

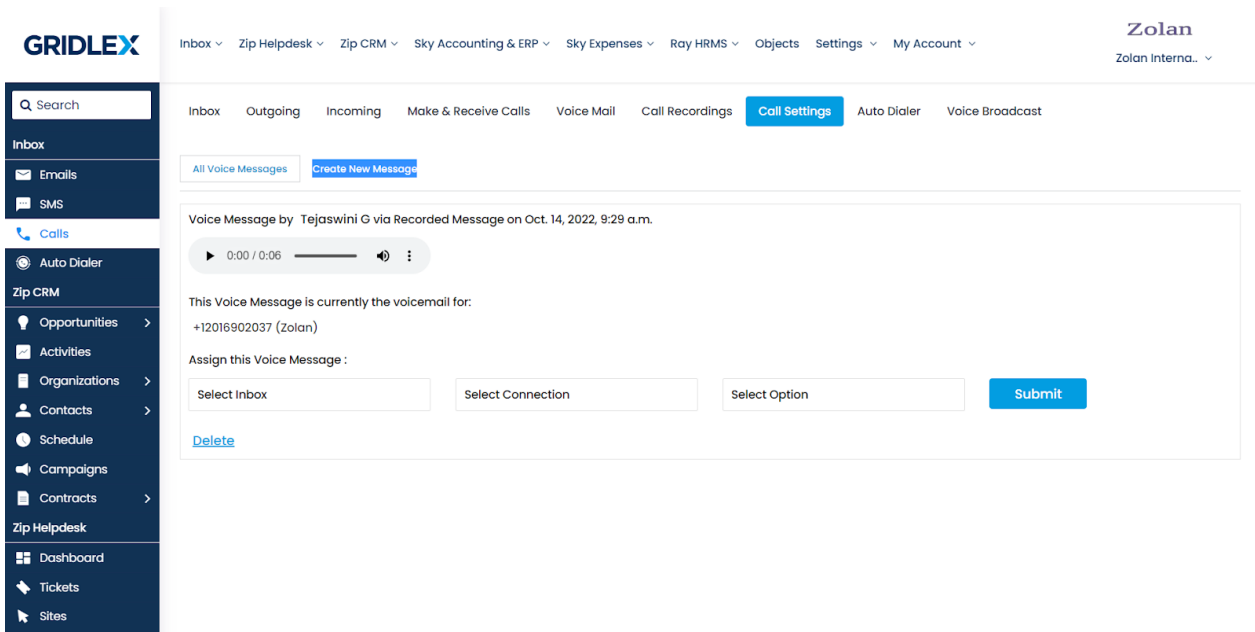
Step 1: Log in to your Gridlex App Suite account.



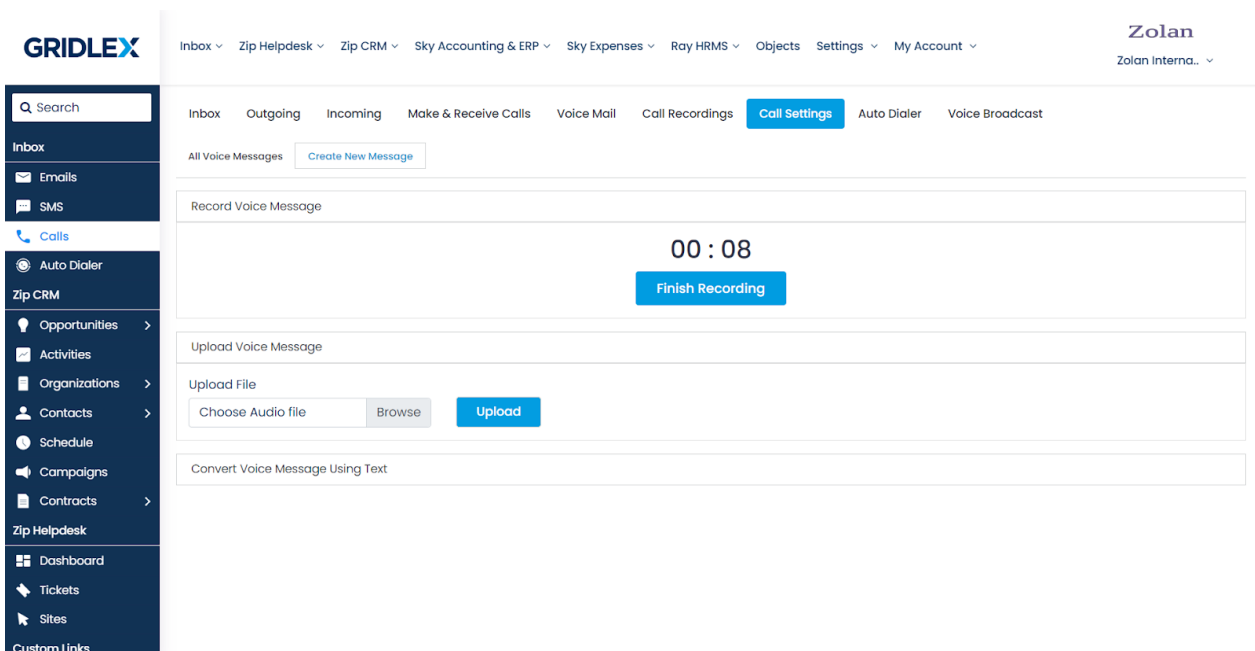
Step 2: After logging in, navigate to the Inbox & Omnichannel module and click on “Call Settings”.



