



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workbench User's Guide

CM - Uploading Media Files

CM - Uploading Media Files

Channel Monitoring Media Files are uploaded via the **Channel Monitoring - Media Files** page.

The uploaded media is used for the **Receive Media** and **Send Media** Call **Stages** of a Call Flow.

Please ensure you upload .WAV audio files with the following supported audio codecs:

- G.711 Mu Law - pcmu/8000
- G.711 A Law - pcma/8000

Important

Channel Monitoring only accepts **G.711 Mu Law - pcmu/8000** and **G.711 A Law - pcma/8000**.

Important

Channel Monitoring will automatically detect the codec negotiated between the peers of a call and execute the necessary transcoding while sending media so that the output audio matches the codec of the call.

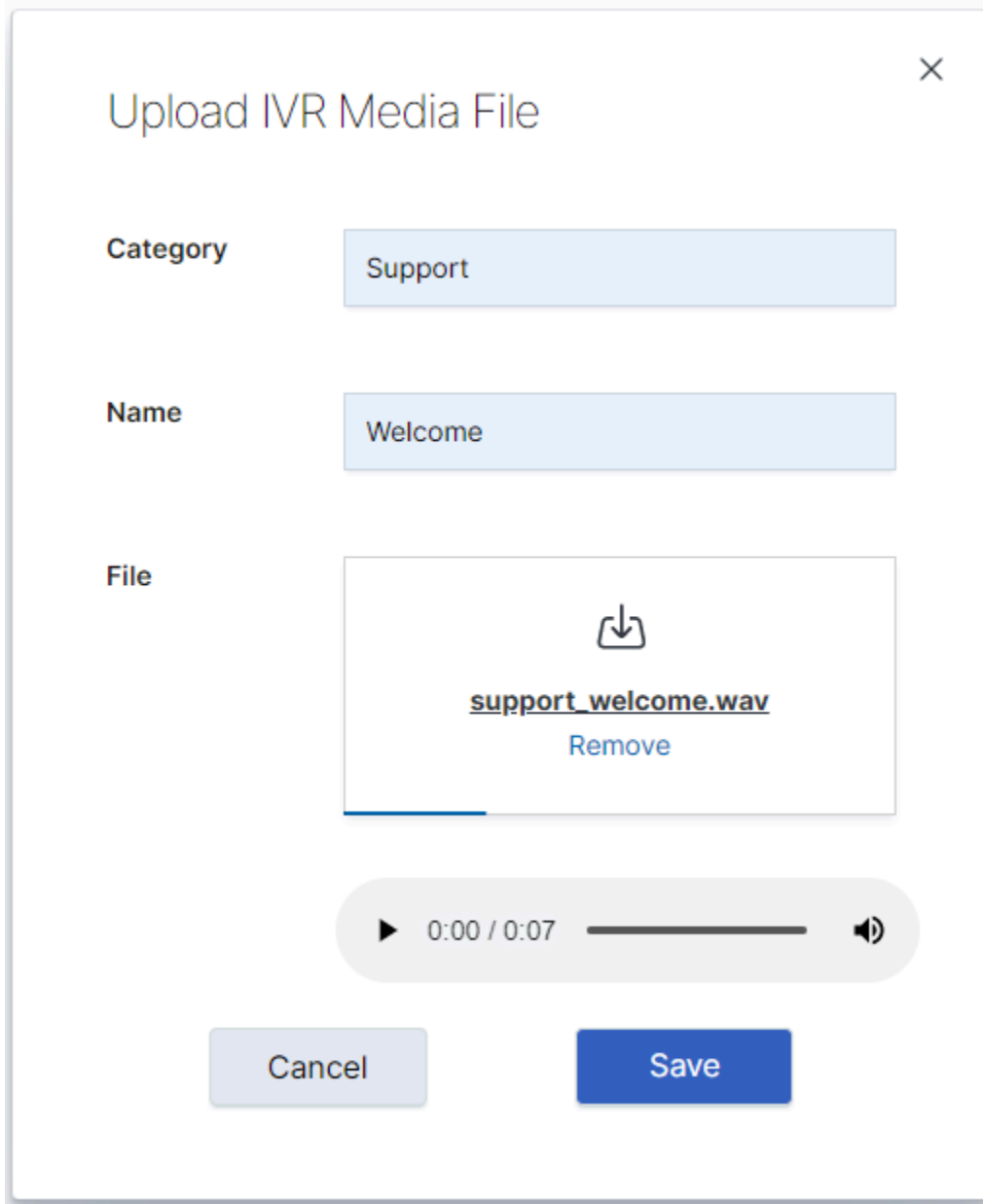
Adding New Media

Please use the following steps to upload a new Media File:

1. Select **Channel Monitoring > Media Files** from the Workbench navigation bar.
 1. The *Channel Monitoring - Media Files* page is displayed.
