

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.

If you are calling for payment you may call 1-800-759-5437. You may also sign up at www.

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 monitoriada por usos de calidad. Se le pedira que voluntariamente proporcione su numero de seguro social por procedimientos 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)

(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 oprime 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.

(call 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 sostenimiento

(call 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~~ *may* 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~~ *may* 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~~ *may* 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

NEW MEXICO CHILD SUPPORT ENFORCEMENT INFORMATION CENTER SCRIPTS

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 good bye. 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 again during those hours.

we are currently closed

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 mailbox please press 1 now

our hrs of operation are

back to our normal hrs of operation stand at time. except state holidays.

NEW MEXICO CHILD SUPPORT ENFORCEMENT INFORMATION CENTER SCRIPTS

English Phrases in Edify: (following is for old Fujitsu)

Phrase Name : Silence
Phrase Text : ...
Message Number : 14

Phrase Name : eAnd
Phrase Text : ... and ...
Message Number : 8

Phrase Name : eHour
Phrase Text : ... Hour
Message Number : 4

Phrase Name : eHours
Phrase Text : ... Hours
Message Number : 6

Phrase Name : eMinute
Phrase Text : ... minute
Message Number : 10

Phrase Name : eMinutes
Phrase Text : ... minutes
Message Number : 12

Phrase Name : ePleaseHold
Phrase Text : Please continue to hold.
Message Number : 2

Phrase Name : eYourWaitIs
Phrase Text : Your estimated wait time is...
Message Number : 0

Phrase Name : pInvalidEntry
Phrase Text : Your entry was invalid.
Message Number : 3

Phrase Name : pMenu1
Phrase Text : 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 : 0

Phrase Name : pMenu2
Phrase Text : 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
Message Number : 1
Language : American English

Phrase Name : pMenu3
Phrase Text : 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 : 6

NEW MEXICO CHILD SUPPORT ENFORCEMENT INFORMATION CENTER SCRIPTS

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 continúe 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 número es inválido

Message Number : 12

NEW MEXICO CHILD SUPPORT ENFORCEMENT INFORMATION CENTER SCRIPTS

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) Hemos encontrado un problema tecnico
(English translation) We have encountered a technical problem.

Message Number : 11

Phrase Name : STransfer

Phrase Text : (Spanish) Su llamda sera transferida a el proximo especialista de sostenimient 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 monitoreada por usos de calidad. Se le pedira que voluntariament proposione 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 linia 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