IVR ANNOUNCEMENTS

1st Announcement on IVR:
You have reached the New Mexico Child Support Enforcement Information Center. Your call may be monitored for quality control purposes. You will be asked to voluntarily provide your social security number for verification purposes. If you are calling from a touch-tone phone please press 1 now. If you are calling from a rotary phone, please remain on the line for the next available representative.

2nd Announcement (recorded separately, plays immediately after 1st announcement):
(repeat entire message in Spanish - Te has comunicado con el centro de informacion de sostenimiento de Nuevo Mexico. Su llamada podria ser monitorizada por usos de calidad. Se le pedira que voluntariamente propusione su numero de seguro social por procedimientos de verificacion. Si estas hablando de un telefono touch tone, oprima el 1 ahora. Si no, por favor espere en la linea por el proximo especialista de sostenimento)

(if no entry)
Call is directed to English

(if 1 is pressed)
Please select 1 if you are an employer, select 2 for options in English. (Select 3 for options in Spanish - Por favor oprima el 1 si eres un empleador, oprima el dos por ingles, O oprima el 3 por espanol)

(if 1 is pressed)
Call is directed to Employers

(if 2 is pressed)
Please enter your case number followed by the pound sign, if you do not know your case number you may press the pound sign to be immediately directed to a representative.

(calls is directed to the main ACD English and screen pops if correct case number is entered).

(if 3 is pressed)
Por favor oprima su numero de caso seguido por el signo de gato. Si no se sabe su numero de caso, por favor oprima el signo de gato para conectar lo a un especialista de sostenimento

(calls is directed to the Spanish route table and screen pops if correct case number is entered).

ANNOUNCEMENT #001:
You have reached the New Mexico Child Support Enforcement Information Center. Your call will be answered in the order it was received. Calls will be monitored for quality control purposes.

ANNOUNCEMENT #002:
All representatives are assisting other callers, please remain on the line for the next available representative.

ANNOUNCEMENT #003: (DO THIS IN SPANISH)
You have reached the New Mexico Child Support Enforcement Information Center. Your call will be answered in the order it was received. Calls will be monitored for quality control purposes.

ANNOUNCEMENT #004: (DO THIS IN SPANISH)
All representatives are assisting other callers, please remain on the line for the next available representative.

ANNOUNCEMENT #005:
You have reached the New Mexico Child Support Enforcement Information Center. Your call will be answered in the order it was received. Calls will be monitored for quality control purposes. (RECORD ENTIRE MESSAGE IN ENGLISH AND THEN SAY IN SPANISH)

VOICE MAIL ANNOUNCEMENTS
To record voicemail messages, you must know the mailbox extension number and the passcode.

Dial the extension number—when the message starts to play press the "*" key. It will then ask you to enter your passcode. Enter 1234. This will provide you access to the mailbox. There will be a list of options, choose to administer user options by pressing "8". It will then give you a list of options, choose to change your greeting by pressing "4". Record when prompted.

You must press "9" a minimum of 3 times to log out of the mailbox after recording a new greeting, the system will log you out and say goodbye. KIM: I don’t think these directions are correct for Shoretel.

VOICEMAIL BOX 615: - AFTER HOURS ANNOUNCEMENT
You have reached the New Mexico Child Support Enforcement Information Center. Our office hours are from 8:00am to 5:00pm, Monday thru Friday. Please call us during those hours. Our hours of operation are main standard time, except state holidays.

VOICEMAIL BOX 616: - HOLIDAY ANNOUNCEMENT
You have reached the New Mexico Child Support Enforcement Information Center. We are currently closed due to the holiday. Our regular office hours are from 8:00am to 5:00pm, Monday thru Friday. Please call again after the holiday.

VOICEMAIL BOX 617: - EMERGENCY ANNOUNCEMENT
You have reached the New Mexico Child Support Enforcement Information Center. We are currently closed due to circumstances beyond our control. We hope to be operational again as soon as possible. Please try your call again later.

If you would like to leave a message in our general voicemail please press now.
English Phrases in Edify: (following is for old Fujitsu)

