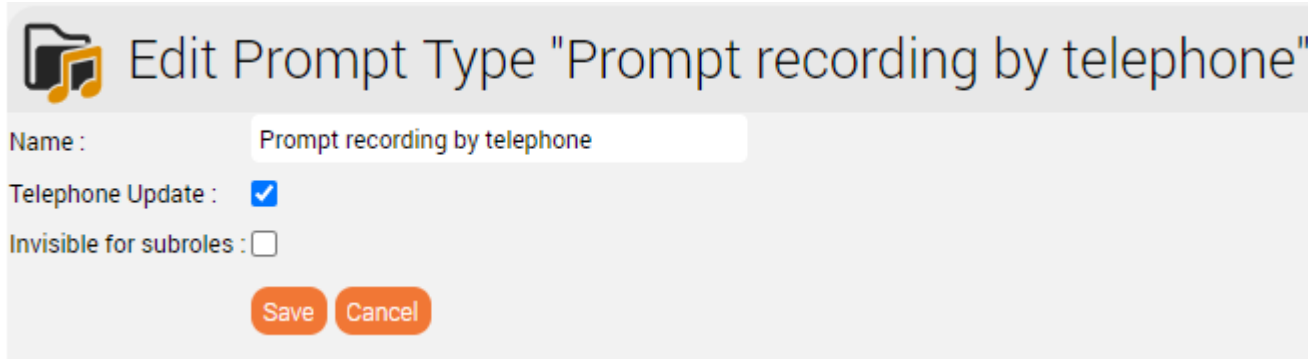# IVR - Prompt Recording by Telephone

Introduction

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

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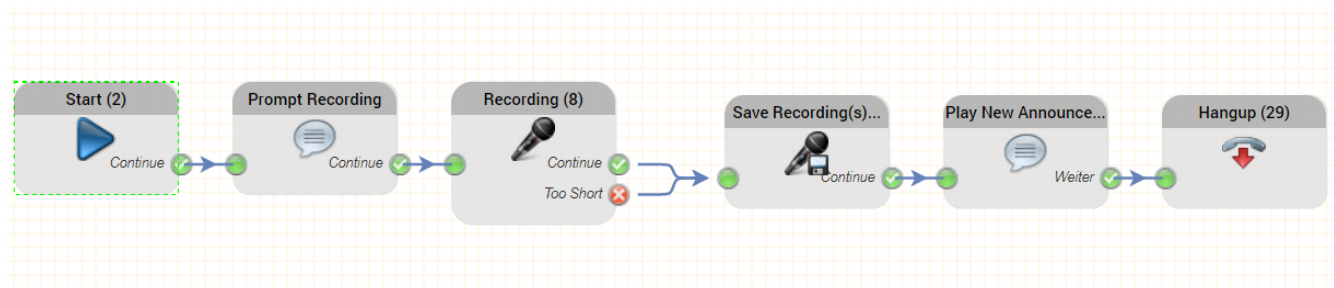
It is important that the announcement is not empty before it is overwritten or updated for the first time. If it is not required at the time, an empty .WAV file can, for example, be uploaded.

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 :	Prompt Recording
Voice Prompt Type :	ACD Announcements
Voice Prompt :	Please Record Announcement

Close

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

Recording

Object Name :	Record New Announcement (7)
Play Beep :	☑
Maximum Recording Time (s) :	120
Minimum Recording Time (s) :	1
Maximum Silence (ms) :	4000
Storage Time :	20
Recording Time Variable (s) :	%length

Close

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 : Save Recording(s) (13)

File Name : Prompts

List of Recordings :

available		selected
	>	Record New Annc
	>>	
	<<	
	<	

Recording Object : [dropdown]

Send the recordings only if the configured recording object was successfully executed during the call (optional).

Save To : Overwrite Recording

Voice Prompt Type : Prompt recording by telephone

Voice Prompt : Fault Announcement

Maximum Storage Time : 20

Close

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 (Telepho ∨
Voice Prompt :	Fault Announcement ∨

Close

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

We wish you good luck building the application!