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Five9 Update Greeting [1]

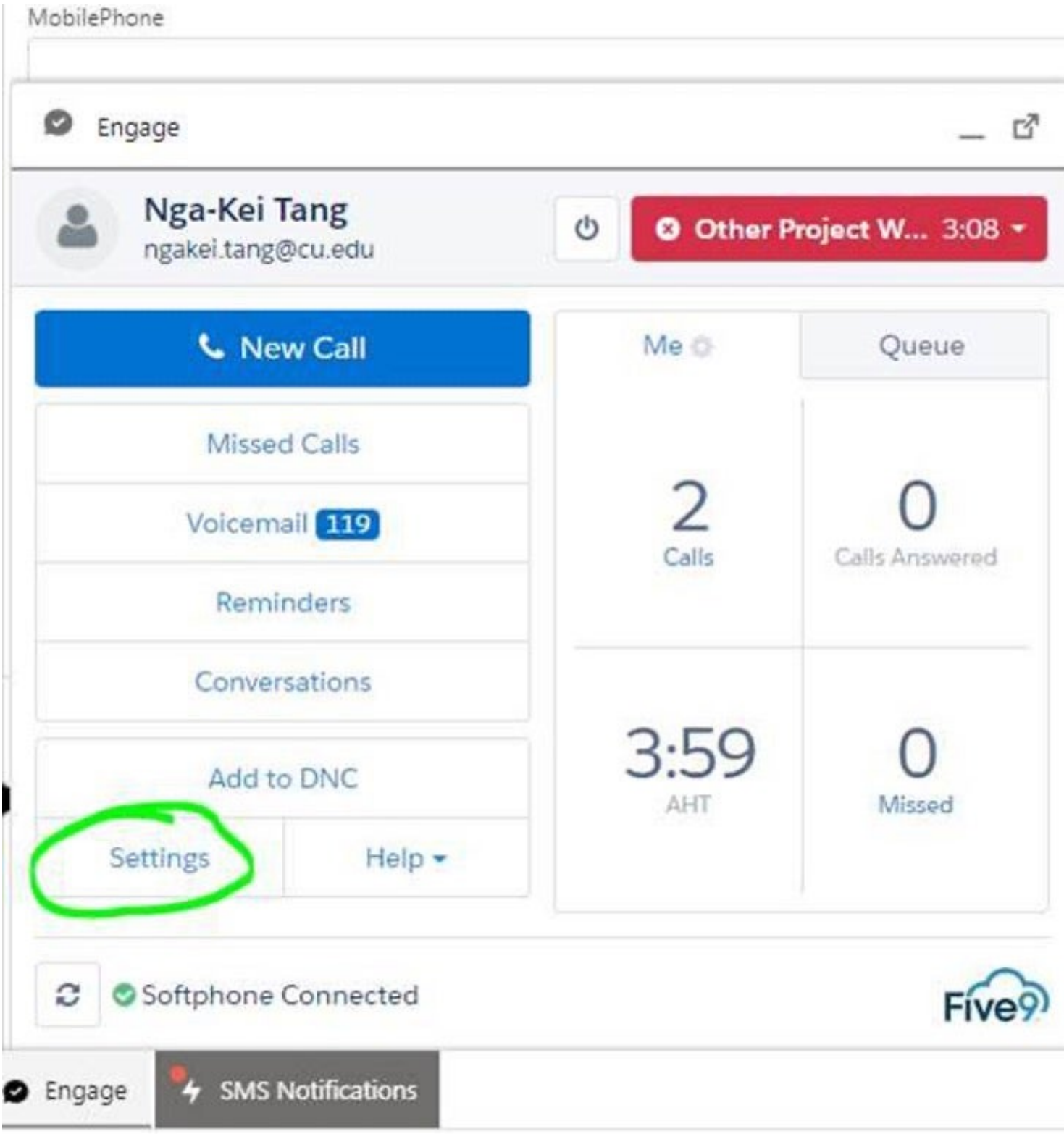
March 31, 2023 by m.essa [2]

