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



Zolan Gridlex App Suite

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

Inbox & Omnichannel	Zip	Sky	Ray	Enterprise Adm
	Zolan International 🗸	Zolan International 🗸	Zolan International 🗸	Add Users
olan International 👻				Add Unit
dama and halfs and	CRM	Accounting & ERP	Timesheet	Inbox Settings
wanage inpox	Opportunities	Add Invoice	Time Log	Zip Helpdesk Settin
Email	Activities	Add Bill	Projects	Zip CRM Settings
PMC	Organizations	Revenue	Time Approvals	Sky Accounting & E
5M5	Contacts	Costs	Time Reports	Settings
Calls	Schedule	Journal	HPMS	Sky Expense Setting
Make & Receive calls	Campaigns	Banking	Davasli	Ray HRMS Settings
Auto, Power &	Contracts	Inventory	Attendence	Ray Timesheet
Predictive Dialer		Fixed Assets	Attendance	Settings
Voice Broadcast	Helpaesk	Projects	Leaves	Contracts Settings
Call Settings	Add Ticket Dashboard	Reports	Geo Track	Enterprise Admin
			HR Approvals	Settings
	Tickets	Expenses	HR Reports	Billing & Payments
	Sites	Add Expense		
	Automations	Mileage		
		Approvals		

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

GRIDLEX	Inbox 🗸 Zip Helpdesk 🗸 Zip CRM 🗸 Sky Accounting & ERP 🗸 Sky Expenses 🗸 Ray HRMS 🗸 Objects Settings 🗸 My Account 🗸	Zolan Zolan Interna v
Q Search	Inbox Outgoing Incoming Make & Receive Calls Voice Mail Call Recordings Call Settings Auto Dialer Voice Broadcast	
Inbox		
🖂 Emails	All Voice Messages Create New Message	
SMS	Voice Message by Tejaswini G via Recorded Message on Oct. 14, 2022, 9:29 a.m.	
 Calls Auto Dialer 	▶ 0:00 / 0:06 ····· • • •	
Zip CRM	This Voice Message is currently the voicemail for:	
Opportunities >	+12016902037 (Zolan)	
Activities	Assign this Voice Message :	
Organizations >	Select Inbox Select Connection Select Option Submit	
Contacts >		
🕔 Schedule	Delete	
 Campaigns 		
Contracts >		
Zip Helpdesk		
- Dashboard		
🔷 Tickets		
Sites		

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."

GRIDLEX	Inbox 🗸 Zip Helpdesk 🗸 Zip CRM 🗸 Sky Accounting & ERP 🗸 Sky Expenses 🗸 Ray HRMS 🗸 Objects Settings 🗸 My Account 🗸	Zolan Zolan Interna v
Q Search	Inbox Outgoing Incoming Make & Receive Calls Voice Mail Call Recordings Call Settings Auto Dialer Voice Broadcast	
Inbox	All Voice Messages Create New Message	
🗠 Emails		
💻 SMS	Record Voice Message	
📞 Calls	00.08	
💿 Auto Dialer	00.00	
Zip CRM	Finish Recording	
Opportunities >		
Activities	Upload Voice Message	
Organizations >	Upload File	
Contacts >	Choose Audio file Browse Upload	
🕓 Schedule		
┥ Campaigns	Convert Voice Message Using Text	
Contracts >		
Zip Helpdesk		
- Dashboard		
🖴 Tickets		
Sites		
Custom Links		

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.

GRIDLEX	Inbox × Zip Helpdesk × Zip CRM × Sky Accounting & ERP × Sky Expenses × Ray HRMS × Objects Settings × My Account ×	Zolan Zolan Interna ~
Q Search	Inbox Outgoing Incoming Make & Receive Calls Voice Mail Call Recordings Call Settings Auto Dialer Voice Broadcast	
Inbox	All Voice Messages Create New Message	
🖂 Emails		
💻 SMS	Record Voice Message	
📞 Calls	Tinick Descention	
Auto Dialer	Finish Recording	
Zip CRM	0:00 / 0:00 I Submit	Discard
Opportunities >		
Activities	Upload Voice Message	
Organizations >	Uplood File	
Contacts >	Choose Audio file Browse Uplogd	
🕔 Schedule		
┥ Campaigns	Convert Vnice Message I Ising Text	
Contracts >		
Zip Helpdesk		
- Dashboard		
🔶 Tickets		
Sites		
Custom Links		

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.

GRIDLEX	Inbox 🗸 Zip Helpdesk 🗸 Zip CRM 🗸 Sky Accounting & ERP 🗸 Sky Expenses 🤟 Ray HRMS 🗸 Objects Settings 🗸 My Account 🗸	Zolan Zolan Interna v
Q Search	Inbox Outgoing Incoming Make & Receive Calls Voice Mail Call Recordings Call Settings Auto Dialer Voice Broadcast	
Inbox		
🔛 Emails	All Voice Messages Create New Message	
SMS	Voice Message by Teiaswini G via Recorded Message on Oct. 14, 2022, 9:29 a.m.	
📞 Calls		
S Auto Dialer	► 0:00 / 0:08 4) :	
Zip CRM	This Voice Message is currently the voicemail for:	
Opportunities >	+12016902037 (Zolan)	
Activities	Assign this Voice Message :	
Organizations >	Customer Support (Shared) +12676808350 Call Recording	
Contacts >		
🕔 Schedule	Delete	
┥ Campaigns		
Contracts >		
Zip Helpdesk		
Dashboard		
🔶 Tickets		
🖈 Sites		

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.