



How To Record System Prompts

This document provides instructions on how to access and record your system prompts.

Before you begin you will need:

- The 5 digit pass code for the system
- The file numbers of the prompts to be recorded

To access the prompt recording facility dial:

647 837 6161

or

866-962-3812

Once you dial in you will hear:

Welcome to Telax's Recording Facility. Please enter your five digit PIN number.

Use the keypad to enter the 5 digit PIN associated with the IVR. This number will be provided by a Telax Project Manager during the Implementation Phase of a client relationship with Telax and can be retrieved by contacting a Telax Account Manager at any time.

You will hear the following menu:

To record General Prompts, press 1, English, press 2. To record in French, press 3. To record in Spanish, press 4.

Select the appropriate folder.

Your project manager will provide a complete list of prompts required and the folder they need to be recorded in.

Note: When recording messages in more than one language it is advised to complete recording all prompts in a specific language and then start recording all the prompts in the next language. You must hang up and dial in to the recording facility in order to change the language selection.

You will hear the following menu once a prompt number has been selected:

To record prompts, press 1. To listen to prompts, press 2. To retrieve a saved prompt, press 3.

Enter the prompt number you wish to work with.



To Record Prompts:

Select Option 1, (record prompts).

You will hear the following:

After the tone, please begin recording. When you are finished, press the # key.

Your recording is captured.

You will hear:

To listen to the recording, press 1. To re-record, press 2. To save and publish this recording press 3. To save without publishing, press 4.

You should always listen to a prompt before saving it. Things to listen for include background noise, the proverbial 'frog in the throat' and the speaking flow of the message. The prompt may be re-recorded as many times as necessary. Once you are happy with the prompt, press three to publish, or 4 to save for publishing later.

Important Note: Once you press 3 to save and publish a prompt, it will be live on your IVR.

Once you have saved the prompt you will hear the following menu:

To record another prompt in this language, press 1. To record prompts in a different language, press 2. To exit the system, press 9.

If you press 1 to record another prompt, you will be asked to enter the file number and begin the recording process again.



To Modify A Recording:

To modify, or re-record an existing prompt is the same process as recording a prompt for the first time.

Once you have dialed in to the recording facility, you will select the language you wish to record in.

You will select option 1 when you hear:

To record prompts, press 1. To listen to prompts, press 2. To retrieve a saved prompt, press 3.

Enter the prompt number you wish to work with.

You will hear the following:

After the tone, please begin recording. When you are finished, press the # key.

Your recording is captured.

You will hear:

To listen to the recording, press 1. To re-record, press 2. To save and publish this recording press 3. To save without publishing, press 4.

You should always listen to a prompt before saving it. Things to listen for include background noise, the proverbial 'frog in the throat' and the speaking flow of the message. The prompt may be re-recorded as many times as necessary. Once you are happy with the prompt, press three to publish, or 4 to save for publishing later.

Important Note: Once you press 3 to save and publish a prompt, it will be live on your IVR.

Once you have saved the prompt you will hear the following menu:

To record another prompt in this language, press 1. To record prompts in a different language, press 2. To exit the system, press 9.

If you press 1 to record another prompt, you will be asked to enter the file number and begin the recording process again.

OR

You can choose to listen to the prompt first.



To Listen To Recordings:

To listen to recordings already playing on your IVR, after you enter your passcode and the prompt number you wish to work with, you will need to select 2 when you hear:

To record prompts, press 1. To listen to prompts, press 2. To retrieve a saved prompt, press 3.

Enter the 3 digit Prompt Number, followed by the pound (#) key.

The prompt will be played back for you.

You will hear the following menu after the prompt plays:

To hear this prompt again, press 1. To re-record this prompt, press 2. To exit the system, press 9.



To Retrieve A Saved Prompt:

Once you have dialed in to the recording facility, you will select the language you wish to work in. You will then enter the prompt you wish to work with.

You will select option 3 when you hear:

To record prompts, press 1. To listen to prompts, press 2. To retrieve a saved prompt, press 3.

The prompt will play.

You will hear:

To listen, press 1. To publish, press 2. To re-save, press 3.

Important Note: Once you press 2 to save and publish a prompt, it will be live on your IVR.