

Create a Prompt

Choose **Prompt Management - Prompts** in the main menu. To create a new prompt click on **New** in the toolbar. Provide the following information:

Prompt Type	When managing prompts, an ordering by types can make sense. Use Prompt Management - Prompt Types or blocked URL to define the types of prompts available.
Name	The name of the prompt
Active	If you unselect this option, then the file will no longer be played. This applies to everywhere in the system the file is used - ACD groups, routing applications etc.
Contents	The exact wording of the prompt if it is to be generated by TTS, otherwise a description of the content for an audio file.
Language	The language of the prompt
Wave File	<i>No Audio</i> - no audio data will be provided. Use this option to create an empty prompt container. When working with the Network IVR you can create prompts to use in the program and upload the recordings at a later date. <i>File</i> - choose a file from your computer in WAV or MP3 format to upload. <i>TTS</i> - use this option to choose a text to speech engine for the generation of the prompt. The text input will be passed to the TTS engine and an audio file will be generated by the selected TTS engine. The TTS engines are managed by the system administrator.

After entry and if necessary uploading the file, click on **Save**. You will see a list of the language versions of the file, and can add further languages using the **New** button. Use **Save** to return to the list of prompts.

In the list of existing prompts you can use **Play** to listen to the prompts in English or German, without having to edit a prompt and access the list of language versions. **Edit** can be used to modify the settings of the prompt, and **Delete** removes the prompt from the system. Use **Master Data** to view the master data for the prompt.

A prompt can consist of more than one file, each file representing a different language. A prompt is therefore not a single file, but a collection of files in different languages. In the table of prompts you can see columns which allow access to the different language versions. Language versions are added using **Edit**.

When managing prompts, an ordering by types can make sense. Use **Prompt Management - Prompt Types** in the main menu to create types.