# Prompts

For callers, for example to a call center or IVR system, you can play prompts at defined points in the call, which may contain announcements, tones or music. These objects are created, uploaded and managed using "Prompts". It is also possible to create prompts using text to speech, if the system has a license for the TTS module.

Choose **Prompt Management - Prompts** in the main menu, to view the table of prompts.

A prompt can consist of more than one file, each of which contains a language specific rendition of the content. Prompts can be uploaded as audio files, or created by TTS (text to speech). The language setting for the service number controls which language version of the prompt will be played. This makes it simple to create a service which can be provided to callers in several languages without requiring re-programming.

Use **Play** to listen to prompts. **Edit** can be used to modify the settings of each language version, or (in the **Action** column) to edit all versions of the prompt.

The best results are achieved when using the **8kHz 16-bit mono WAV** format.