# Genesys Designer Quick Start Guide

Using Recorded Audio

5/8/2025

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# Using Recorded Audio

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Your application can now greet callers and offer them a simple menu. The next step is to use recorded audio, instead of TTS, to give your application a more polished presentation. In this example, you will upload recorded audio and use it in your sample application.

The video below demonstrates the full example. See below the video for step-by-step instructions.
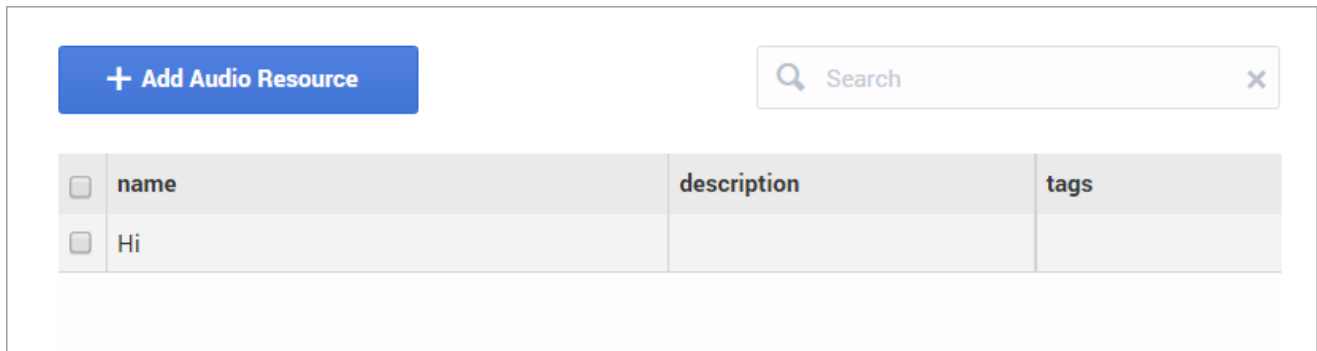
Link to video

## Add an Audio Collection
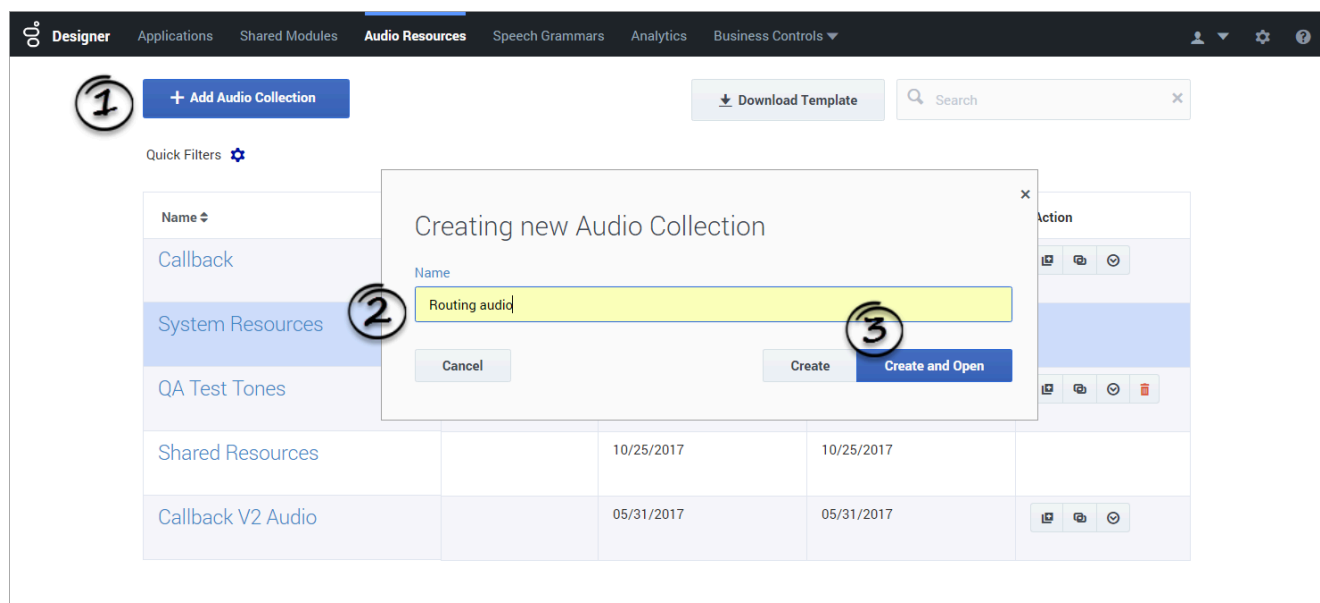


Click **Audio Resources** in the Navigation Bar to open the list of Audio Collections.

The list shows collections of Audio Resources that are stored on your system. Each collection might have one or more audio resources associated with it.

Your next step is to create an Audio Collection and add an Audio Resource to it. You will use this audio resource in your application.

