

Prompt Types

When managing prompts, an ordering by types can make sense. The specification of a prompt type is required when creating new prompts. Choose **Prompt Management - Prompt Types** in the main menu. To create a new prompt type click on **New** in the toolbar. Provide the following information:

Name	The name of the prompt type.
Telephone Update	Prompts of this type can be updated by telephone (re-recorded) and thereby updated. This is a useful option for prompts, which need to be re-configured during normal operation, for example prompts played to callers before their calls are connected to a call center.
Invisible for subroles	Prompts of this type cannot be seen by roles further down the system hierarchy (for example by users, who are ACD group administrators), and therefore cannot be configured or selected by them.

After entry click on **Save**. Use Save to return to the list of prompts.

In the list of existing prompt types use **Edit** to modify the prompt type and **Delete** to remove the prompt type from the system. Please note, that deleting a prompt type deletes all prompts of that type too.

Please also note that changing the prompt type of an already configured prompt may have undesirable effects on the underlying system file. For example, if you are changing a prompt from Standard to a different type, or vice versa, download the prompt first and load it back into the updated configuration.

If you have already changed to a different type and the prompt fails to download, reset the settings to the previous one and the file will reappear at full size.