Requirements

The destination numbers, prompts and email addresses which are used in this programming example are assumed to have been created in your system. If you have not created the required elements, then you should create these first before following the example. Details on how to achieve this can be found in the [Administration](#) section of the documentation.

The following prompts should be present in the system including audio files:

- A welcome prompt, for example *Welcome to XY company.*
- A prompt for music on hold, for example *You will be connected to the next available agent.*
- A prompt for the recording of a voice message, for example *I am sorry but the called person is currently not available. Please leave a message after the beep.*