



## VoiceCast & VoiceCast TTS

### VoiceCast Service

Send your voice message to 1000's of telephones and mobile phones...

The *VoiceCast* Service was designed by our in-house engineers as an emergency alert tool, rather than the marketing tool it has become - but the possibilities are endless!

- Tell customers about new products
- Let customers know they have outstanding invoices
- Remind colleagues, customers and suppliers about up-and-coming seminars, webinars or other key business events
- Notify customers of service downtime or overseas holidays

To any mobile, landline or voicemail!

VoiceCast also has some quirky new features:

- **Create a *standard voice recording* (\*.wav file)** and send to as many numbers as you like.
- **Answer Phone Detection** - two voice messages can be recorded, one for human answer and one for answer phone / voicemail. The VoiceCast Server will play whichever is applicable to each number.
- **DTMF Call Back Support** - the receiver of the VoiceCast can press a tone on the keypad, linking the receiver to a call centre for immediate action.
- **DTMF Voice Message Support** - the receiver of the VoiceCast can press a tone and leave a VoiceMail for the sender.
- **Survey support** - similar to an IVR structure, the receiver can use the keypad to answer variable questions.
- **Call Forwarding Support** - the receiver can use the keypad to select call centre staff or completely different phone numbers.  
(e.g. "Press 1 for Accounts Receivable, Press 2 for your Account Manager etc.)

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## VoiceCast TTS

VoiceCast TTS has all the features of the standard VoiceCast Service, with added functionality!

VoiceCast TTS includes the use of our Text to Speech engine, allowing for full voice automation!

This means VoiceCast TTS can transcribe any text into a full voice message, on-the-fly, delivering written text as a telephone call! Allowing for:

- **Automated delivery of VoiceCasts** - directly from your Accounting System, Marketing Software, Email Client etc.
- **Personalization** - have the message manipulated instantly, allowing each VoiceCast to be unique to each recipient (using *substitution* to add personal names, dollar values, dates/times based on timezones etc.)

### Customer Solutions include:

- Advising of a system outage with full details on what is out and times/dates since outage.
- Sending a TXT and a Voice message for VPN access codes or security tokens.
- Calling customers to advise of overdue accounts or a payment being due, including dollar values and times/dates since overdue.
- Marketing broadcasts (similar to telemarketing). Customers "Press 1 for more information" or "Press 2 for connection to sales staff" etc.

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## Text-2-Speech

Full Text to Speech capability. TNZ Group's TTS service can convert any text into audible speech, instantly! With realistic synthetic voices that hold some personality and style!

We've built it... Tell us how **YOU** can use it!

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## This guide features the following categories:

1. [Sending VoiceCast using the Web Portal](#)
2. [Sending VoiceCast using an Email Client](#)
3. [Creating a Broadcast list of Targets \(Phone Numbers\)](#)
4. [Creating an SFV File for Email VoiceCasting](#) (advanced users only)
5. [Using SSML Commands to adjust Text-to-Speech](#)

# A Guide to the VoiceCast Service

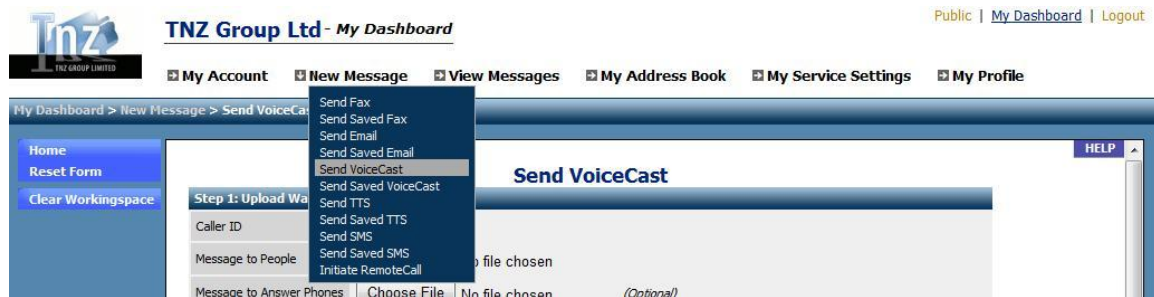
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## Sending VoiceCast using the Web Portal

TNZ Group offers the option to submit VoiceCast jobs using our Web Portal. Simply login using your supplied username and password, then follow the instructions below.

Open the **VoiceCast** or **VoiceCast TTS** Submit page:

1. Select **New Message**
2. Click **Send VoiceCast** or **Send TTS**
3. You are also given the option to **Send Saved VoiceCast** or **Send Saved TTS**. This allows you to save commonly sent voice jobs for easy set up later.



#### Step 1: Upload a Wave File (for VoiceCast only):

1. Select your available **CallerID**. This is the number your recipients will see.
2. Select your chosen **Message to People**. This is the voice message played to all recipients to pick up the phone.
3. Select your chosen **Message to Answer Phones**. This is the voice message played when the VoiceCast detects a standard Answering Machine. *Optional*.
4. Select your chosen **Message on Call End**. This is the voice message played on termination of the call (e.g. when all the prompts have finished). *Optional*.
5. While we can convert any basic audio file on the fly, it can be a good idea to try keeping your audio files to a standard format that is easy for our VoiceCast servers to interpret. As we convert all files to 8-bit Mono (standard for telephones) a format close to this is appreciated.