 2. A "Currently there are no Media Files uploaded" message is presented if no Media Files are yet configured
2. Click the **Upload Media File** button
3. The *Upload IVR Media File* dialog is displayed.
4. In the **Category** field, provide a descriptive Category name (i.e. "Support") for the media being uploaded
 1. This category is used to logically group the files; if a Category already exists, it will display in the drop-down list; otherwise a new Category will be created
5. In the Name field, provide a descriptive **Name** (i.e. "Welcome")

6. For the File field, simply **drag and drop** the file on this field **or** click Select to **browse** to the file to be uploaded
 1. **Note:** Uploaded files must be in .wav format.
7. Click the **Save** button.

Example images for context below:



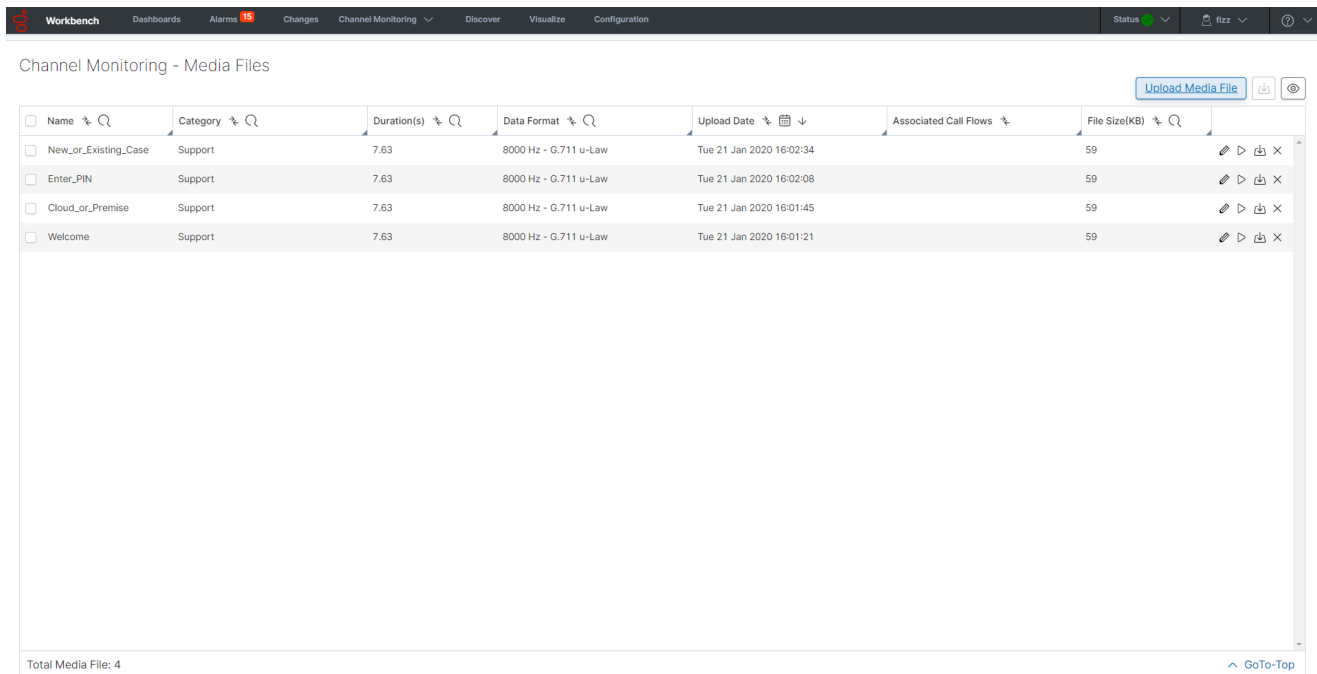
The screenshot shows a dialog box titled "Upload IVR Media File" with a close button (X) in the top right corner. The dialog contains three main sections: "Category", "Name", and "File".













