

TELAX RECORDING STUDIO

# RECORDING IVR PROMPTS


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## TELAX RECORDING STUDIO

# RECORDING IVR PROMPTS

This document describes how to access and record your IVR system prompts using the Telax Recording Studio, our automated dial-in recording facility.


*Italic type* with this icon  indicates what you will hear on your phone.

### BEFORE YOU BEGIN YOU WILL NEED:

- The 9-digit **Passcode** associated with your IVR system.
- The IVR prompt **file numbers (###)** you wish to access or record.


### TO ACCESS THE TELAX RECORDING STUDIO:

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 Please dial: 844-361-5501

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Once you dial in you will be greeted by the welcome message:

 Please enter the digits before the dash in your recording passcode. When you are finished press pound (#).

Use your phone keypad to enter the digits of your IVR Passcode appearing before the dash. Once you have entered these digits and have pressed # you will be prompted by the following message:


 Please enter the 5 digits after the dash in your full passcode. Press pound (#) when you are done entering.

Use your phone keypad to enter the last 5-digits of your IVR Passcode.

If your 9-digit number has been lost, it can be retrieved by contacting Telax Account Manager at any time.

 If your IVR has no language selection, press 1. If your IVR has a language selection, press 2.

If your IVR has only one language, press **1** and see **Main Menu** below, otherwise press **2**.

 Please be sure to refer to the prompt list supplied... ..please select the correct language menu. General, press 1. English, press 2. French, press 3. Spanish, press 4.

Select the appropriate **folder (1-4)**. Your project manager will provide a complete list of **3-digit prompts** required and the language/folder they need to be recorded in.

**Note:** When recording prompts in more than one language, it is advised to complete the recording of all prompts in one language before recording prompts in the next language.

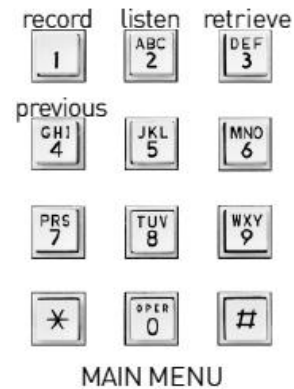


Once you have completed recording your new IVR prompts or updating your existing IVR prompts, **Save** and **Publish** them to ensure they are saved into the system. If you fail to save and publish your recording, they will not be stored into the system and you will not be able to retrieve them at a later date.

## 1. MAIN MENU

To **record** a prompt, press **1**. To **listen** to a prompt, press **2**. To **retrieve** a previously saved prompt, press **3**. To return to the **language menu**, press **4**.

If you are modifying an existing prompt, you may press **1** to re-record, though you may wish to listen to it first by pressing **2**. If you previously saved a prompt without publishing it, press **3** to retrieve and publish that prompt. Please see the next page for corresponding menu options.



## 2. FROM THE MAIN MENU, YOU PRESSED 1 TO RECORD.

Now enter the **3-digit prompt number** you wish to record, followed by the **#** key.

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

When you hear the tone, capture your recording and then press the **#** key.

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, when you are satisfied press **3** to save and publish, or press **4** to save for publishing later.

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

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

Now you may press **1** to enter another prompt number and begin the recording process again.



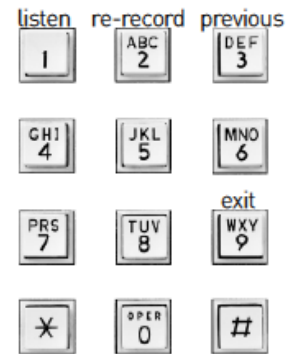
### 3. FROM THE MAIN MENU, YOU PRESSED 2 TO LISTEN

Now enter the **3-digit prompt number** you wish to listen to, followed by the # key.

The prompt will be played back for you.

To hear the prompt again, press **1**. To re-record this prompt, press **2**. To return to the previous menu, press **3**. To exit the system, press **9**.

Now you have the option of re-recording the prompt by pressing **2**.



LISTEN MENU

### 4. FROM THE MAIN MENU, YOU PRESSED 3 TO RETRIEVE A SAVED PROMPT

Now enter the **3 digit prompt number** you wish to retrieve, followed by the # key.

The prompt will be played back for you.

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

**Note:** Once you press **2** to publish a prompt, it will be live on our IVR.



RETRIEVE MENU