



A MITEL
PRODUCT
GUIDE

MiContact Center Enterprise

Message Files - Description

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INTRODUCTION

This document describes the message files (files that contain prerecorded voice prompts) that are shipped with your system. Message files for MiCC Enterprise include various languages. Message files for Script Manager sample scripts are available in U.S. English only.

VOICE PROMPTS FORMAT

With MiCC Enterprise 6.0 and later, OAS supports the .mov format. All prompts delivered in this version are still in the wave format. Existing customers can continue to use their .wav files.



Note: All files in the tables below have a .wav extension.

VOICE PROMPTS FOR MiCC ENTERPRISE

The languages covered in this document are:

- Brazilian Portuguese
- Danish
- Dutch
- English (Australia)
- English (UK)
- English (US)
- Finnish
- Flemish
- French
- French (Belgian)
- German
- Italian
- Norwegian
- Spanish
- Swedish

For the message files of each of the languages, the following applies:

- Message files 1 through 10 contain the logon script for Phone Agents. Do not modify.
- Message files 11 through 34 contain the system prompts for MiCC Enterprise. You can record new voice prompts for these message files; however, be sure to keep the same file names.
- Message files 35 through 40 contain the voice prompts for the Callback feature. You can record new voice prompts for these message files; however, be sure to keep the same file names.
- Message files 46 through 48 contain the voice prompts for call qualification code entry for Phone Agents. You can record new voice prompts for these message files; however, be sure to keep the same file names. These are available in US English only.
- Message file 50 contains a voice prompt for Phone Agent logon. You can record a new voice prompt for this message file; however, be sure to keep the same file name. This prompt is available in US English only.

A

BRAZILIAN PORTUGUESE

	FILE NAME	CONTENT
1	EnterPin	Por favor digite os quatro números de seu código de acesso.
2	InvalPin	Você digitou um código de acesso incorreto.
3	PinUsed	Este código de acesso já está sendo usado.
4	AgentRdy	Você está disponível para receber chamadas de serviço.
5	AgntNRdy	Você está indisponível para receber chamadas de serviço.
6	AgntLOff	Você está logged off. Até mais.
7	Select0	Aperte zero para tornar-se indisponível, ou aperte a tecla quadrado para log off
8	Select1	Aperte 1 para tornar-se disponível, ou aperte a tecla quadrado para log off.
9	Select10	Aperte 1 para tornar-se disponível, ou aperte zero para tornar-se indisponível.
10	AgentLic	Licença do agente não disponível, por favor tente mais tarde.
11	Press	Aperte...
12	Star	A tecla estrela.
13	#Sign	A tecla quadrado.
14	For	Para
15	To	Para
16	Please	Por favor...
17	Enter	...digite
18	Your	...seu...
19	Of	...de...
20	Pin	...código de acesso...
21	Number	...Número...
22	Digit	... o dígito...
23	Digits	...os dígitos...
24	FolByThe	Seguido de ...
25	AllAgent	Todos os agentes estão ...
26	Busy	ocupados...
27	Still	..ainda...
28	WithYou	Um agente lhe atenderá em aproximadamente....
29	ThereAre	Há...
30	CalQueue	... chamadas antes da sua aguardando na fila de espera...
31	CallImpt	Sua chamada é importante para nós.

	FILE NAME	CONTENT
32	Hold	...aguarde...
33	ContTo	... continue a...
34	Wait	... espere..
35	ClBkOff	Se você deseja que lhe chamemos mais tarde...
36	ClBkInp	Por favor digite o número do seu telefone começando com o código de 'area...
37	ThankYou	Obrigada.
38	CalBkSuc	Lhe chamaremos assim que um agente esteja disponível.
39	GoodBye	Até Logo
40	CalBkInv	O número digitado está incorreto.
46	EnterCQ	Por favor digite o código de qualificação de chamada seguido da tecla quadrado.
47	CQAccepted	O código de qualificação de chamada foi registrado. Obrigada.
48	CQFailed	O sistema não pode registrar o código de qualificação de chamada devido ao término do tempo de pausa ou dado não digitado. A ligação será encerrada.
50	takeoverpin	The entered PIN is already in use. Press 1 to logoff the other agent and takeover this PIN.

DANISH



Note: Denmark uses the term “employee” (medarbejder) instead of “agent” (agenter) in many cases □ refer to prompt numbers 43, 44 and 45 in the following table.

