

Blueface Guides

Recording Your Own IVR

Recording your IVR Prompts

You can record your IVR prompts yourself, it's very easy and you don't need any proprietary software. All you have to do is call yourself on your Blueface account, let it go to voicemail and record your message. Send the wav file that comes into your mailbox to us and we can incorporate this into your IVR.

Making a Script

Below is a sample script that you can use as a template to map out your prompts.

- ❖ Hello and welcome to Blueface
- ❖ Please Press 1 for General Enquiries or Sales
- ❖ Press 2 for Support
- ❖ Press 3 for Accounts
- ❖ Press 0 to replay the options or hold on the line to be transferred to an operator.

Remember to practise your lines before you begin, talk at a steady pace and don't rush through your script. When you are satisfied with your recording get someone else to listen to your message to make sure your prompts are clear and easy to understand.

Hold Options

Putting your customers on hold is undesirable but sometimes necessary, Blueface IVR gives you the option to add on hold music to entertain your callers while they wait for an operator.

Professional Voice Actors

For an additional cost Blueface can also provide you with a professional voice actor to do your IVR prompts. The cost for this would be €236.00 per studio session for one hour (or part thereof), plus €340.00 per page of prompts. All scripts will be subject to review before each recording.

For the prompts, the page spec is as follows:

- ❖ 12 point font
- ❖ A4 page
- ❖ Separate line per prompt
- ❖ Double Spacing

You may download a Word template [here](#).

Please contact Blueface business@blueface.ie if you require these additional services.