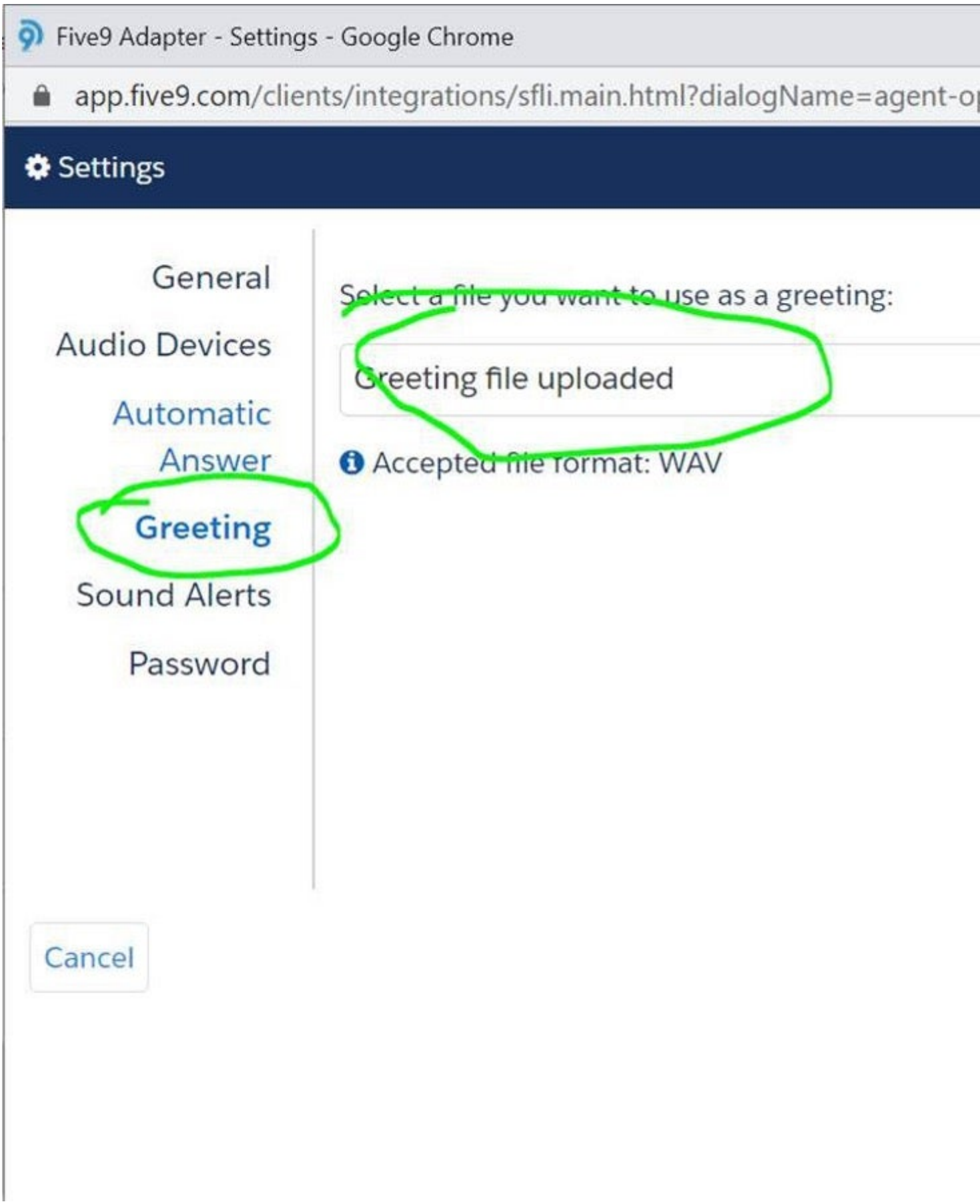
1. Use the voice recorder on your laptop to record the message.

To save the recording in Salesforce, it must be formatted as u-law WAV file.

- If the file defaults to a M4A file; convert it to a u-law WAV file
- Save the M4A file on your laptop.
- Use this website to convert it to a WAV file: g711.org [3].
- Select the output format as **u-law WAV (8Khz, Mono, u-law)**

2. After you have your recording ready, please go to "Home" - "Settings" - "Greeting" and then delete the existing recording, and upload the new one. You should be able to save it and that’s all!


MobilePhone
Engage
Nga-Kei Tang
ngakei.tang@cu.edu
Other Project W... 3:08
New Call
Missed Calls
Voicemail 119
Reminders
Conversations
Add to DNC
Settings
Help
Me
Queue
2
Calls
0
Calls Answered
3:59
AHT
0
Missed
Softphone Connected
Five9
Engage
SMS Notifications



After you return, you will have to follow the same steps to change it back to your regular message.

Please note that when we first recorded the message, we only saved it as a regular WAV file format. Since we need to use a u-law WAV file for this function, you must first convert the file using a conversion website such as g711.org.

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