	FILE NAME	CONTENT
1	EnterPin	Indtast PIN-kode
2	InvalPin	Ugyldig PIN-kode
3	PinUsed	PIN-kode er allerede i brug
4	AgentRdy	De er klar til servicekald
5	AgntNRdy	De er ikke klar til servicekald
6	AgntLOff	De er nu logget af. På genhør.
7	Select0	for at: - gøre Dem ikke klar, tast 0 - logge af, tast firkant.
8	Select1	for at: - gøre Dem klar, tast 0 - logge af, tast firkant.
9	Select10	for at gøre Dem: - klar, tast 1 - ikke klar, tast 2.
10	AgentLic	Der er desværre ingen agentlicens ledig, prøv igen senere.
11	Press	Tast
12	Star	Stjerne

	FILE NAME	CONTENT
13	#Sign	Firkant
14	For	For
15	To	Til
16	Please	Venligst
17	Enter	Indtast
18	Your	Din
19	Of	
20	Pin	PIN
21	Number	Nummer (as in number in queue)
22	Digit	ciffer
23	Digits	cifre
24	FolByThe	Efterfulgt af
25	AllAgent	Alle agenter er
26	Busy	Optaget
27	Still	Stadig
28	WithYou	En agent vil svare Dem om cirka
29	ThereAre	Der er
30	CalQueue	N.A. in the Danish version
31	CallImpt	Deres opkald er vigtig for os
32	Hold	Vent venligast
33	ContTo	Fortsæt med at
34	Wait	Vent
35	ClIBkOff	Hvis De ønsker at vi ringer tilbage når det bliver
36	ClIBkInp	Indtast venligst det telefonnummer De ønsker vi skal ringe tilbage på
37	ThankYou	Tak
38	CalBkSuc	Vi kontakter Dem så snart en agent bliver ledig
39	GoodBye	Farvel
40	CalBkInv	Ugyldigt telefonnummer

	FILE NAME	CONTENT
41	YouAreNumber	De er nummer
42	InTheQueue	i køen
43	CalBkSuc2	Vi kontakter Dem så snart en medarbejder bliver ledig
44	AllAgent2	Alle medarbejdere er
45	WithYou2	En medarbejder vil svare Dem om cirka
46	EnterCQ	Indtast Call qualification code, efterfulgt af firkant.
47	CQAccepted	Call qualification code er registreret. Tak for dit opkald.
48	CQFailed	Systemet er ikke i stand til at registrere Call qualification code, enten fordi efterbehandlingstiden er udløbet eller på grund af manglende indtastning.
50	takeoverpin	The entered PIN is already in use. Press 1 to logoff the other agent and takeover this PIN.

DUTCH

	FILE NAME	CONTENT
1	EnterPin	TOETS UW CIJFERIGE PIN-CODE IN
2	InvalPin	U HEEFT EEN ONJUISTE PIN-CODE INGETOETST
3	PinUsed	De ingetoetste PIN-code is al in gebruik
4	AgentRdy	U bent beschikbaar voor servicegesprekken
5	AgntNRdy	U bent niet beschikbaar voor servicegesprekken
6	AgntLOff	U BENT NU UITGELOGD. TOT ZIENS.
7	Select0	TOETS 0 OM UZELF NIET BESCHIKBAAR TE MAKEN OF TOETS HEKJE OM UIT TE LOGGEN.
8	Select1	Toets 1 om uzelf beschikbaar te maken of toets hekje om uit te loggen.
9	Select10	TOETS 1 OM BESCHIKBAAR TE ZIJN OF TOETS 0 OM NIET BESCHIKBAAR TE ZIJN.
10	AgentLic	AUTORISATIE VOOR DEZE MEDEWERKER IS MOMENTEEL NIET BESCHIKBAAR. PROBEER HET LATER NOG EEN KEER.
11	Press	Toets...~
12	Star	Sterretjetoets
13	#Sign	Hekjetoets
14	For	Voor

	FILE NAME	CONTENT
15	To	OM TE
16	Please	Alstublieft...
17	Enter	Invoeren/voer in...
18	Your	Uw
19	Of	Van
20	Pin	PIN
21	Number	... nummer/[pincode]...
22	Digit	... cijfer...
23	Digits	... cijfers...
24	FolByThe	... GEVOLGD DOOR DE ...
25	AllAgent	Alle medewerkers zijn...
26	Busy	... in gesprek...
27	Still	... nog steeds...
28	WithYou	Een medewerker zal u te woord staan over ongeveer...
29	ThereAre	ER ZIJN ...
30	CalQueue	... wachtenden voor u
31	CallImpt	Wij hechten belang aan uw gesprek
32	Hold	... WACHT ...
33	ContTo	... BLIJF ...
34	Wait	... WACHTEN ...
35	ClBkOff	Indien u op een later tijdstip teruggebeld wilt worden...
36	ClBkInp	Toets uw telefoonnummer in inclusief het netnummer.
37	ThankYou	Dank u
38	CalBkSuc	Wij nemen contact met u op zodra er een medewerker beschikbaar is
39	GoodBye	TOT ZIENS
40	CalBkInv	U HEEFT EEN ONJUIST NUMMER INGETOETST
46	EnterCQ	Voert u alstublieft de gespreks kwalifikatie code in, en sluit af met een hekje.
47	CQAccepte d	De gespreks kwalifikatie code is geregistreerd. Dank u wel.

	FILE NAME	CONTENT
48	CQFailed	Het systeem is niet in staat de gespreks kwalifikatie code te registreren omdat de administratieve tijd.
50	takeoverpin	The entered PIN is already in use. Press 1 to logoff the other agent and takeover this PIN.

