Message

0:00 / 0:00

Finish Recording

Voice Message Name

Enter Name

Submit

Discard

Upload Voice Message

Upload File

Choose Audio file

Browse

Upload

Convert Voice Message Using Text

Step 6: Navigate back to the "All Voice Messages" section. Locate the recorded file you just submitted. Fill in all the required fields for the call recording. Select the inbox where you want this call recording to play, select the connection where you will utilize this recording and then click on the "Call Recording" option. Double-check that all the fields are filled correctly.

GRIDLEX

Inbox

Zip Helpdesk

Zip CRM

Sky Accounting & ERP

Sky Expenses

Ray HRMS

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Tickets

Sites

Custom Links

Inbox

Outgoing

Incoming

Make & Receive Calls

Voice Mail

Call Recordings

Call Settings

Auto Dialer

Voice Broadcast

All Voice Messages

Create New Message

Voice Message by Tejaswini G via Recorded Message on Oct. 14, 2022, 9:29 a.m.

0:00 / 0:06

This Voice Message is currently the voicemail for:

+12016902037 (Zolan)

Assign this Voice Message :

Customer Support (Shared)

+12676808350

Call Recording

Submit

Delete

Step 7: Once you have filled in the required fields, click on the "Submit" button. This will activate the call recording feature. From now on, the recorded message will play each time you connect with a prospect.

You can repeat these steps to activate the voicemail feature as well by creating a separate voice message for voicemail and configuring the necessary settings.

Remember to save any changes and ensure that the recorded messages and settings are configured correctly before using the call recording and voicemail features in Gridlex App Suite.