Workbench User's Guide

CM - Uploading Media Files

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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:

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.