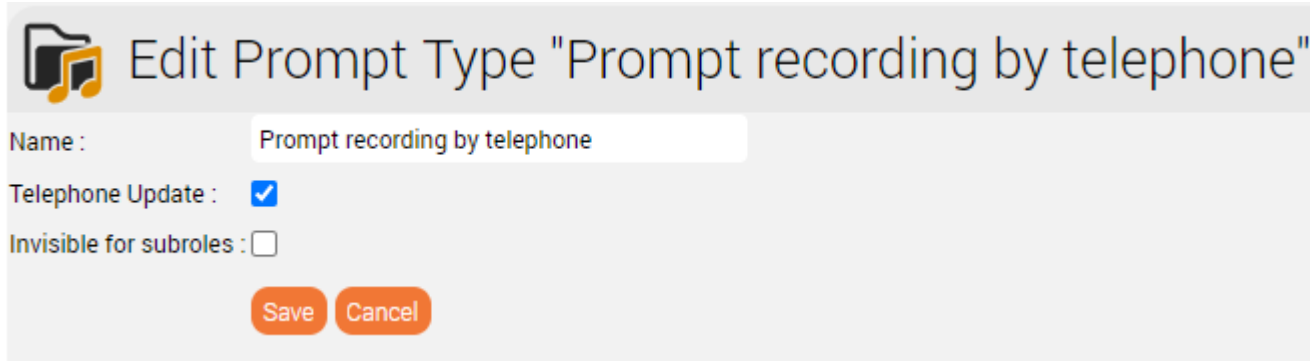


IVR - Prompt Recording by Telephone

Introduction

Have you ever wondered what the announcement type "prompt recording by telephone" is used for?



The screenshot shows a web interface for editing a prompt type. At the top, there is a header with a folder and musical notes icon, followed by the title "Edit Prompt Type 'Prompt recording by telephone'". Below this, there are three fields: "Name :" with a text input containing "Prompt recording by telephone", "Telephone Update :" with a checked checkbox, and "Invisible for subroles :" with an unchecked checkbox. At the bottom, there are two orange buttons labeled "Save" and "Cancel".

Announcements of this type can be updated by telephone and can be changed as required, for example, to play fault announcements to callers. See also - [Prompt Types](#)

Create a Prompt

An announcement of this type is created as follows:



New Prompt

Prompt Type : Prompt recording by telephone (Teleph ...

Name :

Active : ☒

Content :

There is a gas fault in the city center. If you call for this reason, please hang up, as we are already working at full speed to solve the problem.

Language : English (United Kingdom) ▼

Wave File : ☐ No Audio ☒ File

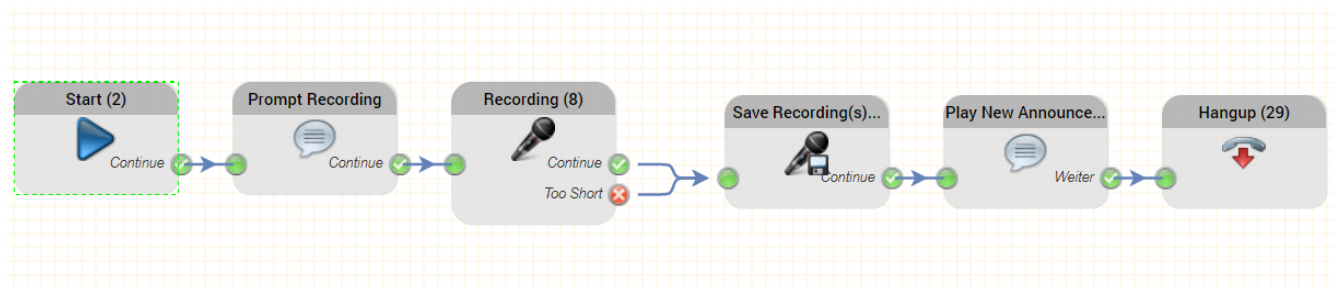
File : (click to choose a file) Upload

Save Cancel

It is important that the announcement is not empty before it is overwritten or updated for the first time. If it is not required at the time, an empty .WAV file can, for example, be uploaded.

IVR Application

To make it possible for employees to record the announcement, consider the following example IVR program:



How does it work?

The first object contains a simple greeting that prompts the caller to record a new prompt and could be setup like this:

Play Voice

Object Name :

Voice Prompt Type : ▼

Voice Prompt : ▼

The next object is for the recording itself and could be setup like this:

Recording

Object Name :

Play Beep : ☒

Maximum Recording Time (s) : ▼

Minimum Recording Time (s) : ▼

Maximum Silence (ms) : ▼

Storage Time :

Recording Time Variable (s) :

After recording, the file is saved using the next object. These settings are important and ensure that the prompt is overwritten:

Save Recording(s)

Object Name :

File Name :

List of Recordings :

available

selected

Record New Annc

Recording Object :

Save To :

Voice Prompt Type :

Voice Prompt :

Maximum Storage Time :

See also - [Save Recording\(s\)](#)

In order to check the quality of the freshly recorded prompt, we play it again:

Play Voice

Object Name :

Play New Announcement

Voice Prompt Type :

Prompt recording by telephone (Telephc ▼

Voice Prompt :

Fault Announcement ▼

Close

To run this, assign this routing application to a service number.

We wish you good luck building the application!