



Voice and TTS settings

Purpose

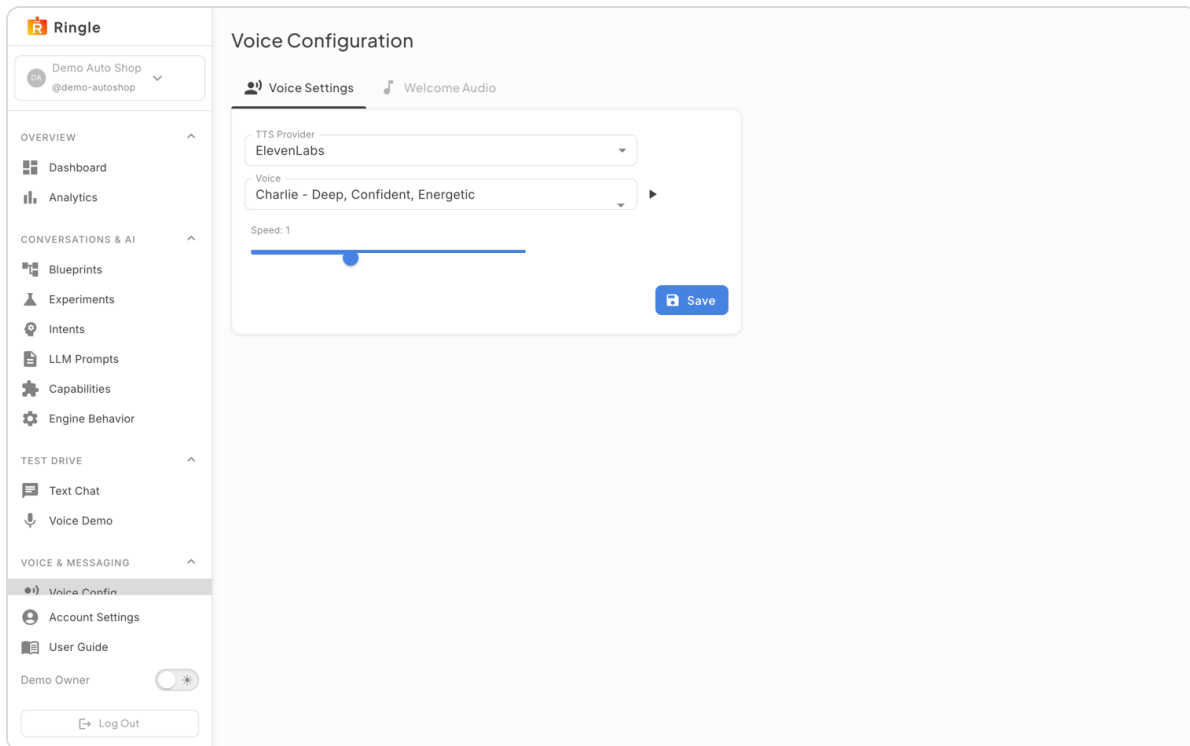
The Voice Config page controls how the assistant sounds on phone calls: the text-to-speech provider, the specific voice, and delivery tuning such as speed. A second tab holds an optional pre-recorded welcome audio clip.

Prerequisites

- A tenant role with voice management permission; members without it do not see Voice Config in the sidebar.
- Saving here changes the live phone voice for the tenant, so treat Save as a production change.