Click **Add Audio Collection** and enter `Routing audio` in the **Name** field. Click **Create and Open**.
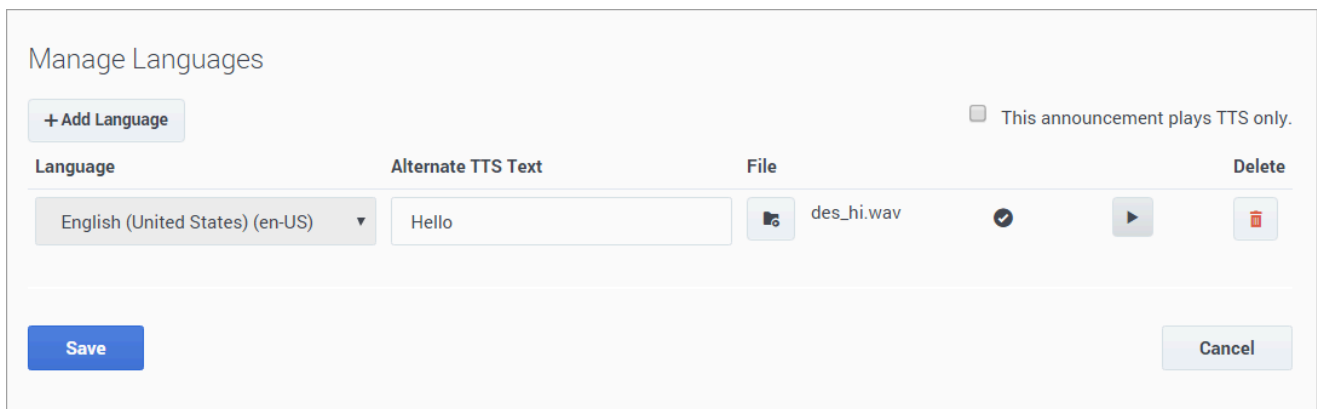
# Add an Audio Resource



Click **Add Audio Resource**. A pop-up window appears and asks you to name this announcement. Enter Hi in the **Name** field and click **OK**. The **Hi** audio resource now appears in the list.

Now that you have added an audio resource to this collection, your next step is to upload an audio file.

# Upload an Audio File



Select the **Hi** audio resource to view its details, which appear to the right of the Audio Resources list. At the bottom of the details section, click **Manage Languages** .

Make sure that **This announcement plays TTS only** is NOT selected.

Click **Add language** to select the language spoken by the audio resource. For this example, select **English (United States) (en-us)**.

Download the following sample audio file: des_hi.wav

Click the **File** button and select the audio file you have just downloaded. A checkmark appears when the file is uploaded successfully.

Click **Save**.

# Publish the Audio Collection
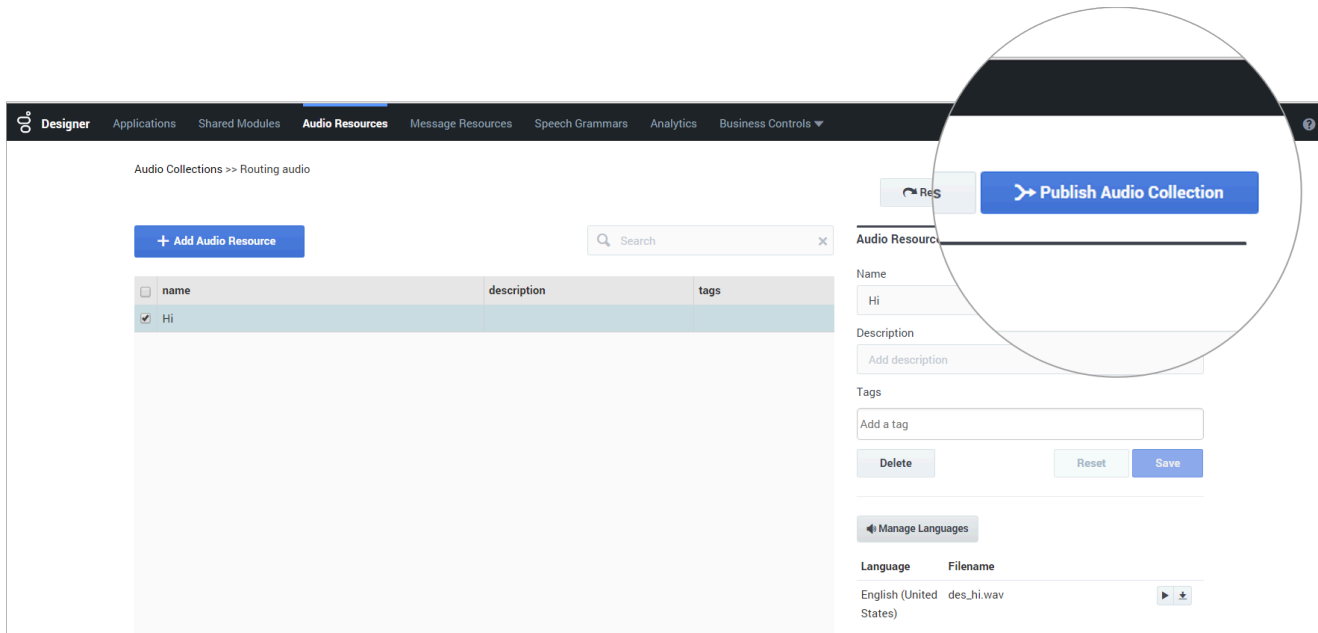


Audio Collections must be published before their audio resources can be used in applications.

From the Audio Resources page, click **Publish Audio Collection**. Designer will display a message when the audio collection is successfully published.

You now have an audio resource that you can use in your application.

# Add Audio to your Application



Click **Applications** in the Navigation Bar to return to the applications list.

Click the **Routing** application to open it for editing and then click **Settings**.

Go to the **Audio** tab. From the **Audio Resource Collection** drop-down list, select the **Routing audio** collection that you created in the previous step. Click **OK**.

Next, select the first **Play Message** block in your application to edit its properties.

Change the prompt **Type** to **Announcement**, and then click the **Value** field. Go to the **Routing audio** tab and select the **Hi** announcement. Click **OK**.

# Publish and Test

Click **Publish** to publish your application and save your changes.

Call your application to hear it say "Hi" with the recorded audio that you uploaded in this example.

# Next steps

Congratulations, you have created your first application in Genesys Designer.

The next pages will explain application structure and configuration so you can create more

applications that suit your business needs.

You can also refer to the Bonus Example page to learn more about advanced topics such as shared modules and segmentation.