TalkPhone Sample TN Scripts

# Introduction

During a telephone call to TalkPhone your listener will hear a number of announcements alongside your regular content. The actual instructions for which keys do what are a standard announcement used for all TalkPhone numbers, but the remainder you are free to record in a voice that your listeners will find familiar.

The words below are suggestions only, you are free to change the wording as you wish, but please note that which keys do what cannot be changed.

# Welcome

This plays as soon as the call is answered and cannot be interrupted. It is immediately followed by the PIN request if that option is enabled.

## Example

Welcome to AnyTown Talking Newspaper

Save as welcome.mp3

# Introduction

This plays after the PIN request (or immediately after the welcome if no PIN is present). It may be interrupted with 0 for the instructions, \* to leave a message, or # to skip to the content.

## Example

If you'd like to talk to us, or you have some feedback or a suggestion please press the star to leave us a message.

To hear instructions on how to improve your experience of listening using the telephone, like how to skip forwards and backwards or pause playback, press 0.

This service will automatically remember where you are within each publication if you hang up and call back before a new version is published. You can ignore the bookmark by pressing 8 after the recording starts.

In future you can bypass this message and go straight to the recording by pressing the hash key when you hear this introduction.

Save as introduction.mp3

# Folder Instructions (Optional)

If configured these play at the start of each folder, as soon as the folder change occurs.

## Example

In this folder you will find our news items

Save as 1.mp3, Save as 2.mp3, Save as 3.mp3 etc.

# Goodbye

## This plays at the end of the last folder, just before the call terminates. It is one last chance for the listener to use the feedback option.

## Example

Thank you for listening to AnyTown Talking Newspaper. Press the star key if you would like to leave us feedback or make a suggestion about our service. You can also find us on the internet at anytowntn.example.com or send us an email to anytowntn@example.com

Thank you again for listening and we hope you'll join us next time.

Save as goodbye.mp3

# Voicemail Message

This plays when the listener presses "\*" to leave feedback.

## Example

To leave us a message speak clearly after the beep. If you'd like us to get back to you, please leave your name and a contact telephone number or email address. If you're leaving feedback or a suggestion and would like us not to mention your name in our feedback section, please say so in your message.

Save as voicemail.mp3