ENGLISH (AUSTRALIAN)

	FILE NAME	CONTENT
1	EnterPin	"Please enter a PIN number"
2	InvalPin	"You have entered an invalid PIN"
3	PinUsed	"The entered PIN is already in use."
4	AgentRdy	"You are ready for service calls."
5	AgntNRdy	"You are not ready for service calls."
6	AgntLOff	"You are now logged off. Good-bye."
7	Select0	"Press 0 to make yourself not ready, or press hash sign to log off."
8	Select1	"Press 1 to make yourself ready, or press hash sign to log off."
9	Select10	"Press 1 to make yourself ready, or press 0 to make yourself not ready."
10	AgentLic	"Agent license is not available, please try again later."
11	Press	"Press..."
12	Star	"...star sign..."
13	#Sign	"...hash sign.."
14	For	"For..."
15	To	"To..."
16	Please	"Please..."
17	Enter	"Enter..."
18	Your	"Your..."
19	Of	"...Of..."
20	Pin	"...PIN..."
21	Number	"...Number..."
22	Digit	"...Digit..."

	FILE NAME	CONTENT
23	Digits	"...Digits..."
24	FolByThe	"Followed by the..."
25	AllAgent	"All agents are..."
26	Busy	"...Busy..."
27	Still	"...Still..."
28	WithYou	"An agent will be with you in approximately..."
29	ThereAre	"There are..."
30	CalQueue	"...calls ahead of you in the queue"
31	CallImpt	"Your call is important to us."
32	Hold	"...hold..."
33	ContTo	"...continue to..."
34	Wait	"...wait..."
35	ClBkOff	"If you would like to be called back at a later time..."
36	ClBkInp	"Please enter your telephone number including the area code."
37	ThankYou	"Thank you."
38	CalBkSuc	"You will be contacted as soon as an agent becomes available."
39	GoodBye	"Good-bye."
40	CalBkInv	"You have entered an invalid number."
46	EnterCQ	"Please enter the call qualification code followed by a hash key"
47	CQAccepted	"The call qualification code has been registered. Thank you."
48	CQFailed	"The system is unable to register the call qualification code due to expired clerical time or no entry. The call will be cleared."
50	takeoverpin	The entered PIN is already in use. Press 1 to logoff the other agent and takeover this PIN.

ENGLISH (UK)

	FILE NAME	CONTENT
1	EnterPin	"Please enter a PIN number"
2	InvalPin	"You have entered an invalid PIN"

Message Files - Description

	FILE NAME	CONTENT
3	PinUsed	"The entered PIN is already in use."
4	AgentRdy	"You are ready for service calls."
5	AgntNRdy	"You are not ready for service calls."
6	AgntLOff	"You are now logged off. Good-bye."
7	Select0	"Press 0 to make yourself not ready, or press pound sign to log off."
8	Select1	"Press 1 to make yourself ready, or press pound sign to log off."
9	Select10	"Press 1 to make yourself ready, or press 0 to make yourself not ready."
10	AgentLic	"Agent license is not available, please try again later."
11	Press	"Press..."
12	Star	"...* sign..."
13	#Sign	"...pound sign.."
14	For	"For..."
15	To	"To..."
16	Please	"Please..."
17	Enter	"Enter..."
18	Your	"Your..."
19	Of	"...Of..."
20	Pin	"...PIN..."
21	Number	"...Number..."
22	Digit	"...Digit..."
23	Digits	"...Digits..."
24	FoIByThe	"Followed by the..."
25	AllAgent	"All agents are..."
26	Busy	"...Busy..."
27	Still	"...Still..."
28	WithYou	"An agent will be with you in approximately..."
29	ThereAre	"There are..."
30	CalQueue	"...calls ahead of you in the queue"

	FILE NAME	CONTENT
31	CallImpt	"Your call is important to us."
32	Hold	"...hold..."
33	ContTo	"...continue to..."
34	Wait	"...wait..."
35	ClIBkOff	"If you would like to be called back at a later time..."
36	ClIBkInp	"Please enter your telephone number including the area code."
37	ThankYou	"Thank you."
38	CalBkSuc	"You will be contacted as soon as an agent becomes available."
39	GoodBye	"Good-bye."
40	CalBkInv	"You have entered an invalid number."
46	EnterCQ	"Please enter the call qualification code followed by a hash key"
47	CQAccepted	"The call qualification code has been registered. Thank you."
48	CQFailed	"The system is unable to register the call qualification code due to expired clerical time or no entry. The call will be cleared."
50	takeoverpin	The entered PIN is already in use. Press 1 to logoff the other agent and takeover this PIN.

ENGLISH (US)

	FILE NAME	CONTENT
1	EnterPin	"Please enter a PIN numberr"
2	InvalPin	"You have entered an invalid PIN"
3	PinUsed	"The entered PIN is already in use."
4	AgentRdy	"You are ready for service calls."
5	AgntNRdy	"You are not ready for service calls."
6	AgntLOff	"You are now logged off. Good-bye."
7	Select0	"Press 0 to make yourself not ready, or press pound sign to log off."
8	Select1	"Press 1 to make yourself ready, or press pound sign to log off."
9	Select10	"Press 1 to make yourself ready, or press 0 to make yourself not ready."