Steps

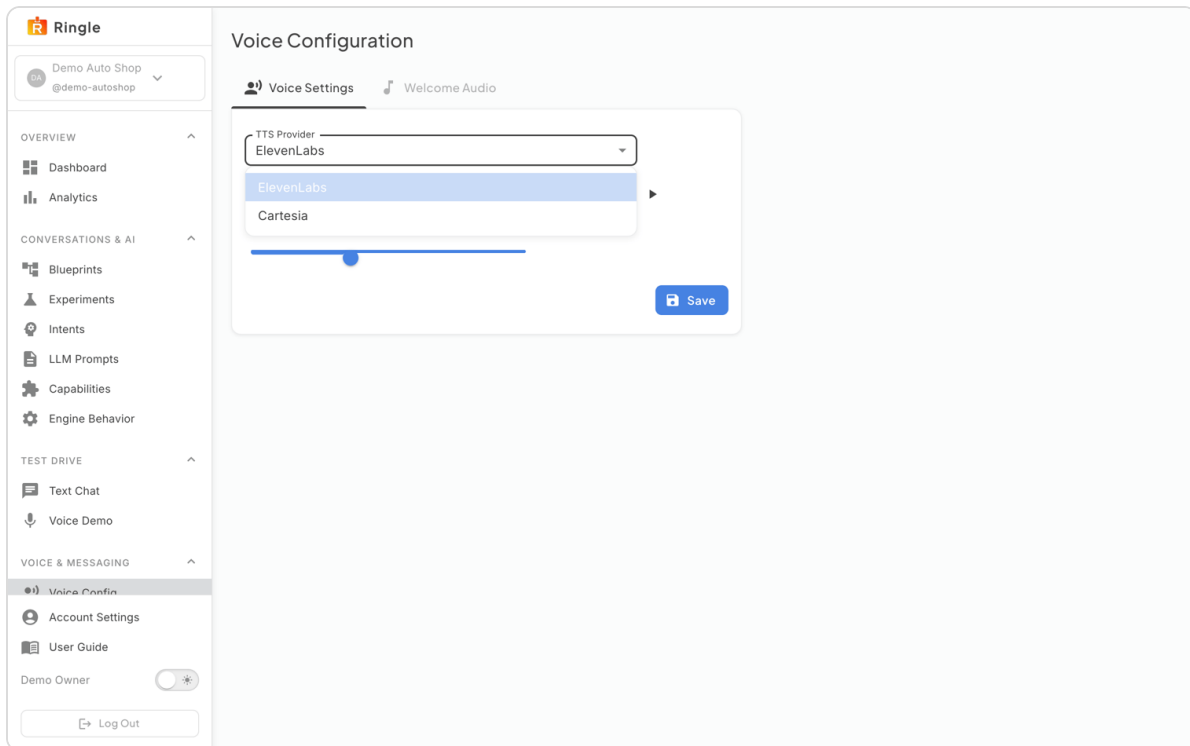
1 Step 1



⚡ Action: Click Voice Config under Voice & Messaging in the sidebar.

✓ **What you should see:** The Voice Configuration page opens on the Voice Settings tab. It shows the TTS Provider selector (ElevenLabs in the demo tenant), a Voice picker with a small preview play button beside it, and a Speed slider. The Save button stays disabled until a voice is chosen; when the tenant already has a voice set, it opens enabled. Platform admins see extra controls that regular members do not: a Model selector, Stability and Similarity Boost sliders (ElevenLabs only), and a Context Inbound (Asterisk) field above the provider. See Troubleshooting.

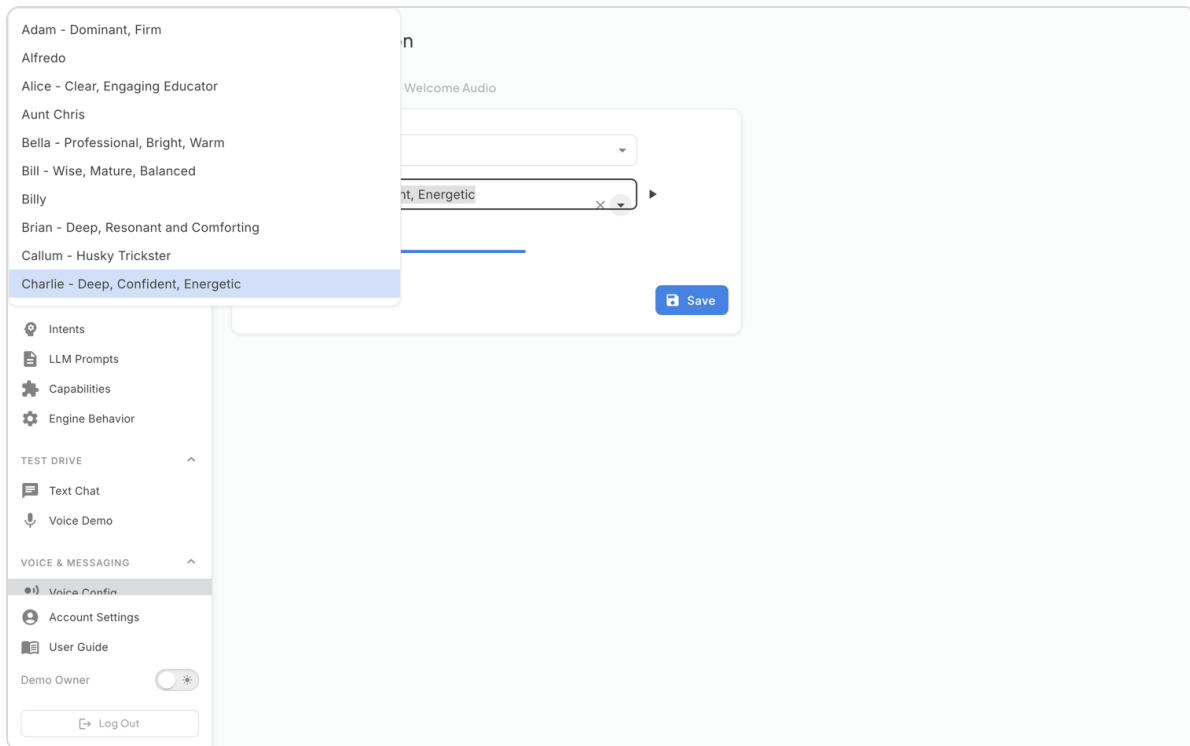
2 Step 2



⚡ Action: Open the TTS Provider dropdown to see the available engines. Close it without changing the value.

✓ What you should see: The dropdown lists the supported providers, ElevenLabs and Cartesia. Switching provider clears the current voice selection. For platform admins, the model selection also clears and the provider-specific sliders change (Stability and Similarity Boost apply to ElevenLabs only); regular members only ever see the Speed slider.

3 Step 3



⚡ Action: Open the Voice picker.