Step 1: Upload Wave File			
Caller ID	<input type="button" value="Choose File"/>	No file chosen	
Message to People	<input type="button" value="Choose File"/>	No file chosen	
Message to Answer Phones	<input type="button" value="Choose File"/>	No file chosen	(Optional)
Message on Call End	<input type="button" value="Choose File"/>	No file chosen	(Optional)

#### Step 1: Enter a Message (for VoiceCast TTS only):

1. Select your available **CallerID**. This is the number your recipients will see.
2. Select your chosen **Message to People**. This is the voice message played to all recipients to pick up the phone.
3. Select your chosen **Message to Answer Phones**. This is the voice message played when the VoiceCast detects a standard Answering Machine. *Optional*.
4. Select your chosen **Message on Call End**. This is the voice message played on termination of the call (e.g. when all the prompts have finished). *Optional*.
5. You can input SSML commands in these boxes to adjust voice personality, pitch, speed, etc. For full a full SSML command list, see our guide here: [SSML Commands](#)

Step 1: Enter Message	
Caller ID	<input type="button" value="Choose File"/>
Message to People	<input type="text"/>
Message to Answer Phones	<input type="text"/>
Message on Call End	<input type="text"/>

## Step 2: Choose Recipients (for VoiceCast and VoiceCast TTS):

1. **Method 1:** This enables you to upload a CSV list of recipients. This can be a single column of numbers or a comprehensive list of numbers relating to Names and CustomX values.
2. **Method 2:** This option allows you to select a preloaded list of recipients. The **Address Book** option gives you a list of all your loaded recipients, where the **Groups** option gives you categorized lists. To manage these lists, select **My Address Book** on the top menu.
3. **Method 3:** This section enables you to input single numbers. This can be for one off Voice transmissions or adding additional entries to an uploaded list or Address Book.
4. **Confirm Recipients** is a critical option whereby you can view all the uploaded recipients and ensure that the number is formatted correctly (all country and area code prefixes are in place) and any additional variables (Name, Attention, Company, CustomX) are in the correct columns.

Step 2: Choose Recipients

Recipients

Method 1:  Select from an existing list

Method 2:  **OR**  Choose from already uploaded list(s) or group(s)

Method 3:  [Add Recipient](#) Add additional recipients

Total number of recipients to send to

### Method 1:

The **Map to Database** fields take the columns in your CSV file and match them to common columns used by the VoiceCast service. The **Number** field relates to the actual phone number of the recipient. The **Name**, **Custom1** and **Custom2** fields relate to substitution commands.

The **Include first line as data** option is for lists that don't include titles on the columns inside the CSV. This means we will take the top line as a destination also.

The **Prepend String** field allows you to add extra character strings in front of your destination numbers. This only applies to lists that actually require additional strings in front of number lists. You can also use this option to add country codes (e.g. Prepend String = 0064) and area codes (e.g. Prepend String = 09). Also useful for lists created in "intelligent" software that strips the first '0' from lists (as it is a number).

Upload a List

Choose Excel or CSV file: testlist.csv 100% Done

Select Field Mapping

Map to Database

Number: Main Phone

Name: First Name

Custom1: Custom1

Custom2: Custom2

☐ Include first line as data

☒ Ignore duplicate entries

☐ Overwrite duplicate entries

Prepend String (optional):

VS.

Upload a List

Choose Excel or CSV file: testlist.csv 100% Done

Select Field Mapping

Map to Database

095553456 Main Phone

John First Name

\$1787.50 Custom1

#7623 Custom2

☒ Include first line as data

☒ Ignore duplicate entries

☐ Overwrite duplicate entries

Prepend String (optional):

### Step 3: Enable Keypads (for VoiceCast and VoiceCast TTS):

1. This section applies **only** to VoiceCast jobs that will be transferred to a human operator. For comprehensive voice surveys, please see the section on **Creating SFV files** or contact a **TNZ Group Representative**.
2. **Message to Operators on Call Route:** This option is the message that is played to your call centre staff when picking up the phone. Once this message has been completed, the call will be connected. This is typically something similar to "Forward call from *xxxxx* regarding *yyyyy*". For **VoiceCast** jobs, this will display a **Choose File** button, where you can upload a Wave file. For **VoiceCast TTS** jobs, this will display a **text box**, where you can enter TTS text including any SSML commands.
3. **Message to People on Call Route:** This option is the message that is played to your call after selecting an option from your VoiceCast. Once this message has been completed, the call will be connected to your call centre staff. This is typically something similar to "We will now connect you to our Call Centre. Please hold."  
For **VoiceCast** jobs, this will display a **Choose File** button, where you can upload a Wave file. For **VoiceCast TTS** jobs, this will display a **text box**, where you can enter TTS text including any SSML commands.
4. **Keypad #1-9:** Here you can tick the hotkey buttons you would like to use (relating to your chosen Wave recording or TTS text). **Route Number** is the actual phone number you would like the call to transfer to. **Ext** is an optional field for numbers that require an extension. By default we wait 2 seconds before inputting an extension.