Message Files - Description

	FILE NAME	CONTENT
10	AgentLic	"Agent license is not available, please try again later."
11	Press	"Press..."
12	Star	"...* sign..."
13	#Sign	"...pound sign.."
14	For	"For..."
15	To	"To..."
16	Please	"Please..."
17	Enter	"Enter..."
18	Your	"Your..."
19	Of	"...Of..."
20	Pin	"...PIN..."
21	Number	"...Number..."
22	Digit	"...Digit..."
23	Digits	"...Digits..."
24	FolByThe	"Followed by the..."
25	AllAgent	"All agents are..."
26	Busy	"...Busy..."
27	Still	"...Still..."
28	WithYou	"An agent will be with you in approximately..."
29	ThereAre	"There are..."
30	CalQueue	"...calls ahead of you in the queue"
31	CallImpt	"Your call is important to us."
32	Hold	"...hold..."
33	ContTo	"...continue to..."
34	Wait	"...wait..."
35	ClIBkOff	"If you would like to be called back at a later time..."
36	ClIBkInp	"Please enter your telephone number including the area code."
37	ThankYou	"Thank you."

	FILE NAME	CONTENT
38	CalBkSuc	"You will be contacted as soon as an agent becomes available."
39	GoodBye	"Good-bye."
40	CalBkInv	"You have entered an invalid number."
41	Txfopr	"To transfer to the operator..."
42	Txfvm	"To leave a voice message..."
46	EnterCQ	"Please enter the call qualification code followed by a # key"
47	CQAccepted	"The call qualification code has been registered. Thank you."
48	CQFailed	"The system is unable to register the call qualification code due to expired clerical time or no entry. The call will be cleared."
50	takeoverpin	The entered PIN is already in use. Press 1 to logoff the other agent and takeover this PIN.

FINNISH

	FILE NAME	CONTENT
1	EnterPin	Syötä PIN koodisi
2	InvalPin	Väärä PIN
3	PinUsed	PIN koodi käytössä
4	AgentRdy	Vastauspaikka valmis
5	AgntNRdy	Vastauspaikka ei valmis
6	AgntLOff	Vastauspaikka suljettu
7	Select0	Paina 0 jos et valmis, tai paina ruutu jos suljet
8	Select1	Paina 1 jos valmis, tai paina ruutu jos suljet
9	Select10	Paina 1 jos valmis, tai paina 0 jos et valmis
10	AgentLic	Vastauspaikkalisenssiä ei vapaana, yritä myöhemmin uudelleen
11	Press	Syötä
12	Star	Tähti
13	#Sign	Ruutu
14	For	
15	To	

Message Files - Description

	FILE NAME	CONTENT
16	Please	Ole hyvä
17	Enter	Syötä
18	Your	Sinun
19	Of	
20	Pin	PIN
21	Number	Numero
22	Digit	Luku
23	Digits	Luvut
24	FolByThe	Siirretty
25	AllAgent	Kaikki vastauspaikat
26	Busy	Varattu
27	Still	Yhä
28	WithYou	Sinut kytketään vastauspaikkaan arviolta ...
29	ThereAre	On
30	CalQueue	...edelläsi on jonossa...
31	CallImpt	Soittosi on meille tärkeä
32	Hold	Odota
33	ContTo	Jatka
34	Wait	Odota
35	ClIBkOff	Jos halut että soitamme sinulle...
36	ClIBkInp	Ole hyvä ja syötä puhelinnumerosi
37	ThankYou	Kiitos
38	CalBkSuc	Sinuun otetaan yhteys heti kun vastauspaikka vapautuu
39	GoodBye	Näkemiin
40	CalBkInv	Olet syöttänyt väärän numeron
46	EnterCQ	Anna puhelun vahvistuskoodi jonka jälkeen paina ruutu näppäintä.
47	CQAccepted	Puhelun vahvistuskoodi on rekisteröity. Kiitos.

	FILE NAME	CONTENT
48	CQFailed	Järjestelmä ei pysty rekisteröimään puhelun vahvistuskoodia, koska puhelun päättymisen jälkeinen aika on kulunut umpeen tai kirjausta ei ole. Puhelu päätetään.
50	takeoverpin	The entered PIN is already in use. Press 1 to logoff the other agent and takeover this PIN.

FRENCH

	FILE NAME	CONTENT
1	EnterPin	Veillez composer votre code confidentiel à quatre chiffres.
2	InvalPin	Le code confidentiel que vous avez composé est incorrect.
3	PinUsed	Le code confidentiel que vous avez composé est déjà en service.
4	AgentRdy	Vous êtes prêt pour recevoir des appels.
5	AgntNRdy	Vous n'êtes pas prêt pour recevoir des appels.
6	AgntLOff	Votre poste est maintenant déconnecté. Au revoir.
7	Select0	Tapez 0 si vous souhaitez ne pas être prêt ou tapez la touche dièse pour vous déconnecter.
8	Select1	Tapez 1 si vous souhaitez être prêt ou tapez la touche dièse pour vous déconnecter.
9	Select10	Tapez 1 si vous souhaitez être prêt ou tapez
10	AgentLic	Plus aucune licence n'est disponible, réessayez ultérieurement.
11	Press	Tapez...
12	Star	...la touche étoile...
13	#Sign	...la Touche dièse...
14	For	Pour..
15	To	Pour..
16	Please	Veillez...
17	Enter	Composer...
18	Your	Votre...
19	Of	...de...
20	Pin	... code confidentiel...
21	Number	...numéro...