✓ What you should see: A searchable list of voices for the selected provider appears, each with a short character description such as “Bella - Professional, Bright, Warm”. The demo tenant’s ElevenLabs catalog offers 28 voices.

4 Step 4

Ringle

Demo Auto Shop
@demo-autoshop

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Demo Owner

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Voice Configuration

Voice Settings Welcome Audio

TTS Provider
ElevenLabs

Voice
Bella - Professional, Bright, Warm

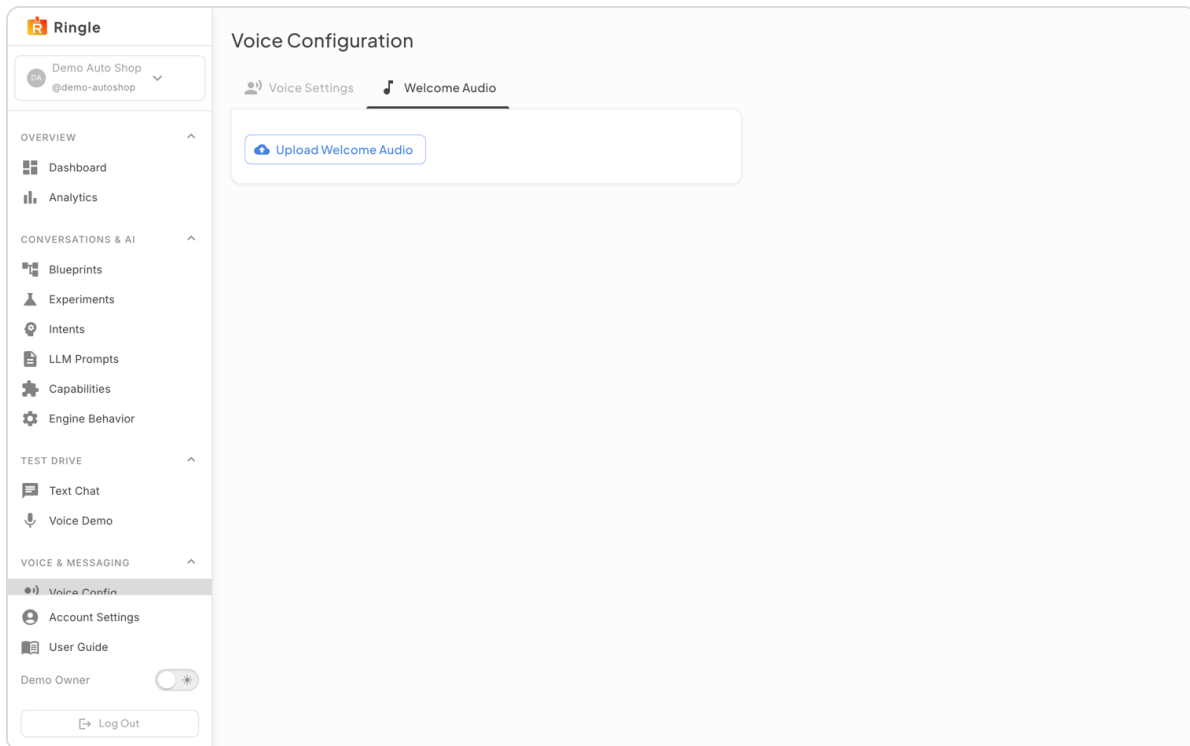
Speed: 1

Save

⚡ Action: Select a voice from the list. Do not click Save unless you intend to change the live assistant.

✓ What you should see: The selected voice fills the picker with a clear (x) control. The preview play button next to it becomes active so you can hear a sample, and the Save button enables. Nothing is applied until you click Save. Leaving the page discards the selection.

5 Step 5



⚡ Action: Switch to the Welcome Audio tab.

✓ What you should see: The tab contains a single Upload Welcome Audio button that accepts an audio file. When a clip is present, it plays at the start of inbound calls in place of synthesized speech for the greeting.

Troubleshooting

- Save stays disabled: it requires a voice to be selected. Pick a voice first, even if you only changed a slider.
- The preview button is greyed out: it activates only after a voice is selected in the picker.
- Your voice and model choices vanished after switching provider: this is intentional; each provider has its own catalog, so re-pick both.

- You do not see the Model selector, the Stability slider, or the Asterisk context field: those controls are platform-admin only, and the two sliders also require the ElevenLabs provider.

Notes

- Route: `/settings/voice` , sidebar item "Voice Config" under Voice & Messaging.
Source: `pages/settings/VoiceConfigPage.jsx` , which renders the shared `components/common/VoiceConfigPanel.jsx` .
- The sidebar item is gated by the `voice.manage` permission (platform admins always see it). This is a different gate from the rest of the settings pages, which mostly use `tenants.settings.manage` .
- This page applies one voice tenant-wide for `en-US` ; per-language voice overrides exist in the shared panel but are not enabled on this page.
- Captures were taken in the Demo Auto Shop tenant as a regular Owner, which is why only the Speed slider and no Model or Stability controls appear. The voice selected in step 4 was not saved; the tenant's stored settings were left untouched.