Step 3: Enable Keypads (Set Route Numbers) - Optional			Click
Message to Operators on Call Route	<div>Forward call from XYZ Corporation regarding Debt Chasing</div> <div>(Optional)</div>		
Message to People on Call Route	<div>We will now connect you to our Call Centre. Please hold.</div> <div>(Optional)</div>		
Keypad # 1	<input checked="" type="checkbox"/> Enable	<b>Route Number:</b> <input type="text" value="09 555 9786"/> <b>ext:</b> <input type="text" value="123"/> <small>(Phone number must be 0x xxx xxxx for domestic, 0064 x xxx xxxx for international)</small>	
Keypad # 2	<input checked="" type="checkbox"/> Enable	<b>Route Number:</b> <input type="text" value="09 555 9786"/> <b>ext:</b> <input type="text" value="213"/> <small>(Phone number must be 0x xxx xxxx for domestic, 0064 x xxx xxxx for international)</small>	
Keypad # 3	<input checked="" type="checkbox"/> Enable	<b>Route Number:</b> <input type="text" value="0061 2 3486 5742"/> <b>ext:</b> <input type="text"/> <small>(Phone number must be 0x xxx xxxx for domestic, 0064 x xxx xxxx for international)</small>	
Keypad # 4	<input type="checkbox"/> Enable		
Keypad # 5	<input type="checkbox"/> Enable		
Keypad # 6	<input type="checkbox"/> Enable		
Keypad # 7	<input type="checkbox"/> Enable		
Keypad # 8	<input type="checkbox"/> Enable		
Keypad # 9	<input type="checkbox"/> Enable		

#### Step 4: Advanced Options (for VoiceCast and VoiceCast TTS):

1. The **Reference** field is similar to a Subject Line for email VoiceCasts. This allows you to easily find this particular job in the future, so choose a descriptive title.
2. The **Billing Account** field is an optional Reference field for charging to a Sub Account or Department.
3. The **Number of Operators** field relates to the actual number of staff you have available to answer forwarded VoiceCasts (applies only to jobs that have data in **Step 3**). If you have three available operators to answer VoiceCasts, enter '3' here.
4. The **Retries** field has two segments. The **Attempts** option is the number of times calls should be retried to unavailable numbers (as the number is bad, mobile switched off, etc). The **Periods** option is the time (in Minutes) between each retry attempt.
5. The **Sent at Date/Time** field allows delaying of a VoiceCast job. This means that you can queue up jobs for sending at a later date. We impose a mandatory 10 minute delay on large jobs.
6. The **End Date/Time** field allows you to specify the latest date/time you would like VoiceCasts sent. This is particularly useful for large jobs that are likely to take many hours to complete. Any first time jobs or retry attempts not delivered before this time will be cancelled (and eligible for a resubmit at a later date).
7. The **Save Settings** field offers the option to save a commonly sent VoiceCast for sending again. To access Saved VoiceCast jobs, select **New Message**, followed by **Send Saved VoiceCast** or **Send Saved TTS**.

Step 4: Advanced Options - *Optional* [Click](#)

Reference: Debt Chasing Job - Feb 2011

Billing Account: Administration

Number of Operators: 7

Retries: Attempts: 3, Periods: 10 (Minutes)

Send at Date/Time: 2011/02/16 01 : 05 P.M. hh:mm

End Date/Time: 00 : 00 P.M. hh:mm

Save settings: ☐ I would like to save these settings for future use

#### Step 5: Confirmation (for VoiceCast and VoiceCast TTS):

This section simply ensures that you have checked all sections of the VoiceCast message and confirm that it is ready for delivery. Tick the Checkbox and click Send!

Step 5: Confirmation

Confirmation: ☒ I have checked the details above and confirm that I want to proceed with the job

## Reporting (for VoiceCast and VoiceCast TTS):

Once the job has completed, you will receive a comprehensive report back to your login email address. To view this report while the VoiceCast is processing, simply log into the TNZ Group website using your supplied login and password, then:

1. Select **View Messages**
2. Click **Messages Sent**
3. Enter further details regarding the particular message. This may include date of sending, whether it has completed or is still processing, Reference fields, etc.  
Further options can be found by selecting **Advanced Filter**.
4. Click **Perform Selection**

To view Graphical Reports and full statistics on each VoiceCast job, simply:

1. Select the VoiceCast job
2. Click **Parent**
3. Click **View Report**

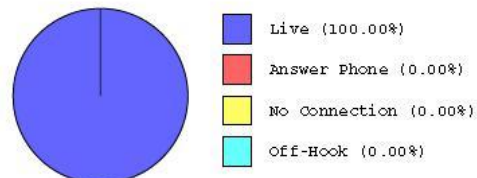
Basic reporting such as call duration and result is also available in this section.



### Job Report : 00000020

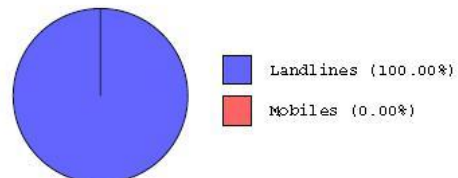
#### Destination Information:

Type	Count
Live	1
Answer Phone	0
No Connection	0
Off-Hook	0
<b>Total</b>	<b>1</b>



#### Call Success Information:

Type	Count	Minutes
Landlines	1	0.5
Mobiles	0	0
<b>Total</b>	<b>1</b>	<b>0.5</b>



#### Call No Connection/Off-hook Information:

Type	Count	Minutes
Landlines	0	0
Mobiles	0	0
<b>Total</b>	<b>0</b>	<b>0</b>



# A Guide to the VoiceCast Service

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## Sending VoiceCast using an Email Client

TNZ Group offers the option to submit VoiceCast jobs using any Email Client (SMTP submission using plain text or HTML emails). Simply use an email address that has been approved by TNZ Group and follow the instructions below.