Message Files - Description

	FILE NAME	CONTENT
22	Digit	...chiffre...
23	Digits	...chiffres...
24	FolByThe	Suivi de...
25	AllAgent	Tout nos agents sont...
26	Busy	...occupés...
27	Still	...toujours...
28	WithYou	Un agent sera à votre disposition dans environ...
29	ThereAre	Il y a...
30	CalQueue	...appels vous précédant dans la file d'attente.
31	CallImpt	Votre appel compte beaucoup pour nous.
32	Hold	...patientez...
33	ContTo	... poursuivre ...
34	Wait	...patientez...
35	ClBkOff	Si vous souhaitez être rappelé ultérieurement.
36	ClBkInp	Veillez composer votre numéro de téléphone comprenant l'indicatif.
37	ThankYou	Merci.
38	CalBkSuc	Un agent vous contactera dès que possible.
39	GoodBye	Au revoir.
40	CalBkInv	Vous avez composé un numéro incorrect.
46	EnterCQ	Veillez entrer le Code de qualification de l'appel suivi de la Touche dièse.
47	CQAccepted	Le Code de qualification de l'appel été enregistré. Merci.
48	CQFailed	En raison de l'expiration de la période de temps de saisie de données ou en raison de l'absence de données, le système ne peut pas enregistrer le Code de qualification de l'appel. Nous allons annuler l' appel.
50	takeoverpin	The entered PIN is already in use. Press 1 to logoff the other agent and takeover this PIN.

FRENCH (BELGIAN)

	FILE NAME	CONTENT
1	EnterPin	Veillez composer votre code personnel à quatre chiffres.
2	InvalPin	Le code personnel que vous avez composé est incorrect.
3	PinUsed	Le code personnel que vous avez composé est déjà en service.
4	AgentRdy	Vous êtes prêt pour recevoir des appels.
5	AgntNRdy	Vous n'êtes pas prêt pour recevoir des appels.
6	AgntLOff	Votre poste n'est plus en service. Au revoir.
7	Select0	Tapez 0 si vous souhaitez être indisponible ou tapez la touche dièse pour vous déconnecter.
8	Select1	Tapez 1 si vous souhaitez être disponible ou tapez la touche dièse pour vous mettre hors service.
9	Select10	Tapez 1 si vous souhaitez être disponible ou tapez 0 si vous souhaitez être indisponible.
10	AgentLic	Plus aucune licence n'est disponible, réessayez ultérieurement.
11	Press	Tapez...
12	Star	...la touche étoile...
13	#Sign	...la Touche dièse...
14	For	Pour..
15	To	Pour..
16	Please	Veillez...
17	Enter	Composer...
	File Name	Content
18	Your	Votre...
19	Of	...de...
20	Pin	... code personnel...
21	Number	...numéro...
22	Digit	...chiffre...
23	Digits	...chiffres...
24	FolByThe	Suivi de...

	FILE NAME	CONTENT
25	AllAgent	Tout nos agents sont...
26	Busy	...occupés...
27	Still	...toujours...
28	WithYou	Un agent sera à votre disposition dans environ...
29	ThereAre	Il y a...
30	CalQueue	...appels vous précédant dans la file d'attente.
31	CallImpt	Votre appel a beaucoup d'importance pour nous.
32	Hold	...patientez...
33	ContTo	... poursuivre ...
34	Wait	...patientez...
35	ClBkOff	Si vous souhaitez être rappelé ultérieurement.
36	ClBkInp	Veuillez composer votre numéro de téléphone comprenant l'indicatif zonal.
37	ThankYou	Merci.
38	CalBkSuc	Un agent vous contactera dès que possible.
39	GoodBye	Au revoir.
40	CalBkInv	Vous avez composé un numéro incorrect.
46	EnterCQ	Veuillez entrer le Code de qualification de l'appel suivi de la Touche dièse.
47	CQAccepted	Le Code de qualification de l'appel été enregistré. Merci.
48	CQFailed	En raison de l'expiration de la période de temps de saisie de données ou en raison de l'absence de données, le système ne peut pas enregistrer le Code de qualification de l'appel. Nous allons annuler l' appel.
50	takeoverpin	The entered PIN is already in use. Press 1 to logoff the other agent and takeover this PIN.

