



Voice demo and voice selection

Purpose

Talk to your workspace's AI assistant by voice, and choose the voice it speaks with using the voice picker on the workspace Settings page.

Prerequisites

- A demo workspace (see "Creating a demo workspace").
- Speakers or headphones to hear the assistant.
- A microphone and a browser with speech recognition (Chrome works best) for spoken input. Without one, the voice page falls back to typed input.

Steps

1 Step 1

The screenshot displays the Ringle Voice Demo interface. On the left is a sidebar with the Ringle logo and a 'Guide Ecommerce' dropdown. Below this are menu items: Dashboard, Chat, Voice (highlighted), Blueprints, Experiments, Helpdesk, Analytics, Settings, and Sharing. At the bottom of the sidebar is a 'Demo Owner' toggle and a 'Log Out' button. The main area is titled 'Voice Demo' and features a 'Connected' status chip, a 'Language' selector set to 'English (US)', and a 'Start Conversation' button. Below these is a large microphone icon with the text 'Start a conversation to begin' and another 'Start Conversation' button. At the bottom of the main area is a text input field with the placeholder 'Start a conversation first...'. On the right is the 'OMS Panel', which is 'Editable' and contains tabs for 'Orders', 'Subscriptions', and 'Helpdesk'. A 'Create Order' button is also present. The panel lists several orders with their IDs, names, amounts, and statuses: DEMO-20260710-1A4ED0 (Pending), DEMO-20260710-EC91FC (Processing), DEMO-20260710-7C0070 (Ready For Pickup), DEMO-20260710-89A8BD (Confirmed), DEMO-20260710-828348 (Out For Delivery), DEMO-20260710-CEDB8B (In Transit), DEMO-20260710-DPC190 (Cancelled), and DEMO-20260710-E41AA9 (Delivered).

Action: Click Voice in the workspace sidebar, or Start voice on the dashboard.

What you should see: The Voice Demo page opens with a Connected status chip, a Language selector, and a Start Conversation button. The layout mirrors the chat page. The same OMS panel appears on the right (see the "Text chat and the OMS panel" guide for the tabs and sector rules).

2 Step 2

The screenshot displays the Ringle Voice Demo interface. On the left is a sidebar with navigation options: Dashboard, Chat, Voice (selected), Blueprints, Experiments, Helpdesk, Analytics, Settings, and Sharing. Below the sidebar is a 'Demo Owner' section with a toggle switch and a 'Log Out' button. The main area is titled 'Voice Demo' and shows a 'Conversation started' transcript with a welcome message from Ringle. Below the transcript is a large blue microphone icon with the text 'Ready — click mic to speak'. To the right of the main area is an 'OMS Panel' with a 'Live' status indicator. The OMS panel lists several orders with their status: Pending, Processing, Ready For Pickup, Confirmed, Out For Delivery, In Transit, Cancelled, and Delivered. Each order entry includes a demo ID, customer name, amount, and contact information.

Ringle
Guide Ecommerce

Dashboard
Chat
Voice
Blueprints
Experiments
Helpdesk
Analytics
Settings
Sharing

Demo Owner ☐ *
Log Out

Voice Demo Connected

Language: English (US) Stop

Conversation started

Welcome! I'm Ringle — I can help with order status, returns, exchanges, subscriptions, and more. Can I get your name?
10:14:15 PM

Ready — click mic to speak

OMS Panel Live

Orders Subscriptions Helpdesk

DEMO-20260710-1A4ED0 Pending
Alex Rivera - \$1295.99
alex@example.com - 555-200-0002

DEMO-20260710-EC91PC Processing
Sam Johnson - \$178.18
sam@example.com - 555-100-0001

DEMO-20260710-7C0070 Ready For Pickup
Jordan Lee - \$91.76
jordan@example.com - 555-300-0003

DEMO-20260710-E9A8BD Confirmed
Sam Johnson - \$2095.18
sam@example.com - 555-100-0001

DEMO-20260710-828348 Out For Delivery
Jordan Lee - \$226.77
jordan@example.com - 555-300-0003

DEMO-20260710-CEDB8B In Transit
Alex Rivera - \$377.97
alex@example.com - 555-200-0002

DEMO-20260710-DFC190 Cancelled
Jordan Lee - \$2051.99
jordan@example.com - 555-300-0003

DEMO-20260710-E41AA9 Delivered
Sam Johnson - \$1112.38
sam@example.com - 555-100-0001

Action: Click Start Conversation.

✓ **What you should see:** The assistant's greeting appears in the transcript and is spoken aloud. The caption under the round microphone button reads "Bot Speaking..." while it talks. It then switches to a ready caption inviting you to click the mic and speak. The OMS panel chip flips to Live. If your browser has no speech recognition, a text box is shown instead of the microphone button.

3 Step 3

Screenshot not available (a live voice session needs a microphone; the page and voice picker are shown above)

⚡ **Action:** Click the microphone button and speak, for example your name and a question about an order. Click the button again or pause to finish.

✓ **What you should see:** The caption shows "Listening..." and your words appear as an interim transcript. The message sends automatically when recognition ends. The assistant answers both in the transcript and out loud. The microphone is disabled while the assistant is speaking.

