

# IVR Prompts

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**Description:** In this topic, the user will learn how to set up and manage IVR Prompts.

**Role Required:** Super User

**Modified Role:** Supervisor and Employer have access to some, but not all of this functionality. The system administrator should be the point person for phone prompt changes.

**Permission Required:** Funding Source Admin, Client Admin

- [Manage Prompts](#)
- [Prompts & Examples](#)
- [Edit the IVR Prompts \(read by a computer-generated voice\)](#)
- [Add an Attachment to the Prompts](#)
- [Listen to the Prompts](#)

[Related articles](#)

## **Manage Prompts**

DCI comes with standard phone prompts. During the implementation process, a DCI implementation specialist may configure those prompts per the organization's requirements. Check with the system administrator prior to making any changes to IVR Phone Prompts.

## **Prompts & Examples**

- *Greeting Message – "Hello! Thank you for calling the DCI time keeping system."*
- *SSN Authentication – "Please enter the last four digits of your social security number."*
- *SSN Re-authentication – "Please re-enter the last four digits of your social security number."*
- *Pin Authentication – "Please enter your pin."*
- *Employee Authentication Failed – "We are unable to locate your employee record. Please contact your supervisor."*
- *Exceeded Attempts – "You have exceeded the number of attempts allowed."*
- *Date of Birth Authentication – "Please enter your birth month and date. For example, June 4th would be 0604."*
- *Invalid Selection – "You have made an invalid selection."*
- *No Employee Record – "We are unable to recognize the number you are calling from. Please try again from an approved number."*
- *Punch Should Be Closed – "We are unable to continue until your punch is closed."*
- *Punch Validation Failed – "Punch validation failed. Please contact your supervisor."*
- *Unknown Number – Profile – "We are unable to locate any profiles that matches the number you are calling from. Please call back from a valid number or contact your supervisor if you feel this is an error."*
- *Inactive Hourly Service Account – "There is no active hourly service account for this client. Please verify you have selected the correct client, or contact your supervisor."*
- *Inactive Authorization – "There is no active authorization for this client. Please contact your supervisor."*
- *Inactive Residential Client Service Account – "The client you have selected does not have an active residential account. Please verify your entry. If you feel this is an error, contact your supervisor."*
- *Confirm Client PIN - "Confirm Client PIN."*
- *Initiate Client Validation - "Initiate Client Validation."*
- *Goodbye Message - "Thanks for calling. Goodbye."*
- *Client PIN Failure - "Client PIN authentication failed."*

## **Edit the IVR Prompts (read by a computer-generated voice)**

1. Log in to DCI
2. Click **Settings** on the main menu
3. Click **EVV** on the submenu
4. Select **EVV IVR Prompts** on the flyout menu
5. Select a prompt to manage by clicking on the row
6. Click **Actions**
7. Select **Edit IVR Prompt** from the drop-down menu
  - a. If multi-language is enabled, the prompt will be visible in multiple languages.
8. Edit the English language prompt as needed
9. If multi-language is enabled, click **Translate** on all other languages.
10. Click **Save** and **Yes** to confirm

## **Add an Attachment to the Prompts**

A voice recording attachment, such as an mp3 file, can be added to the voice prompt. Users will hear a human voice as opposed to the default, computer-generated voice.

1. Log in to DCI
2. Click **Settings** on the main menu
3. Click **EVV** on the submenu
4. Select **EVV IVR Prompts** on the flyout menu
5. Select a prompt to manage by clicking on the row
6. Click **Actions**

7. Select **Edit IVR Prompt** from the drop-down menu
8. Click **Add Attachment**
9. Locate the file. The file format must be .mp3.
10. Click **Open**. A status bar displays the progress of attaching the audio file.
11. When complete, click **Save** and **Yes** to confirm.

### **Listen to the Prompts**

1. Log in to DCI
2. Click **Settings** on the main menu
3. Click **EVV** on the submenu
4. Select **EVV IVR Prompts** on the flyout menu
5. Select a prompt to manage by clicking on the row
6. Click **Actions**
7. Select **Edit IVR Prompt** from the drop-down menu
8. If the prompt has an audio file attachment, an attachment and a mini audio player will be visible.
9. Click the **play button** to listen to the prompt

### **Related articles**

- [Phone EVV Punch - Multilingual](#)
- [Phone EVV Punch](#)
- [Time Entry - Account Type Hourly](#)
- [IVR Prompts](#)
- [Client - Phone EVV Punch](#)