GERMAN

	FILE NAME	CONTENT
1	EnterPin	Bitte geben Sie Ihre vierstellige PINnummer ein:
2	InvalPin	Sie haben einen ungueltigen PIN-Code eingegeben.
3	PinUsed	Der von Ihnen eingegebene PIN wird bereits benutzt

	FILE NAME	CONTENT
4	AgentRdy	Sie koennen jetzt Anrufe entgegennehmen.
5	AgntNRdy	Sie koennen jetzt keine Anrufe entgegennehmen
6	AgntLOff	Õhre Verbindung wurde beendet. Auf
7	Select0	Druucken Sie 0 zum Abwarten oder druecken Sie die Rautentaste zum Beenden der Verbindung.
8	Select1	Druucken Sie 1 zum Weitermachen, oder druecken Sie die Rautentaste zum Beenden der Verbindung.
9	Select10	Druucken Sie 1 zum Weitermachen oder druecken Sie 0 zum Abwarten.
10	AgentLic	Diese Verbindung ist augenblickliche leider nicht moeglich. Bitte Versuchen Sie es spaeter noch einmal.
11	Press	Druucken Sie
12	Star	...die Sterntaste...
13	#Sign	...die Rautentaste...
14	For	Fuer...
15	To	Wegen....
16	Please	Bitte....
17	Enter	Geben Sie folgendes ein...
18	Your	Ihr...
19	Of	...von....
20	PinPIN....
21	Number	...Nummer..
22	Digitstellig....
23	Digits	...stellige...
24	FolByThe	...und anschliessend die....
25	AllAgent	Alle Mitarbeiter sind leider....
26	Busymit anderen Kunden beschaefigt
27	Still	...immer noch...
28	WithYou	Ein Mitarbeiter werde jedoch fuer Sie bereit sein in ungefaehr....
29	ThereAre	Es sind noch...
30	CalQueueAnrufer vor Ihnen in der Reihe

	FILE NAME	CONTENT
31	CallImpt	Ihr Anruf ist uins sehr wichtig
32	Hold	..bleiben Sie am Apparat...
33	ContTo	.weiterhin...
34	Wait	..warten Sie...
35	ClIBkOff	Wenn Sie spaeter zuruckgerufen werden moechten.....
36	ClIBkInp	Bitte geben Sie Ihre vollstaendige Telephonnummer einschliesslich der Vorwahl ein.
37	ThankYou	Vielen Dank
38	CalBkSuc	ÖSobald ein Mitabreiber frei wird, werden wir Sie anrufen
39	GoodBye	Auf Wiederhoeren
40	CalBkInv	Sie haben eine ungueltige Telephonnummer eingegeben.
46	EnterCQ	Bitte geben Sie den Anrufqualifizierungscode fuer den Anruf ein und druecken sie danach die Rautetaste.
47	CQAccepted	Der Anrufqualifizierungscode wurde bei uns registriert. Vielen Dank
48	CQFailed	Das System kann leider den Anrufqualifizierungscode nicht registrieren, weil dieser entweder nicht eingegeben wurde, oder die Nachbearbeitungszeit abgelaufen ist. Der Anruf wird beendet.
50	takeoverpin	The entered PIN is already in use. Press 1 to logoff the other agent and takeover this PIN.

ITALIAN

	FILE NAME	CONTENT
1	EnterPin	Per favore digiti le 4 cifre del suo codice di identificazione personale
2	InvalPin	Lei ha digitato un codice che non e' valido.
3	PinUsed	Il codice digitato e' in uso.
4	AgentRdy	Lei e' disponibile alla ricezione delle chiamate.
5	AgntNRdy	Lei non e' disponibile alla ricezione delle chiamate.
6	AgntLOff	Lei ora non e' collegato. Arrivederci.
7	Select0	Digiti 0 se non e' pronto, oppure digiti il tasto cancelletto per interrompere la comunicazione.
8	Select1	Digiti 1 se e' pronto, oppure digiti il tasto cancelletto per interrompere la comunicazione.

	FILE NAME	CONTENT
9	Select10	Digiti 1 se e' pronto, oppure digiti 0 se non e' pronto.
10	AgentLic	E' stato raggiunto il numero massimo di agenti nel sistema, per favore riprovi piu' tardi.
11	Press	Digiti...
12	Star	... Il tast asterisco...
13	#Sign	Il tasto cancelletto...
14	For	Per...
15	To	A...
16	Please	per favore...
17	Enter	digiti...
18	Your	il suo...
19	Of	di...
20	Pin	codice di identificazione personale...
21	Number	numero ...
22	Digit	cifra...
23	Digits	cifre...
24	FolByThe	seguito da...
25	AllAgent	tutti gli agenti sono...
26	Busy	Impegnati...
27	Still	ancora...
28	WithYou	un agente sara' disponibile tra circa...
29	ThereAre	Ci sono...
30	CalQueue	Telefonate in linea precedenti alla sua...
31	CallImpt	ci scusiamo del protrarsi dell'attesa...
32	Hold	rimanga in linea...
33	ContTo	continui a ...
34	Wait	attenda...
35	ClIBkOff	se desidera essere richiamato in un ulteriore momento...
36	ClIBkInp	per favore digiti il suo numero di telefono, incluso il prefisso...

	FILE NAME	CONTENT
37	ThankYou	grazie...
38	CalBkSuc	Lei sara' contattato appena un agente sarà disponibile.
39	GoodBye	Arrivederci.
40	CalBkInv	Ha digitato un numero che non e' valido.
46	EnterCQ	Per favore, digitate il codice di qualifica della chiamata seguito dal tasto cancelletto.
47	CQAccepted	Il codice di qualifica della chiamata è stato registrato. Grazie.
48	CQFailed	A causa di un prolungamento della pausa o di mancata selezione, il sistema non è in grado di registrare il codice di qualifica della chiamata. La chiamata verrà quindi annullata.
50	takeoverpin	The entered PIN is already in use. Press 1 to logoff the other agent and takeover this PIN.