Open any email client registered with an applicable email address that is registered for use with the **VoiceCast** or **VoiceCast TTS** Service:

1. Select **New Message**.



2. Enter one of the following in the **To:** field:
  - a. [broadcast@voice.tnz.co.nz](mailto:broadcast@voice.tnz.co.nz) – and attaching a list file (CSV) of chosen recipients.
  - b. [095228839@voice.tnz.co.nz](mailto:095228839@voice.tnz.co.nz) – replacing the number with your chosen destination.  
Numbers can be in the following formats:
    - I. [095267798@voice.tnz.co.nz](mailto:095267798@voice.tnz.co.nz)
    - II. [+6495267798@voice.tnz.co.nz](mailto:+6495267798@voice.tnz.co.nz)

VoiceCast will take your existing Outbound Record registered with TNZ and calculate your country code and area code. E.g. if your Outbound Record states +649 we will read address I as +6495267798. If your Outbound Record states +612 we will read address I as +61295267798.

VoiceCast will also look at **Email Friendly** names. If you store a contact in your email clients address book, e.g. "Richard – TNZ Group" as the name for [095267798@voice.tnz.co.nz](mailto:095267798@voice.tnz.co.nz) we will use "Richard – TNZ Group" in any Name, Attention or Company fields (relating to Substitution commands).

You can also attach a broadcast list to a type "b" email. We will send to the attached list and add any additional entries and information found in the **To:** field to the end of the list.

A Guide to Creating Broadcast Lists for VoiceCast can be found here: [Broadcast Lists](#)



### 3. Attaching a **Voice File** or **TTS Speech**:

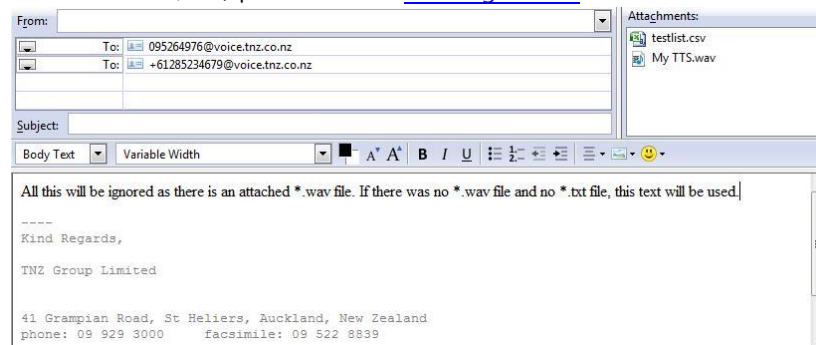
The VoiceCast and VoiceCast TTS servers look at received email and decide whether to process it as a VoiceCast or VoiceCast with Text-2-Speech.

If the VoiceCast sees any Wave (recorded human voice) files attached to an email, it will assume responsibility. If no Wave files are present, VoiceCast TTS will take responsibility for the message and look for a Text file attached. If no Text file is present, it will take any text in the email body and process it into the VoiceCast.

#### For the **VoiceCast** (*natural speech*) **Service**:

Attach a pre-recorded voice message to the email. Ensure that the audio file is in a \*.wav format and contains no tricky codecs. Our VoiceCast server will convert any voice files into 8-bit mono (the standard for telephone transmission), so a format close to this is beneficial.

For advanced features for VoiceCasts via Email (such as attaching multiple Wave files for Answer Phones, etc) please see the [Creating an SFV](#) section of this document.

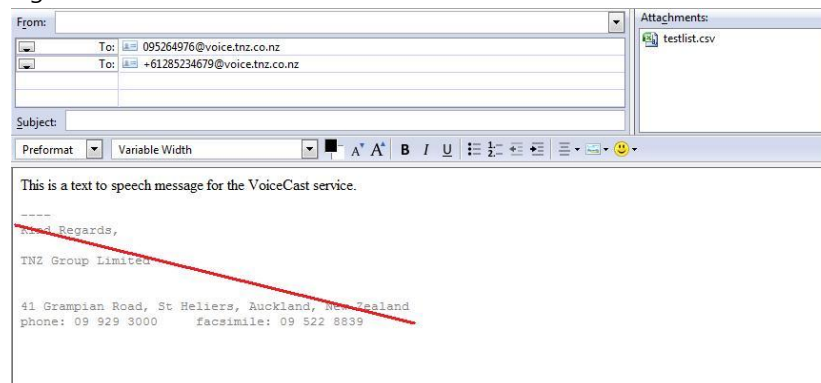


#### For the **VoiceCast TTS** (*text to speech*) **Service**:

Attach a Text file (\*.txt) containing the message you would like to VoiceCast to the email. This can contain any [SSML Commands](#) you would like to be included.

You can also input the TTS message (including SSML commands) directly into the email message body. This will be read only if no Text file or Wave file is attached.

VoiceCast will prune any text after four successive ---- or \_\_\_\_ or #### as this is typically a Signature Block.



4. Using the **Subject Line** for advanced commands:

The Subject Line can be used for creating job References. This allows you to easily find this particular job in the future, so choose a descriptive title.

The Subject Line can also be used for creating advanced VoiceCast commands. One such command is *CMD:Notify=All,Caller=6495558899* – this command will tell VoiceCast that all recipients should see CallerID +6495558899, rather than the default CallerID.