<table>
<thead>
<tr>
<th>Phrase Name</th>
<th>Phrase Text</th>
<th>Message Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Silence</td>
<td>...</td>
<td>14</td>
</tr>
<tr>
<td>eAnd</td>
<td>... and ...</td>
<td>8</td>
</tr>
<tr>
<td>eHour</td>
<td>... Hour</td>
<td>4</td>
</tr>
<tr>
<td>eHours</td>
<td>... Hours</td>
<td>6</td>
</tr>
<tr>
<td>eMinute</td>
<td>... minute</td>
<td>10</td>
</tr>
<tr>
<td>eMinutes</td>
<td>... minutes</td>
<td>12</td>
</tr>
<tr>
<td>ePleaseHold</td>
<td>Please continue to hold</td>
<td>2</td>
</tr>
<tr>
<td>eYourWaitIs</td>
<td>Your estimated wait time is...</td>
<td>0</td>
</tr>
<tr>
<td>pInvalidEntry</td>
<td>Your entry was invalid</td>
<td>3</td>
</tr>
<tr>
<td>pMenu1</td>
<td>You have reached the Child Support Information Center. Your call may be monitored for quality control purposes. You will be asked to voluntarily provide your social security number for verification purposes. If you are calling from a touch-tone phone please press 1 now. If you are calling from a rotary phone, please remain on the line for the next available child support specialist.</td>
<td>0</td>
</tr>
<tr>
<td>pMenu2</td>
<td>Please select 1 if you are an employer. Select 2 for options in English. Por favor oprima el 1 si eres un empleador, oprima el dos por ingles, O oprime el 3 por espanol (english translation) Select 3 for options in Spanish</td>
<td>1</td>
</tr>
<tr>
<td>Language</td>
<td>American English</td>
<td></td>
</tr>
<tr>
<td>pMenu3</td>
<td>Please enter your case number followed by the pound sign, if you do not know your case number you may press the pound sign to be immediately directed to a child support specialist.</td>
<td>6</td>
</tr>
</tbody>
</table>
Phrase Name : pShortSilence  
Phrase Text : ...  
Message Number : 13

Phrase Name : pTechnicalProblem  
Phrase Text : We have encountered a technical problem.  
Message Number : 5

Phrase Name : pTransfer  
Phrase Text : Your call is being transferred to the next available child support specialist in the order it was received. All calls may be monitored or recorded for quality control purposes.  
Message Number : 8

Phrase Name : pTransferEmployer  
Phrase Text : Your call is being transferred to the next available representative in the order it was received. All calls may be monitored or recorded for quality control purposes.  
Message Number : 2

Phrase Name : pTryAgain  
Phrase Text : Please try again.  
Message Number : 4

**Spanish Phrases in Edify:**

Phrase Name : sAnd  
Phrase Text : ... (Spanish) Y ...  
Message Number : 9

Phrase Name : sHour  
Phrase Text : ... (Spanish) Hora  
Message Number : 5

Phrase Name : sHours  
Phrase Text : ... (Spanish) Horas  
Message Number : 7

Phrase Name : sMinute  
Phrase Text : ... (Spanish) Minuto  
Message Number : 11

Phrase Name : sMinutes  
Phrase Text : ... (Spanish) Minutos  
Message Number : 13

Phrase Name : sPleaseHold  
Phrase Text : (Spanish) Por favor continue esperando  
Message Number : 3

Phrase Name : sYourWaitIs  
Phrase Text : (Spanish) El tiempo estimado de espera es ...  
Message Number : 1

Phrase Name : sInvalidEntry  
Phrase Text : (Spanish) Su numero es invalido  
Message Number : 12
Phrase Name: SMenu3
Phrase Text: (Spanish) Por Favor oprima su numero de caso seguido por el signo de gato . Si no se sabe su numero de caso, por favor oprima el signo de gato para conectar lo a un especialista de sostenimiento
(English translation) Please enter your case number followed by the pound sign, if you do not know your case number you may press the pound sign to be immediately directed to a child support specialist.
Message Number: 7

Phrase Name: STechnicalProblem
Phrase Text: (Spanish) Hamos encontrado un problema tecnico
(English translation) We have encountered a technical problem.
Message Number: 11

Phrase Name: STransfer
Phrase Text: (Spanish) Su llamada sera transferida a el proximo especialista de sostenimiento disponible en el orden que fue recibida
(English translation) Your call is being transferred to the next available child support specialist in the order it was received. All calls may be monitored or recorded for quality control purposes.
Message Number: 9

Phrase Name: STryAgain
Phrase Text: (Spanish) Por favor insista de Nuevo
(English translation) Please try again.
Message Number: 10

Phrase Name: sMenu1
Phrase Text: Te has comunicado con el centro de informacion de sostenimiento de Nuevo Mexico. Su llamada podria ser monitoriada por usos de calidad. Se le pedira que voluntariamente proporne su numero de seguro social por prosedimientos de verificacion. Si estas hablando de un telefono touch tone, oprime el 1 ahora. Si no, por favor espere en la linea por el proximo especialista de sostenimiento
(English translation) You have reached the Child Support Information Center. Your call may be monitored for quality control purposes. You will be asked to voluntarily provide your social security number for verification purposes. If you are calling from a touch-tone phone please press 1 now. If you are calling from a rotary phone, please remain on the line for the next available child support specialist.
Message Number: 14