NORWEGIAN

	FILE NAME	CONTENT
1	EnterPin	"Vennligst tast inn en PIN kode"
2	InvalPin	"Du har tastet en ugyldig PIN kode"
3	PinUsed	"Den inntastede PIN koden er allerede i bruk"
4	AgentRdy	"Du er klar til å motta service anrop"
5	AgntNRdy	"Du er ikke klar til å motta service anrop"
6	AgntLOff	"Du er nå avlogget. Adjø"
7	Select0	"Tast 0 for å markere deg ikke klar, eller tast firkant tegn for å logge deg av"
8	Select1	"Tast 1 for å markere deg klar, eller tast firkant tegn for å logge deg av"
9	Select10	"Tast 1 for å markere deg klar, eller tast 0 for å markere deg ikke klar"
10	AgentLic	"Agent lisens er ikke tilgjengelig, vennligst prøv igjen senere"
11	Press	"Tast .."
12	Star	"... stjerne tegn.."
13	#Sign	".. firkant tegn.."
14	For	"For ..."
15	To	"Til ..."

	FILE NAME	CONTENT
16	Please	"Vennligst .."
17	Enter	"Tast"
18	Your	"Din ..."
19	Of	"...Av..."
20	Pin	"...PIN..."
21	Number	"..Nummer..."
22	Digit	"...Siffer...."
23	Digits	"...Siffer..."
24	FolByThe	"Etterfulgt av...."
25	AllAgent	"Alle agenter er ..."
26	Busy	"...Opptatt...."
27	Still	" ..Fremdeles..."
28	WithYou	"Du vil bli koplet til en kundebehandler om ca....."
29	ThereAre	"Det er ..."
30	CalQueue	"... anrop som venter foran deg i kø...."
31	Callmpt	"Ditt anrop er viktig for oss."
32	Hold	"...vent...."
33	ContTo	".. fortsette å..."
34	Wait	"...vente..."
35	ClIBkOff	"Om du ønsker å bli ringt tilbake til senere...."
36	ClIBkInp	"Vennligst tast inn ditt telefonnummer."
37	ThankYou	"Takk skal du ha"
38	CalBkSuc	"Du vil bli kontaktet så snart en kundebehandler blir ledig"
39	GoodBye	"Adjø"
40	CalBkInv	"Du har tastet et ugyldig nummer"
46	EnterCQ	Vennligst tast inn kvalifikasjonskoden for denne samtalen fulgt av firkanttasten.
47	CQAccepted	Kvalifikasjonskoden for denne samtalen har blitt registrert. Mange takk.
48	CQFailed	Telefon systemet kan ikke registrere kvalifikasjonskoden for denne samtalen på grunn av utgått tidsfrist eller ingen oppføring. Samtalen vil bli terminert.

	FILE NAME	CONTENT
50	takeoverpin	The entered PIN is already in use. Press 1 to logoff the other agent and takeover this PIN.

SPANISH

	FILE NAME	CONTENT
1	EnterPin	Por favor marque su número de indentificación personal o PIN de cuatro dígitos
2	InvalPin	Ha marcado un número de identificación personal o PIN que no es válido ["You have entered an invalid PIN"]
3	PinUsed	El número de identificación o PIN que ha marcado ya está en uso.
4	AgentRdy	Está listo para llamadas de servicio
5	AgntNRdy	No está listo para llamadas de servicio
6	AgntLOff	Ya se ha retirado. Hasta luego
7	Select0	Presione el 0 para indicar que no está listo, o presione el símbolo de número para desconectarse
8	Select1	Presione el 1 para indicar que está listo, o presione el símbolo de número para retirarse
9	Select10	Presione el 1 para indicar que está listo, o presione el cero para dejar de estarlo.
10	AgentLic	La licencia para agentes no está disponible, por favor trate nuevamente en unos minutos
11	Press	Presione...
12	Star	"...el símbolo de *..."
13	#Sign	".....el símbolo de número"
14	For	Para...
15	To	Para...
16	Please	Por favor...
17	Enter	Marque...
18	Your	Su ...
19	Of	...de...
20	Pin	... el número de identificación personal o PIN...
21	Number	... número...
22	Digit	... dígito ...