5. Sending the **VoiceCast** or **VoiceCast TTS**:

If you are happy with the layout of your VoiceCast job, click send!

Your job will begin processing.



Once the job has completed, you will receive a comprehensive report back to your email address. To view this report while the VoiceCast is processing, simply log into the TNZ Group website using your supplied login and password, then:

5. Select **View Messages**

6. Click **Messages Sent**

7. Enter further details regarding the particular message. This may include date of sending, whether it has completed or is still processing, Reference fields, etc.

Further options can be found by selecting **Advanced Filter**.

8. Click **Perform Selection**

To view Graphical Reports and full statistics on each VoiceCast job, simply:

4. Select the VoiceCast job

5. Click **Parent**

6. Click **View Report**

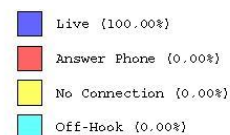
Basic reporting such as call duration and result is also available in this section.



**Job Report : 00000020**

**Destination Information:**

Type	Count
Live	1
Answer Phone	0
No Connection	0
Off-Hook	0
<b>Total</b>	<b>1</b>



# A Guide to the VoiceCast Service

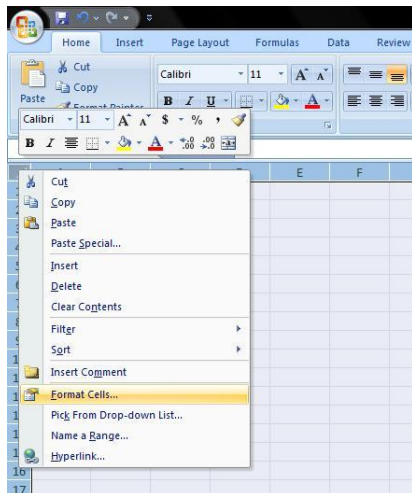
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## Creating a Broadcast List (CSV)

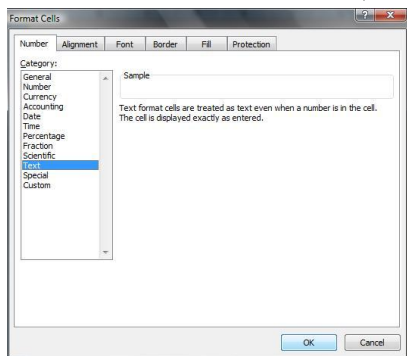
When sending a large **VoiceCast** or **VoiceCast TTS**, rather than typing each recipient number into the Web or your Email Client, it is far easier to create a simple **Broadcast List**.

To create a **simple** Broadcast List:

1. Open your favourite Spreadsheet editor. Popular software includes Microsoft Excel or OpenOffice.org Spreadsheet.
2. To avoid any issues further down the track, click the arrow at the top left of the current page and select **Format Cells**.



3. When in the **Format Cells** menu, select **Text** in the **Category** section. Then click **OK**.

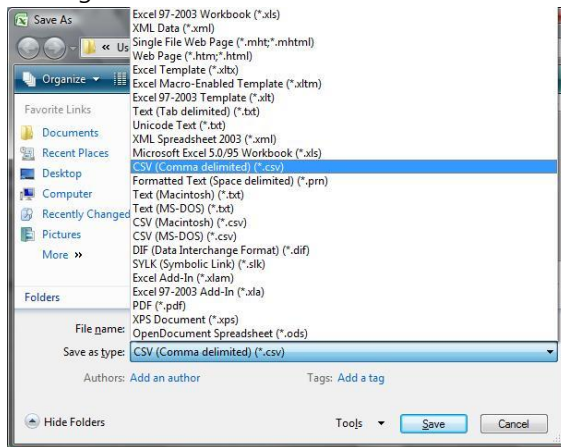


Steps 2 and 3 are crucial as popular Spreadsheet editors cut the first '0' off number lists, which is not applicable for phone numbers!

- Now that the cells are in the correct format, you can begin adding columns. For simple broadcast messages, a simple heading **Number** is sufficient, followed by a list of VoiceCast numbers.

	A	B	C
1	Number		
2	095226679		
3	036124379		
4	095234678		
5	+61264973285		
6	+61364857923		
7	021885623		
8	0274561237		
9	095479631		
10	099745613		
11	+64216795897		
12			

- Save this list as a **Comma Delimited File (CSV)**. Your list is now complete! Attach your list to a VoiceCast or VoiceCast TTS email or web setup and you are set for sending!

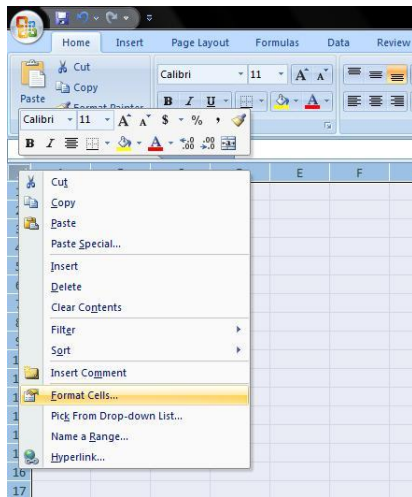


Note that the column heading containing the actual VoiceCast phone numbers should read **Numbers**. **Main Phone** is also acceptable.

