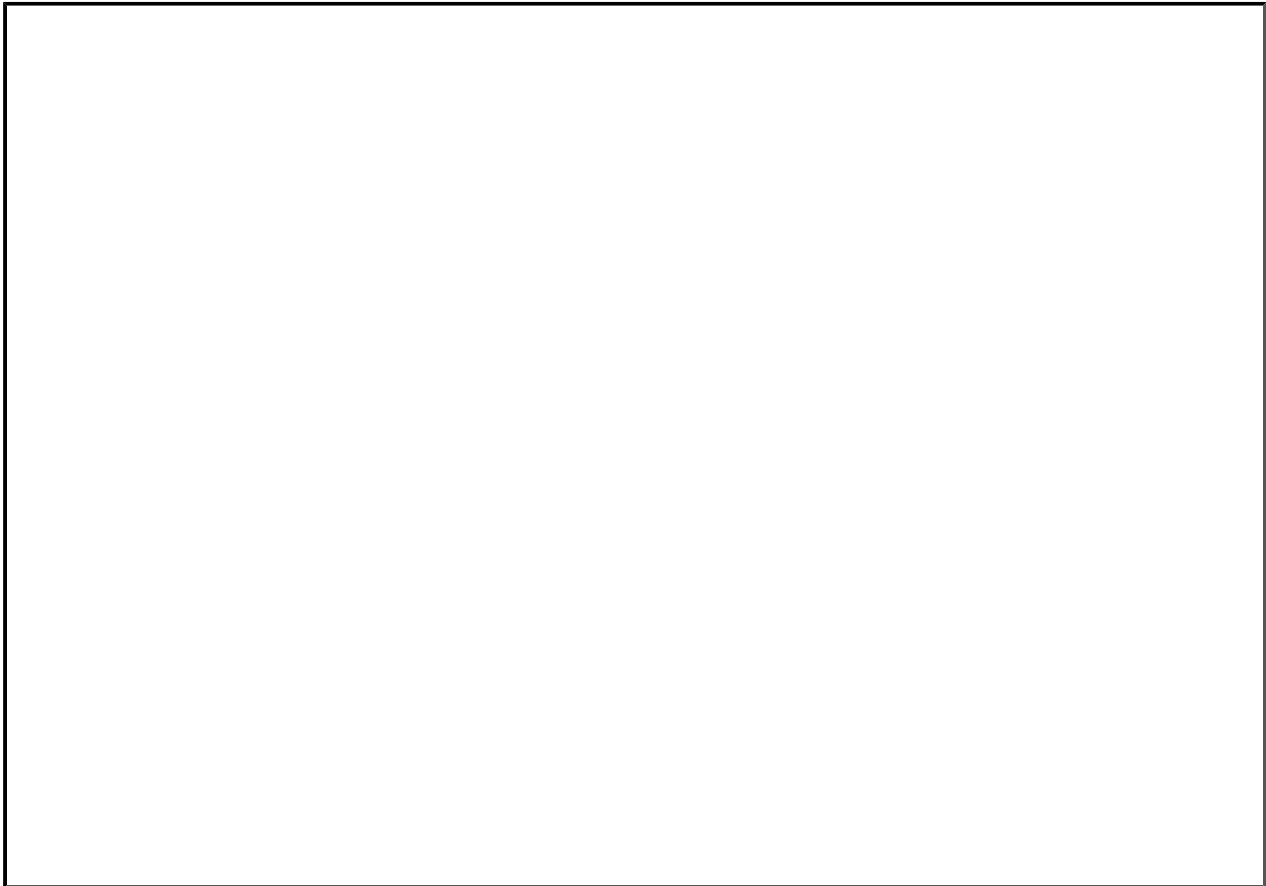


Creating a pre-call recording message in a helpdesk system helps provide professional and informative customer support. It sets expectations for the call, provides important information like recording consents, office hours and business details, and improves customer satisfaction by ensuring efficient and effective handling of calls. The pre-call recording message can be customized to meet the organization's specific needs. This leads to better customer support and effective management of customer inquiries. In this video, we'll show you how to create a pre-call recording message in Gridlex Zip.



If you need any help with any feature, data migration of your old data, or anything at all, just email [apps@gridlex.com](mailto:apps@gridlex.com) and our team will be here to help you. Remember, that one of **Gridlex's** core values is Customer Success. We want you to be successful.