	FILE NAME	CONTENT
23	Digits	... dígitos...
24	FoIByThe	Seguido por el.....
25	AllAgent	Todos los agentes están...
26	Busy	...ocupados....
27	Still	--- todavía....
28	WithYou	Un agente le atenderá en aproximadamente....
29	ThereAre	Hay
30	CalQueue	... Llamadas en espera delante de usted
31	CallImpt	Su llamada es de gran importancia para nosotros.
32	Hold espere...
33	ContTo continúe...
34	Wait	... esperando
35	ClBkOff	Si desea que le devolvamos su llamada más tarde ...
36	ClBkInp	Por favor marque su número de teléfono, incluya el código de área
37	ThankYou	Gracias
38	CalBkSuc	Se le llamará tan pronto un representante esté disponible
39	GoodBye	Adiós
40	CalBkInv	Ha marcado un número no válido
46	EnterCQ	Por favor entre el código de calificación de llamadas seguido del símbolo de Número.
47	CQAccepted	El código de calificación de llamadas ha sido registrado. Gracias.
48	CQFailed	El sistema no es capaz de registrar el código de calificación de llamadas debido a que el tiempo administrativo ha caducado. La llamada será dada por finalizada.
50	takeoverpin	The entered PIN is already in use. Press 1 to logoff the other agent and takeover this PIN.

SWEDISH

	FILE NAME	CONTENT
1	EnterPin	"Var snäll och ange din pesonliga kod"
2	InvalPin	"Du har angett en ogiltig kod"
3	PinUsed	"Den angivna koden är redan använd"
4	AgentRdy	"Du är tillgänglig för service samtal."
5	AgntNRdy	"Du är otillgänglig för service samtal."
6	AgntLOff	"Du är nu av-loggad. Hej då"
7	Select0	"Tryck 0 för att göra dej otillgänglig, eller tryck fyrkant för att logga av."
8	Select1	"Tryck 1 för att göra dej tillgänglig, eller tryck fyrkant för att logga av."
9	Select10	"Tryck 1 för att göra dej tillgänglig, eller tryck 0 för att göra dej otillgänglig."
10	AgentLic	"Det finns ingen ledig licens, försök igen senare."
11	Press	"Tryck..."
12	Star	"stjärna"
13	#Sign	"fyrkant"
14	For	"För..."
15	To	"Att..."
16	Please	"Var god..."
17	Enter	"Ange..."
18	Your	"Din..."
19	Of	"...av..."
20	Pin	"...kod..."
21	Number	"...Nummer..."
22	Digit	"...Sifra..."
23	Digits	"...Siffror..."
24	FolByThe	"Följt av..."
25	AllAgent	"Alla representanter är..."
26	Busy	"...Upptagna..."
27	Still	"...Fortfarande..."
28	WithYou	"En representant kommer att bli ledig om cirka..."
29	ThereAre	"Det finns..."
30	CalQueue	"...samtal före Er i kön"
31	CallImpt	"Ert samtal är viktigt för oss."
32	Hold	"...dröj..."
33	ContTo	"...fortsätt att..."
34	Wait	"...vänta..."
35	ClIBkOff	"Om du skulle vilja bli uppringd vid ett senare tillfälle..."
36	ClIBkInp	"Var snäll och tryck in ditt telefonnummer inklusive riktnummer."

	FILE NAME	CONTENT
37	ThankYou	"Tack så mycket."
38	CalBkSuc	"Du kommer att bli kontaktat så fort en representant blir ledig."
39	GoodBye	"Hej då."
40	CalBkInv	"Du har angett ett ogiltigt telefonnummer."
46	EnterCQ	"Ange ärendekod och tryck fyrkant."
47	CQAccepted	"Ärendekoden har registrerats. Tack så mycket."
48	CQFailed	"Ärendekoden kan inte registreras i systemet på grund av överskriden efterbearbetningstid eller utebliven kod. Samtalet avslutas."
50	takeoverpin	The entered PIN is already in use. Press 1 to logoff the other agent and takeover this PIN.

VOICE PROMPTS FOR SCRIPT MANAGER SAMPLE SCRIPTS

This section describes the message files (files that contain prerecorded voice prompts) that are to be used with Script Manager sample scripts. They are shipped with your system and are available in U.S. English only.

	FILE NAME	CONTENT
1	ListenMg	...to listen to the new message
2	DelMsg	...to delete the message
3	ExitSys	...to exit the system
4	InvalOp	You have entered an invalid option. Please try again.
5	TryAgain	Please try again
6	EnterMgN	Please enter the message number
7	InvalidMg	Invalid message number.
8	SysNAvail	The system is not available at this time. Please call back later.
9	ThkCall	Thank you for calling.
10	MsgNDel	Message is not deleted.
11	MsgDel	...deleted
12	PleaseEn	Please enter ...
13	PINNum	...PIN number
14	MsgNum	...message number
15	ListenOp	Please enter PIN, or message number
16	NoMsg	You have no recorded message.
17	Youhave	You have ...
18	NewMsg	...new messages
19	OldMsg	...old messages
20	SavedMsg	...saved messages
21	MainMenu	...to go to the main menu
22	MsgRece	Message received on...
23	At	...at...

	FILE NAME	CONTENT
24	SaveMsg	...to save the message
25	DiscMsg	...to discard the message
26	RepMsg	...to listen to the same message again
27	NextMsg	...to listen to the next message
28	And	...and...
29	MsgNot	We are sorry that the message cannot be...
30	Recoverd	...recovered
31	SysUnava	...system unavailable
32	DueTo	...due to...
33	PrevMsg	...to listen to the previous message.
34	Discard	...discarded
35	Msghasb	Message has been...



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