

How to Create & Edit a Pre/Post-Message Tag

In this video, we will discuss How to Create and Edit a Pre-Message or Post-Message Tag.

Message tags are an optional feature enabling you to add an introductory message or closing message to each voice alert.

A pre-message tag example might be: "Hello, this is a voice alert from your organization. Please listen to the following message from your administrator."

A post-message tag example might say something like: "Thank you for listening to this important message from your administrator."

If you choose to add a message tag, you must first create and save a voice template.

To create a voice template, simply locate the Alerts tab at the top of the screen and then select Templates. Next, select the Voice option from the template type drop-down menu. Fill in the Subject field and Template ID.

In the box below you can either type a message for our computer generated voice to read aloud to your users or you can record your own voice file.

If you choose to have our system generate your message, simply type your message in the box (remembering to add punctuation). If you'd like to preview this tag simply enter a phone number in the space provided on the bottom right hand side of the message box. The system will call you to preview the message. Once you are satisfied with your message, click the save button on the left.

If you choose to record a voice message, simply type in your message subject and template ID. Then click the "Insert Voice File" button. Once you click this button, you may choose to either use a file on your computer, record a new voice file, or use a saved voice file. Simply follow the prompts for the option that you choose. Then click Save.

After you click save for either method that you choose, your message will then be filed in the saved templates list.

Once this step is complete, navigate to the Account Tab, top of the screen, and select Account Details from the drop-down menu. Click the "Edit Account Details" button on the bottom left hand side of the screen. Next find your message templates in the pre-message tag and post-message tag



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drop-down menu options. Remember, pre and post message tags will only accept a voice file, not a text to speech file.

Finally, click the update button at the bottom of the screen to save.

Now every voice alert sent from your account will have the message tag that you choose.

Thanks for watching! If you have more questions please feel free to contact our Customer Success Team at support@highgroundsolutions.com.