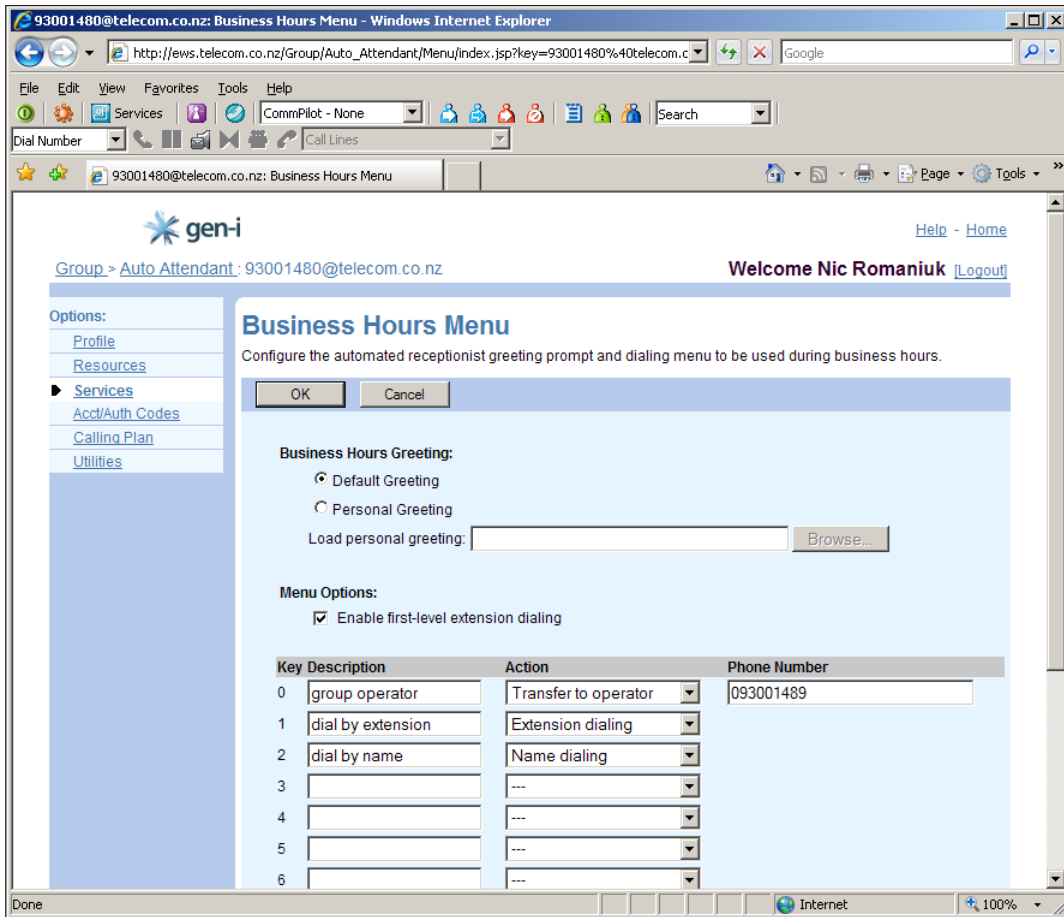


## Announcement Assigning for Call Centre and Auto Attendant Old Method

Select '**Personal Greeting**' to play a customised recording. Type the **path and file name of the .WAV file** that contains your greeting in the '**Load personal greeting**' box, or click '**Browse**' to select a file on your computer.



## New Method

### 1. Load Files to 'Call Centre or Auto Attendant Repository'

- On *Call Centre or Auto Attendant Profile* page, select *Announcement Repository*.
- For audio files, select *Audio* tab and *Add* button, or
- Enter a name for the announcement.
- Select a file using the *Choose File* control.
- Click **OK**.
- New announcement should be displayed on the list of announcements.

### 2. Apply the announcement to the appropriate option for Call Centre or Auto Attendant