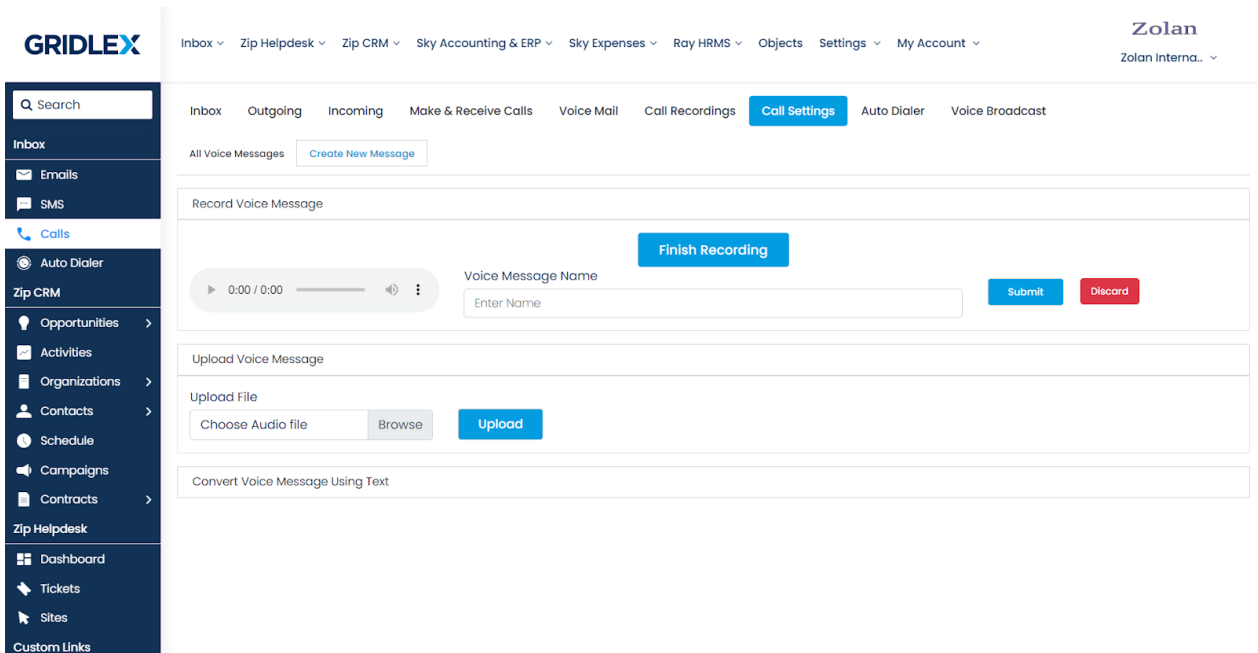
Step 3: In the Call Settings section, click on “Create New Message”.



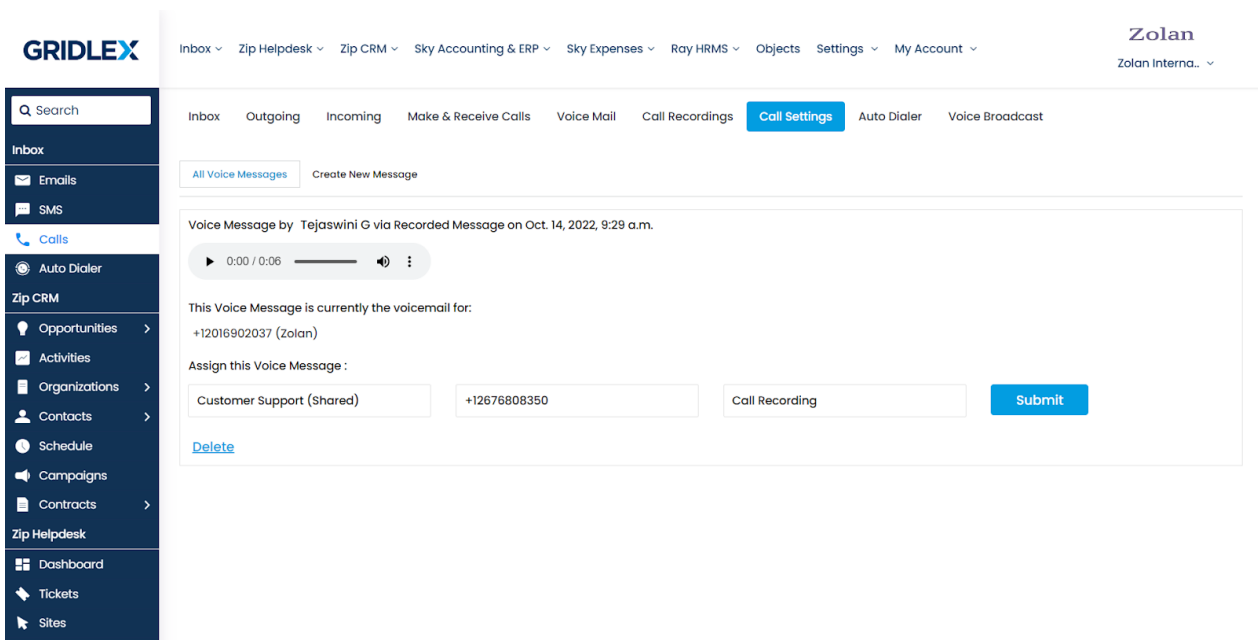
Step 4: Use the provided feature to record or upload the desired voice. For example, you can record a voice message stating, "This call may be used for training and quality purposes."



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.



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.



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.