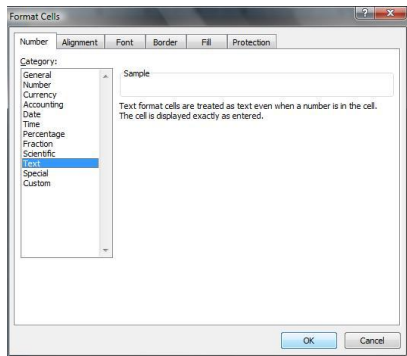
A personalized Broadcast list includes **In-Document Commands** and **Substitution Commands** to fully utilize the **VoiceCast TTS** service. This creates Text-to-Speech commands that speak Customer Names, reference Dollar values, Account Numbers, or any other variable text. It also enables you to include Alternative Phone Numbers (such as a second office line or mobile number) for busy calls.

To create a **personalised** Broadcast List:

1. Open your favourite Spreadsheet editor. Popular software includes Microsoft Excel or OpenOffice.org Spreadsheet.
2. To avoid any issues further down the track, click the arrow at the top left of the current page and select **Format Cells**.



3. When in the **Format Cells** menu, select **Text** in the **Category** section. Then click **OK**.



Steps 2 and 3 are crucial as popular Spreadsheet editors cut the first '0' off number lists, which is not applicable for phone numbers!

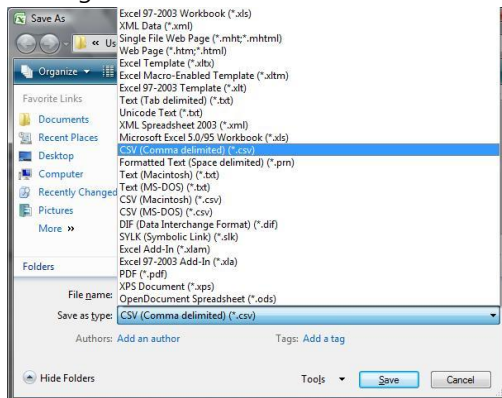
- Now that the cells are in the correct format, you can begin adding columns. For simple broadcast messages, a simple heading **Number** is sufficient, followed by a list of VoiceCast numbers.

	A	B	C
1	Number		
2	095226679		
3	036124379		
4	095234678		
5	+61264973285		
6	+61364857923		
7	021885623		
8	0274561237		
9	095479631		
10	099745613		
11	+64216795897		
12			

- Now add the extra columns that are specific to your recipients. This can include Names, Alternative Phone Numbers, Dollar Values, or any other variable.

	A	B	C	D	E	F	G
1	Number	Attention	Alt Phone	Company	Custom1	Custom2	
2	095226679	John	021567468	Lorem	#4385	13.46	
3	036124379	Jack	0272483679	Ipsium	#4975	25.79	
4	095234678	Harry	095237961	Company	#4620	103.00	
5	+61264973285	Richard	+61273468791	Consectetur	#6791	492.11	
6	+61364857923	Emily	+61346732197	Company	#1567	741.00	
7	021885623	Rebecca	062793489	Company	#2258	8.20	
8	0274561237	Harry	0214312814	Illum	#3182	943.00	
9	095479631	John	036496752	Pariatur	#1013	741.10	
10	099745613	Emily	0215794231	Company	#7540	66.10	
11	+64216795897	Max	037913485	Dolor	#3394	7.00	
12							
13							

- Save this list as a **Comma Delimited File (CSV)**. Your list is now complete! Attach your list to a VoiceCast or VoiceCast TTS email or web setup and you are set for sending!



Note that the column heading containing the actual VoiceCast phone numbers should read **Numbers**. **Main Phone** is also acceptable.

# A Guide to the VoiceCast Service

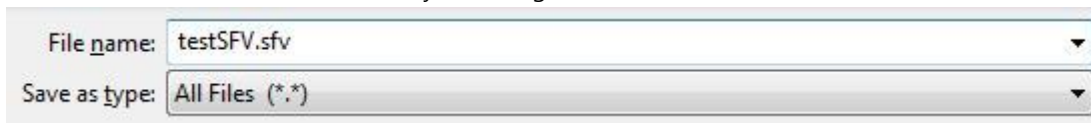
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## Creating an SFV File for Email VoiceCasting (For advanced users only!)

The building blocks of VoiceCast is built around SFV files. With this control, users can input commands directly into the VoiceCast servers, telling VoiceCast what to do, what to play, what to say and when to say it.

To create an SFV file:

1. Open your favourite text editor (such as Notepad)
2. Paste the **SFV template** provided into the text editor
3. Edit the template to suit your **VoiceCast** or **VoiceCast TTS** job
4. Save the document as an SFV by renaming the default file extension.



The image shows a file save dialog box. The 'File name' field contains 'testSFV.sfv' and the 'Save as type' dropdown menu is set to 'All Files (\*.\*)'. Both fields have a small downward arrow on the right side, indicating they are dropdown menus.

SFV Files can be used with VoiceCast or VoiceCast TTS by **Email** only. There is no option for importing SFV files into the web interface.

Simply attach your edited SFV file to your VoiceCast or VoiceCast TTS email along with all related Wave or Text files and a broadcast list and click **Send**. The VoiceCast or VoiceCast TTS server will pick up your message along with the attached SFV and process according to your instructions.

**Note:** using SFV files gives the user significant rights over the VoiceCast system. To avoid any transmission errors, ensure all values are accurate, file names are correct and UKEY is valid. It is advised to test any adjusted VoiceCast or VoiceCast TTS jobs before public transmission.