- Category:** A text input field containing the word "Support".
- Name:** A text input field containing the word "Welcome".
- File:** A section containing a large rectangular area with a download icon (a square with a downward arrow) in the center. Below the icon, the text "support_welcome.wav" is displayed in a bold, underlined font. Below this text, the word "Remove" is written in a smaller, blue font. A blue progress bar is visible at the bottom left of this section.

Below the "File" section is a media player control bar. It includes a play button, a progress indicator showing "0:00 / 0:07", a volume icon, and a speaker icon.

At the bottom of the dialog are two buttons: "Cancel" (light blue) and "Save" (dark blue).

CM - Uploading Media Files



<input type="checkbox"/>	Name	Category	Duration(s)	Data Format	Upload Date	Associated Call Flows	File Size(KB)	
<input type="checkbox"/>	New_or_Existing_Case	Support	7.63	8000 Hz - G.711 u-Law	Tue 21 Jan 2020 16:02:34		59	  
<input type="checkbox"/>	Enter_PIN	Support	7.63	8000 Hz - G.711 u-Law	Tue 21 Jan 2020 16:02:08		59	  
<input type="checkbox"/>	Cloud_or_Premise	Support	7.63	8000 Hz - G.711 u-Law	Tue 21 Jan 2020 16:01:45		59	  
<input type="checkbox"/>	Welcome	Support	7.63	8000 Hz - G.711 u-Law	Tue 21 Jan 2020 16:01:21		59	  

Total Media File: 4 [GoTo-Top](#)

Existing Media

Once you have uploaded Media files, they are listed on the **Channel Monitoring - Media Files** page, as per the image above.

The Media File table provides the following details:

- **ID** - represents an unique *ID* for each Media file; it is an optionally displayed column.
- **Name** - represents the *Name* of the Media file; it is a default displayed column.
- **Category** - represents the *Category* group (i.e. Support, Sales) to which the Media File belongs to; it is a default displayed column.
- **Duration(s)** - represents the time *Duration* (seconds) of the Media file; it is an optionally displayed column.
- **Data Format** - represents the codec (uLaw/aLaw) details of the uploaded .WAV file; it is an optionally displayed column.
- **Upload Date** - represents the date/time which the Media file was uploaded to WB; it is a default displayed column.
- **Associated Call Flows** - represents the Call Flow Names which use this Media file within its Call Stages; it is a default displayed column.
- **File Size (kB)** - represents the size of the Media file in KB's; it is an optionally displayed column.

At the end of each row, there are options for the Media file:

- To **Edit** the Media File, select the **Pencil** button.
- To **Playback/Listen** to the Media File, select the **Play** button.
- To **Download** the Media File locally (for backup), select **Download** button.
- To **Delete** the Media File, select the **Delete** button.

Use the **Show/Hide Columns** button on top of the Media table to view/hide optionally displayed columns.

Warning

- Media Files should/can not be deleted if being used in an existing Call Flow within a **Receive Media** or **Send Media** Stage.
- To delete a Media File that is assigned to Call Flows, first **unassign** the Media File from the Call Flows, then delete the Media File.