



Cisco CJP: Administrator Training

Media Files

Media Files

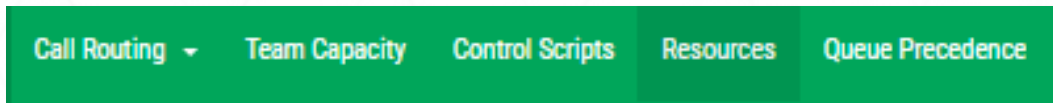
- All media files are managed through the Routing Strategy module under Resources.
- Two main types of media files:
 - Hold Music
 - Audio Messaging (like a greeting or menu)
- When a call is queued on the CJP network, an audio file continues to play until the call is distributed to a team with available capacity.
- If the call is queued for longer than the length of the audio content, the audio file loops back and restarts from the beginning.
- Best Practices:
 - Include a brief delay message followed by music.
 - Announce the name of the associated queue or dept the caller has reached, instruct the caller to hold for the next available agent, and “may” if applicable - include a warning that calls may be monitored.
- You can record one audio file for each strategy, so the message can vary by time of day, day of week, holiday schedule, and other factors.

Creating Media Files

- Record desired music or message
 - Capture through professional recordings or media editors
 - Use media converter like GoldWave or Audacity (Freeware)
- Convert media file
 - Convert file to .wav, u-law, 8000Hz, 64kbps, mono
- Save Media File
 - File names should be less than 34 characters in length
 - Do not use punctuation in file names
 - **Do not use spaces in file names**
 - You can use “_”

Upload Media Files

- In the Routing Strategy module select Resources



- Click “New” to upload a new file

A dialog box titled 'Upload Resource' with a breadcrumb 'Resources > Add'. It contains a 'Resource Name' text input field, a 'File' section with a green 'Browse...' button, and two buttons at the bottom: a green 'Save' button with a floppy disk icon and a green 'Cancel' button with an 'X' icon.

- Browse to the file location and click “Save”



Thank You!

CJP Customer Support

801-379-3000

(toll free) 800-213-1315

cjpsupport@veracitynetworks.com

November 28, 2018