4 Step 4

The screenshot displays the Ringle Voice Demo interface. On the left is a sidebar with the Ringle logo and a navigation menu: Guide Ecommerce, Dashboard, Chat, Voice (selected), Blueprints, Experiments, Helpdesk, Analytics, Settings, and Sharing. Below the menu is a 'Demo Owner' toggle and a 'Log Out' button. The main area is titled 'Voice Demo' and shows a 'Connected' status. It includes a language dropdown set to 'English (US)' and a 'Start Conversation' button. Below this is a large microphone icon with the text 'Start a conversation to begin' and another 'Start Conversation' button. At the bottom of the main area is a text input field with the placeholder 'Start a conversation first...'. On the right is the 'OMS Panel' with an 'Editable' link. It contains a list of orders with their status and details:

Order ID	Status	Customer	Amount	Contact
DEMO-20260710-1A4ED0	Pending	Alex Rivera	\$1295.99	alex@example.com · 555-200-0002
DEMO-20260710-EC91FC	Processing	Sam Johnson	\$178.18	sam@example.com · 555-100-0001
DEMO-20260710-7C0070	Ready For Pickup	Jordan Lee	\$91.76	jordan@example.com · 555-300-0003
DEMO-20260710-89A8BD	Confirmed	Sam Johnson	\$2095.18	sam@example.com · 555-100-0001
DEMO-20260710-828348	Out For Delivery	Jordan Lee	\$226.77	jordan@example.com · 555-300-0003
DEMO-20260710-CEDB8B	In Transit	Alex Rivera	\$377.97	alex@example.com · 555-200-0002
DEMO-20260710-DFC190	Cancelled	Jordan Lee	\$2051.99	jordan@example.com · 555-300-0003
DEMO-20260710-E41AA9	Delivered	Sam Johnson	\$1112.38	sam@example.com · 555-100-0001

Action: Click Stop to end the voice session.

What you should see: The transcript keeps the conversation with an ended marker. The controls return to the Start Conversation state shown here, ready for another run.

5 Step 5

Ringle

Guide Ecommerce

Dashboard

Chat

Voice

Blueprints

Experiments

Helpdesk

Analytics

Settings

Sharing

Demo Owner

Log Out

Settings

Workspace Details

Workspace Name

Guide Ecommerce

Save

Sector

Ecommerce/Retail

Save

Voice Selection

StandardPremium

42 languages with ultra-low latency. Optimized for real-time conversations with native pronunciation across all supported languages.

Search Voices

Appropriate presence for urgent, highweight and everyday customer conversations.

Gemma - Decisive Agent

Confident, emotive British female for professional assistance

Jacqueline - Reassuring Agent

Confident, young adult female for empathic customer support

Katie - Friendly Fixer

Enunciating young adult female for conversational support use cases

Ronald - Thinker

Intense, deep young adult male for casual conversations

Skylar - Friendly Guide

Approachable American female ideal for customer care and support.

Save Voice

Phone number

Get a phone number for this workspace. Inbound calls and SMS to the number will run through your workspace's conversation. Outbound is off by default.

Preferred area code (optional)

Leave blank to take any available number.

Get a phone number

Danger Zone

Deleting this workspace will archive it and remove it from your workspace list. This action cannot be undone.

Delete Workspace

⚡ **Action:** To change the assistant's voice, click Settings in the sidebar. Find the Voice Selection card.

- ✔ **What you should see:** The card shows a Standard / Premium provider toggle with a short description of the selected tier, a Search Voices box, and a scrollable list of voices. Each row has the voice's name, a one-line description, and a play button to preview it. A check mark and a highlight mark the selected voice, which is the workspace's current voice when the page opens. A Save Voice button sits at the bottom right. It stays disabled until you pick a different voice.

6 Step 6

Ringle

Guide Ecommerce

Dashboard

Chat

Voice

Blueprints

Experiments

Helpdesk

Analytics

Settings

Sharing

Demo Owner ☐

Log Out

Settings

Workspace Details

Workspace Name
Guide Ecommerce Save

Sector
Ecommerce/Retail Save

Voice Selection

Standard

Premium

42 languages with ultra-low latency. Optimized for real-time conversations with native pronunciation across all supported languages.

Skylar

Skylar - Friendly Guide ✓
Approachable American female ideal for customer care and support. ▶

Save Voice

Phone number

Get a phone number for this workspace. Inbound calls and SMS to the number will run through your workspace's conversation. Outbound is off by default.

Preferred area code (optional)

Leave blank to take any available number.

Get a phone number

 **Danger Zone**

Deleting this workspace will archive it and remove it from your workspace list. This action cannot be undone.

Delete Workspace

⚡ Action: Type a name in Search Voices to filter the list. Click a row's play button to hear a sample. Click a row itself to select that voice. Then click Save Voice to apply it.

✓ What you should see: The list narrows as you type. The play button toggles to a stop control while the sample plays, and the selected row is highlighted. After saving, the assistant uses the new voice on the next voice conversation. Voice previews come from the speech provider and need no microphone.

Troubleshooting

- No microphone button appears during a session: your browser does not support speech recognition, or microphone access was denied. Use the text box that appears instead, or switch to Chrome and allow microphone access for the portal.
- You cannot hear the assistant: check the tab is not muted and system volume is up. Browsers can also block audio until you interact with the page. Clicking Start Conversation counts as interaction.
- The caption stays on "Bot Speaking..." and the microphone stays disabled: the assistant is still reading a long reply. Wait for it to finish. If it never frees up, stop and restart the conversation.
- A voice preview button spins but nothing plays: the sample is still loading from the speech provider. Give it a moment or click again. Check tab audio if it still fails.

Notes

- Routes: `/demos/:id/voice` (voice demo) and `/demos/:id/settings` (voice selection).
- Source components: `pages/demo-workspace/DemoWorkspaceVoice.jsx` (voice page) and `components/demo-workspace/VoicePicker.jsx` (voice picker) in the portal app. The voice picker lives on the Settings page, not the Voice page.
- Speech input uses the browser's speech recognition. The assistant's speech is generated by the workspace's configured voice provider. Starting a session does not require a microphone, only speaking does.