## Sample for VoiceCast:

[Commands]

UID=voicecasttester@tnz.co.nz  
FROM=The VoiceCast Tester  
REFERENCE=Test Broadcast  
SendTime=UTC251220081200  
SendTimeout=UTC251220101200  
PACING VALUE=5  
RETRY=10 10 10  
RoutePromptOut=RoutedInit  
RoutePromptIn=RouteInit  
CallerID=99293000

[Main]

WaveFile=msg\_to\_people.wav  
Machine=AnswerPhone  
Option=1,Route\_1  
Option=2,Route\_2  
Option=3,Route\_3  
Option=4,Route\_4

[AnswerPhone]

WaveFile=msg\_to\_answer\_phones.wav  
Option=1,Route\_1  
Option=2,Route\_2  
Option=3,Route\_3  
Option=4,Route\_4  
Option=EndCall

[RoutedInit]

WaveFile=call\_route\_msg\_to\_operators.wav

[RouteInit]

WaveFile=call\_route\_msg\_to\_people.wav

[Route\_1]

CallMode=Route,099293000

[Route\_2]

CallMode=Route,099293001

[Route\_3]

CallMode=Route,021999888

[Route\_4]

CallMode=Route,02713456

[EndCall]

WaveFile=hang\_up\_call.wav

## What this means:

Start of [Commands] section

Email Address for receiving delivery reports

User's Name

Subject Line for easy reference

**UTC** dd/mm/yyyy hh:mm for start broadcast

**UTC** dd/mm/yyyy hh:mm for stop broadcast

Number of concurrent outgoing calls at a time

Time in minutes between retry of failed calls

Constant Value dictating [RoutedInit] section

Constant Value dictating [RouteInit] section

CallerID displayed on receiver's phone

Start of [Main] section

Wave played to **Humans** on answer

If AnswerPhone detected, see [AnswerPhone]

If Keypad #1 pressed, see [Route\_1]

If Keypad #2 pressed, see [Route\_2]

If Keypad #3 pressed, see [Route\_3]

If Keypad #4 pressed, see [Route\_4]

Start of [AnswerPhone] section

Wave played to **AnswerPhones** on answer

Similar to [Main] section, this is used as a safety precaution in the event we miscalculate an answer phone or a human picks up the answer phone message during delivery

If no Keypad is pressed, see [EndCall]

Start of [RoutedInit] section

Wave played to **call centre** on call route

Start of [RouteInit] section

Wave played to **receivers** on call route

Start of [Route\_1] section

Number to be forwarded to on Keypad 1

Start of [Route\_2] section

Number to be forwarded to on Keypad 2

Start of [Route\_3] section

Number to be forwarded to on Keypad 3

Start of [Route\_4] section – continues till [Route\_9]

Number to be forwarded to on Keypad 4

Start of [EndCall] section

Wave played on **call end**

## Sample for VoiceCast TTS:

[Commands]

UID=voicecasttester@tnz.co.nz  
FROM=The VoiceCast Tester  
REFERENCE=Test Broadcast TTS  
SendTime=UTC251220081200  
SendTimeout=UTC251220101200  
PACING VALUE=5  
RETRY=5 5 5  
RoutePromptOut=RoutedInit  
RoutePromptIn=RouteInit  
CallerID=99293000

[Main]

Play=<prosody rate=".9">Hi, this is a message for %Name%.</prosody>Press 1 to talk to %Custom1% or press 2 to leave a Voicemail. <break time=".5"/>Thanks.  
Machine=AnswerPhone  
Option=1,Route\_1  
Option=2,Route\_2  
Option=EndCall

[AnswerPhone]

Play=<prosody rate=".9">Hi, this is a message for %Name%.</prosody> Please call back on 0 9 9 2 9 3 0 0 0. <break time=".5"/>  
Regards, TNZ Group Limited.  
Option=1,Route\_1  
Option=2,Route\_2

[RoutedInit]

Play=Forward from VoiceCast

[RouteInit]

Play=Connecting you now. Please Hold.

[Route\_1]

CallMode=Route,099293000

[Route\_2]

CallMode=Route,099293001

[EndCall]

Play=Thank you.

## What this means:

Start of [Commands] section

Email Address for receiving delivery reports

User's Name

Subject Line for easy reference

**UTC** dd/mm/yyyy hh:mm for start broadcast

**UTC** dd/mm/yyyy hh:mm for stop broadcast

Number of concurrent outgoing calls at a time

Time in minutes between retry of failed calls

Constant Value dictating [RoutedInit] section

Constant Value dictating [RouteInit] section

CallerID displayed on receiver's phone

Start of [Main] section

Text-to-Speech message played to **Humans** on answer of phone

If AnswerPhone detected, see [AnswerPhone]

If Keypad #1 pressed, see [Route\_1]

If Keypad #2 pressed, see [Route\_2]

If no Keypad is pressed, see [EndCall]

Start of [AnswerPhone] section

Text-to-Speech message played to **AnswerPhones** on answer phone detection

Similar to [Main] section, this is used as a safety precaution in the event we miscalculate an answer phone or a human picks up the answer phone message during delivery

Start of [RoutedInit] section

Message played to **call centre** on call route

Start of [RouteInit] section

Message played to **receivers** on call route

Start of [Route\_1] section

Number to be forwarded to on Keypad 1

Start of [Route\_2] section - continues till [Route\_9]

Number to be forwarded to on Keypad 2

Start of [EndCall] section

Message played on **call end**

# A Guide to the VoiceCast Service

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## Using SSML Commands to adjust Text-to-Speech

TNZ Group's Text-to-Speech engine offers the ability to use **Speech Synthesis Markup Language** commands. SSML gives users the control over how the TTS sounds by adjusting voice pitch, speed, emphasis, pauses, etc.

