

Manage Voices in the SimboConnect Admin Panel

This guide explains how to change the Copilot voice, add a custom or cloned voice, and choose a personality style. It also includes tips to make a custom voice sound natural.

Open the voice settings

1. Click **Admin** on the top menu.
2. In the left sidebar, select **Copilot Settings**.
3. You will see language cards, usually **English** and **Spanish**. Each language has its own voice and style.

Change the Copilot voice (Personality)

The voice is called a **Personality**. This controls the speaker identity that callers hear. The voice personalities are already predefined. Only custom allows you to add your own voice for custom voice.

1. In your language card, open the **Select Personality** menu.
2. Pick a voice from the list. There are several dozen options.
3. Click **Edit** if you need to unlock the picker.
4. Use the built-in audio player to **preview** the selected voice, when available.
5. Click **Save**.

Choose a Personality Style

A **Personality Style** changes how the voice speaks. It does not change who the voice sounds like. Think of it as the delivery style. Styles are pre-defined. Only **Custom** lets you write your own rules.

1. In **Change Personality Style**, click **Edit**.
2. Open **Select Personality Style** and choose one of the presets:
 - Reassuring clinical
 - Conversational with fillers
 - Empathetic support
 - Friendly casual
 - Instructor or coach
 - Professional concise
 - Upbeat helper

- White glove premium
 - Youthful casual
 - Custom
3. Click **Save**.

Style quick reference

- **Reassuring clinical:** Calm, formal, and precise. No fillers. Best for clinical information, compliance, and policy heavy flows.
- **Conversational with fillers:** Human like small talk with fillers and backchannels. Builds rapport in non critical moments but can lengthen calls.
- **Empathetic support:** Acknowledges feelings and stays gentle and direct. Limited fillers. Best for sensitive topics and issue resolution.
- **Friendly casual:** Warm and approachable with light small talk. Allows light fillers. Good for general reception and everyday tasks.
- **Instructor or coach:** Guides the caller step by step and confirms progress. Minimal fillers. Good for forms, verification, and portal setup.
- **Professional concise:** Clear, respectful, and efficient. No small talk and no fillers. Good for high volume transactional calls.
- **Upbeat helper:** Positive and encouraging with short affirmations. Helps callers make choices and move forward.
- **White glove premium:** Polished and courteous with formal phrases. Suits VIP or concierge lines and high touch experiences.
- **Youthful casual:** Relaxed and upbeat with short sentences. Good for student or youth facing lines.
- **Custom:** Write your own brief when presets do not fit. Combine tone, filler policy, pacing, and example lines to match your brand.

“ Tip: Start with **Conversational with fillers** for more natural voice with small talk. Use **Empathetic support** for sensitive topics. Use **Professional concise** only if you are sure that you want your Copilot to sound predictive and well trained call center like employee without much variations in their tone.

Add a Custom Personality Style (text?guided voice behavior)

A natural sounding voice is much more than just a human-like sound. Use of fillers, backchannel, emphasis, pauses, dynamic speech rate and much more adds to a natural voice. Personality style helps you add that customization to ensure you can create a human-like conversational experience for your patients. Use this when you want the same base voice but with a custom instruction set. This affects wording, tone, and pacing.

1. In the language card, open **Select Personality** and choose **Add Custom Personality**.
2. Give the personality a clear name, for example “English Support – Empathetic”.

3. In the instruction box, describe how the Copilot should speak. Use plain sentences. Examples are at the end of this section.
4. Click **Save**.

What to write in the custom instructions

Describe what “natural” means for your callers. Cover these points:

- **Role and audience:** “Primary care front desk speaking to adult patients.”
- **Tone:** warm, neutral, clinical, excited.
- **Pacing:** slow, medium, fast. Mention short pauses after questions.
- **Formality:** casual or formal. Contractions allowed or not. Regional wording if needed.
- **Empathy:** level of empathy and how to show it.
- **Filler usage:** allow light fillers or avoid fillers entirely.
- **Clarity:** short sentences, avoid jargon, confirm key details.
- **Safety:** never give medical advice, route emergencies to 911.
- **Examples:** provide two sample replies to common questions.

