

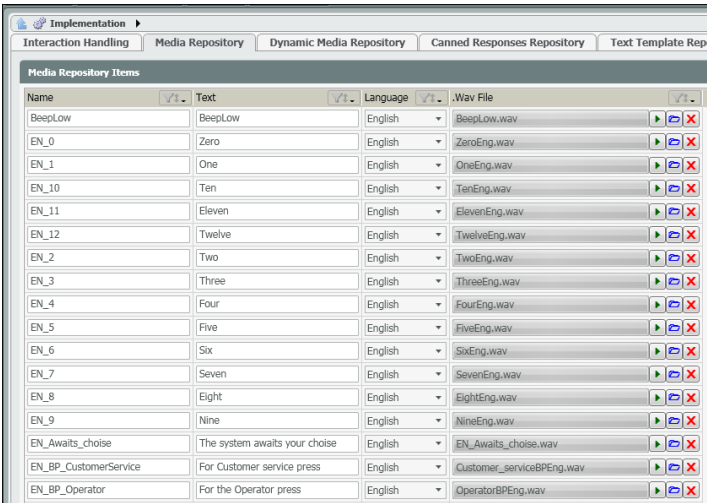
ECS Setup: Implementation - Media Repository

Implementation: Media Repository

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Media Repository Overview

The Media Repository stores all ECS default and custom media files. The ECS default files are arranged by English and Spanish media files. All files added to the Media Repository are available throughout the portal wherever a media file is needed.

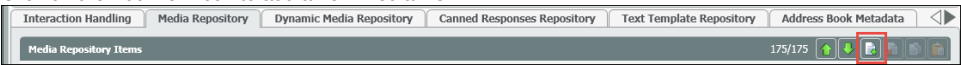


Implementation			
Interaction Handling Media Repository Dynamic Media Repository Canned Responses Repository Text Template Rep			
Media Repository Items			
Name	Text	Language	.Wav File
BeepLow	BeepLow	English	BeepLow.wav
EN_0	Zero	English	ZeroEng.wav
EN_1	One	English	OneEng.wav
EN_10	Ten	English	TenEng.wav
EN_11	Eleven	English	ElevenEng.wav
EN_12	Twelve	English	TwelveEng.wav
EN_2	Two	English	TwoEng.wav
EN_3	Three	English	ThreeEng.wav
EN_4	Four	English	FourEng.wav
EN_5	Five	English	FiveEng.wav
EN_6	Six	English	SixEng.wav
EN_7	Seven	English	SevenEng.wav
EN_8	Eight	English	EightEng.wav
EN_9	Nine	English	NineEng.wav
EN_Awaits_choise	The system awaits your choise	English	EN_Awaits_choise.wav
EN_BP_CustomerService	For Customer service press	English	Customer_serviceBPEng.wav
EN_BP_Operator	For the Operator press	English	OperatorBPEng.wav

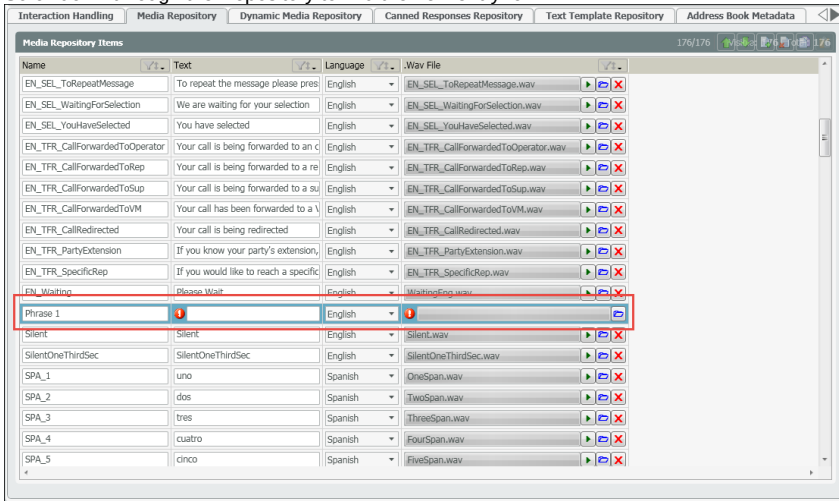
1. **Name:** Shows the name of the media file. The name of the media file is what will appear in searches when locating a file to upload to various sub-sections of the portal like the Interaction Handling flow. This is a free form field that can be edited by the Project Manager/Customer Admin
2. **Text:** Represents the text that is linked to the media file. This is a free form field that can be edited by the Project Manager/Customer Admin. If utilizing the media file with chat, the Text is what will appear to customers if attempting to chat with an agent.
3. **Language:** Language of the media file. Select between English, Spanish, Russian or Hebrew
4. **.Wav File:** The wav file uploaded into the portal
 - a. [blocked URL](#) – plays back the media file
 - b. [blocked URL](#) – search and upload a media file
 - c. [blocked URL](#) – delete a media file

Adding a New Media File

1. Click on the Add New icon to add a new Media file

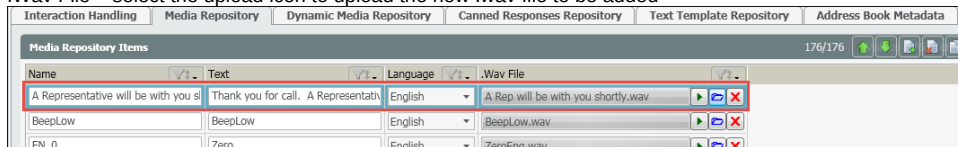


2. Scroll down through the Repository to find the new entry form.



3. Enter in the following:

- Name for the new Media File – when the name is applied the file will automatically filter to its new destination based on alphabetical order. You will need to search for it in order to add the text.
- Exact Text or paraphrase of what the media file says. If utilizing the media file with chat, the Text is what will appear to customers if attempting to chat with an agent.
- Language – default English. If in a different language, select the language from the drop down.
- .Wav File – select the upload icon to upload the new .wav file to be added



- You can select the playback button to listen to the media file uploaded.
- Save your changes. A light deploy will be needed.