SSML can be seen in the following paragraph:

```
Play=<prosody rate=".9">Hi, this is an important message for<break time=".5s"/> <prosody rate=".80">%Name%</prosody>. If  
this is, <prosody rate=".80">%Custom2%</prosody>, press one, otherwise, please get, <prosody  
rate=".80">%Custom2%</prosody> <break time=".75s"/>to call us on, <prosody rate=".80">09, 9 2 9, 3 0, 0 0 </prosody> <break  
time=".75s"/>regarding an urgent business matter<break time=".5s"/> quoting reference<break time=".5s"/> <prosody  
rate=".70"><say-as type="spell-out">%custom1%</say-as> </prosody> <break time=".75s"/> Thank you</prosody>
```

When using SSML with VoiceCast TTS, a paragraph **must** begin with **Play=**

This enables VoiceCast TTS to know when to interpret your commands. If **Play=** is not present, prosody commands will be read out as normal speech.

### Common Usage Examples:

#### 1. Inserting silence / pauses

```
"This is not <break strength='none' /> a pause."  
"This is a <break strength='x-weak' /> phrase break."  
"This is a <break strength='weak' /> phrase break."  
"This is a <break strength='medium' /> sentence break."  
"This is a <break strength='strong' /> paragraph break."  
"This is a <break strength='x-strong' /> paragraph break."  
"This is a <break time='3s' /> three second pause."  
"This is a <break time='4500ms' /> 4.5 second pause."  
"This is a <break /> sentence break."
```

#### 2. Changing Voices

```
"This is the default voice. <voice name="David">This is David.</voice> This is the default again. <voice  
name="Callie">Callie here.</voice>"
```

#### 3. Adding Emphasis to Speech

```
"This is <emphasis level='strong'>stronger</emphasis> than the rest."  
"This is <emphasis level='moderate'>stronger</emphasis> than the rest."  
"This is <emphasis level='none'>the same as</emphasis> than the rest."
```

#### 4. Spelling Words Phonetically

```
"You say <phoneme ph='t ah0 m ey1 t ow0'>tomato</phoneme>, I say <phoneme ph='t ah0 m aa1 t  
ow0'>tomato</phoneme>"
```

## 5. Adjusting Speech Rate

"I am now <prosody rate='x-slow'>speaking at half speed.</prosody>"  
"I am now <prosody rate='slow'>speaking at 2/3 speed.</prosody>"  
"I am now <prosody rate='medium'>speaking at normal speed.</prosody>"  
"I am now <prosody rate='fast'>speaking 33% faster.</prosody>"  
"I am now <prosody rate='x-fast'>speaking twice as fast</prosody>"  
"I am now <prosody rate='default'>speaking at normal speed.</prosody>"  
"I am now <prosody rate='.42'>speaking at 42% of normal speed.</prosody>"  
"I am now <prosody rate='2.8'>speaking 2.8 times as fast</prosody>"  
"I am now <prosody rate='-.0.3'>speaking 30% more slowly.</prosody>"  
"I am now <prosody rate='+0.3'>speaking 30% faster.</prosody>"

## 6. Adjusting Voice Pitch

"<prosody pitch='x-low'>This is half-pitch</prosody>"  
"<prosody pitch='low'>This is 3/4 pitch.</prosody>"  
"<prosody pitch='medium'>This is normal pitch.</prosody>"  
"<prosody pitch='high'>This is twice as high.</prosody>"  
"<prosody pitch='x-high'>This is three times as high.</prosody>"  
"<prosody pitch='default'>This is normal pitch.</prosody>"  
"<prosody pitch='-50%'>This is 50% lower.</prosody>"  
"<prosody pitch='+50%'>This is 50% higher.</prosody>"  
"<prosody pitch='-6st'>This is six semitones lower.</prosody>"  
"<prosody pitch='+6st'>This is six semitones higher.</prosody>"  
"<prosody pitch='-25Hz'>This has a pitch mean 25 Hertz lower.</prosody>"  
"<prosody pitch='+25Hz'>This has a pitch mean 25 Hertz higher.</prosody>"  
"<prosody pitch='75Hz'>This has a pitch mean of 75 Hertz.</prosody>"

## 7. Adjusting Output Volume

"<prosody volume='silent'>This is silent.</prosody>"  
"<prosody volume='x-soft'>This is 25% as loud.</prosody>"  
"<prosody volume='soft'>This is 50% as loud.</prosody>"  
"<prosody volume='medium'>This is the default volume.</prosody>"  
"<prosody volume='loud'>This is 50% louder.</prosody>"  
"<prosody volume='x-loud'>This is 100% louder.</prosody>"  
"<prosody volume='default'>This is the default volume.</prosody>"  
"<prosody volume='-33%'>This is 33% softer.</prosody>"  
"<prosody volume='+33%'>This is 33% louder.</prosody>"  
"<prosody volume='33%'>This is 33% louder.</prosody>"  
"<prosody volume='33'>This is 33% of normal volume.</prosody>"