Example block you can adapt:

“ Speak as a friendly medical receptionist for adults. Keep a warm tone. Use short sentences. Allow light fillers only when building rapport. Pause briefly after questions. Use plain words. Confirm names and dates. If caller sounds distressed, show empathy and escalate.

Clone your own voice (create a new speaker identity)

Use this when you want the Copilot to sound like a specific person. You must be the owner of that voice, or you must have written consent from the owner.

1. In the **Clone Your Own Personality** section, read the guidance.
2. Record the **Consent Audio** in the correct language. Use the exact sentence:
“I am the owner of this voice and I consent to Google using this voice to create a synthetic voice model.”
3. Click **Browse** under **Consent Audio (MP3)** and upload the file.
4. Record a **Reference Audio** clip about 10 seconds long. Use the same microphone and room as the consent clip. Speak clearly. Keep natural pauses. Be a little more expressive than your target day-to-day style.
5. Upload the reference file under **Reference Audio (MP3)**.
6. Enter a **Personality Name**.
7. Check the confirmation box that states you are the owner of the voice in the uploaded files and that you consent to the creation of a synthetic model.
8. Click **Save**.

Recording tips for a natural cloned voice

- Record in a quiet room. Turn off fans and notifications.
- Place the microphone 6 to 8 inches from your mouth. Keep it there for all clips.
- Face the microphone. Sit or stand comfortably. Keep posture steady.
- Speak at a normal daily volume. Do not whisper. Do not shout.
- Smile slightly if you want a brighter tone. Relax your jaw if you want a calmer tone.
- Do not add background music or effects. Upload clean MP3 files.

What happens after you save

- The new personality appears in the **Select Personality** list for that language.
- You can preview it once it is ready, then set a Personality Style for it.

“ Important: Only upload voices that you own or your organization own. Ensure that you have appropriate consent and approvals. If you are recording on behalf of someone else, store their written consent with your records.

Tune for the most natural result

Use these steps to refine the sound after you set the voice and style.

1. **Start with the right style.** Pick the preset that fits most calls.
2. **Write clear custom instructions.** Keep them short. Put the most important rules at the top. Avoid long lists.
3. **Test with real phrases.** Call the line and try greeting, verification, hold messages, and a hand-off.
4. **Listen for pacing.** Add guidance like “pause briefly after a question” in your custom instructions.
5. **Set filler policy.** Say clearly if fillers are allowed, and where. Example: “Use light backchannels between sentences only.”
6. **Match empathy to context.** Use **Empathetic support** for sensitive flows. Use **Reassuring clinical** for clinical steps. Use **Professional concise** for transactional flows.
7. **Keep wording simple.** Ask for one fact at a time. Prefer short sentences.
8. **Do not repeat the caller.** Avoid restating what the caller just provided.
9. **Document your choices.** Name each personality clearly so teammates know when to use it.

Troubleshooting

- **I cannot select a voice:** Click **Edit** to unlock the selector. Confirm that you have Admin access.
- **I do not hear a preview:** Some voices may not have previews. Save the selection and run a short test call.

- **Custom personality does not sound different:** Strengthen the instructions. Move key rules to the first lines. Keep the text under 10 lines.
- **Cloned voice does not match the source:** Re-record the reference clip in a quieter room and keep a steady distance from the microphone.
- **Pronunciation sounds off:** Try a different base voice for the language or contact support.

Governance and privacy

- Only use voices with proper consent.
- Store consent records in your internal system.
- Review custom instructions to remove any sensitive data.

Once you have set up and tuned voices in the Admin Panel. Keep testing with real calls and adjust styles or instructions when you learn new patterns.

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