



# Integrated Prompt and Record Card Prompt Library

Table G-1 lists Cisco Systems' standard prompt library for use with the Integrated Prompt and Record card (IPRC). The voice-recorded prompts are available in a two-diskette set at no charge to customers. Contact a Cisco sales representative to order the Mu-law or the A-law versions.

Table G-1 lists prompt numbers, in both decimal (for use in inpulse rules) and hexadecimal (for use in commands), and the corresponding messages and uses for the IPRC.

*Table G-1 Integrated Prompt and Record Card Prompt Set*

Prompt Number (Decimal)	Prompt Number (Hexadecimal)	Message	Inflection, as used in:
1	\$01	one	
2	\$02	two	
3	\$03	three	
4	\$04	four	
5	\$05	five	
6	\$06	six	
7	\$07	seven	
8	\$08	eight	
9	\$09	nine	
10	\$0A	ten	
11	\$0B	eleven	
12	\$0C	twelve	
13	\$0D	thirteen	
14	\$0E	fourteen	
15	\$0F	fifteen	
16	\$10	sixteen	
17	\$11	seventeen	
18	\$12	eighteen	
19	\$13	nineteen	

*Table G-1 Integrated Prompt and Record Card Prompt Set (continued)*

Prompt Number (Decimal)	Prompt Number (Hexadecimal)	Message	Inflection, as used in:
20	\$14	twenty	
21	\$15	thirty	
22	\$16	forty	
23	\$17	fifty	
24	\$18	sixty	
25	\$19	seventy	
26	\$1A	eighty	
27	\$1B	ninety	
28	\$1C	hundred	
29	\$1D	thousand	
30	\$1E	million	
31	\$1F	zero	
32	\$20	oh	
33	\$21	January	
34	\$22	February	
35	\$23	March	
36	\$24	April	
37	\$25	May	
38	\$26	June	
39	\$27	July	
40	\$28	August	
41	\$29	September	
42	\$2A	October	
43	\$2B	November	
44	\$2C	December	
45	\$2D	Sunday	
46	\$2E	Monday	
47	\$2F	Tuesday	
48	\$30	Wednesday	
49	\$31	Thursday	
50	\$32	Friday	
51	\$33	Saturday	
52	\$34	day	
53	\$35	week	
54	\$36	month	

*Table G-1 Integrated Prompt and Record Card Prompt Set (continued)*

Prompt Number (Decimal)	Prompt Number (Hexadecimal)	Message	Inflection, as used in:
55	\$37	year	
56	\$38	the time	(at the tone) <b>the time</b> (will be...)
57	\$39	minutes	(...twelve o'clock, and thirteen) <b>minutes.</b>
58	\$3A	seconds	(...twelve thirteen, and twenty) <b>seconds.</b>
59	\$3B	a.m.	
60	\$3C	p.m.	
61	\$3D	dollars	
62	\$3E	cents	
63	\$3F	a	
64	\$40	again	
65	\$41	to play back	
66	\$42	the	
67	\$43	is	
68	\$44	is not	
69	\$45	are	
70	\$46	are not	
71	\$47	I didn't understand that.	
72	\$48	that	
73	\$49	will be	
74	\$4A	is being	
75	\$4B	has been	
76	\$4C	of	
77	\$4D	and	
78	\$4E	you have	<b>you have</b> (entered a number...)
79	\$4F	your	
80	\$50	later	
81	\$51	with	
82	\$52	or	
83	\$53	yes	
84	\$54	no	
85	\$55	no longer	(are) <b>no longer</b> (in service)
86	\$56	in service	(are no longer) <b>in service.</b>
87	\$57	out of service	(is) <b>out of service.</b>
88	\$58	now	(press one) <b>now.</b>

Table G-1 Integrated Prompt and Record Card Prompt Set (continued)

Prompt Number (Decimal)	Prompt Number (Hexadecimal)	Message	Inflection, as used in:
89	\$59	another	(make) <b>another</b> (selection)
90	\$5A	to send	
91	\$5B	sent	(has been) <b>sent</b> .
92	\$5C	to receive	
93	\$5D	received	(has been) <b>received</b> .
94	\$5E	at the tone	(please speak your name) <b>at the tone</b> .
95	\$5F	at the prompt	(please speak your name) <b>at the prompt</b> .
96	\$60	when you hear the tone	(please speak) <b>when you hear the tone</b> .
97	\$61	message	(to record a) <b>message</b> ,...
98	\$62	fax	(to send a) <b>fax</b> ,...
99	\$63	today is	<b>today is</b> (Tuesday)
100	\$64	speed dial	(press # to) <b>speed dial</b> .
101	\$65	call	(to place a collect) <b>call</b> , (press 1)
102	\$66	all circuits	<b>all circuits</b> (are busy)
103	\$67	person	(that) <b>person</b> (is not available)
104	\$68	name	(speak the) <b>name</b> (of the person you are calling)
105	\$69	telephone number	(enter your) <b>telephone number</b> .
106	\$6A	number	(please enter your credit card) <b>number</b> (now)
107	\$6B	the number you are calling	the number you are calling, (555-1212, is...)
108	\$6C	the number you have entered	the number you have entered (is invalid)
109	\$6D	pound sign	(press) <b>pound sign</b> (when complete)
110	\$6E	star	(press) <b>star</b> (when complete)
111	\$6F	an international	(to place) <b>an international</b> (call),
112	\$70	a direct call	(to place) <b>a direct call</b> ,
113	\$71	a domestic	(to place) <b>a domestic</b> (call),
114	\$72	a collect call	(to place) <b>a collect call</b> ,
115	\$73	a person-to-person call	(to place) <b>a person-to-person call</b> ,

*Table G-1 Integrated Prompt and Record Card Prompt Set (continued)*

Prompt Number (Decimal)	Prompt Number (Hexadecimal)	Message	Inflection, as used in:
116	\$74	a long-distance	(to place) <b>a long-distance</b> (call),
117	\$75	account code	(please enter your) <b>account code.</b>
118	\$76	authorization code	(please enter your) <b>authorization code.</b>
119	\$77	calling card	(please enter your) <b>calling card</b> (number)
120	\$78	credit card	(please enter your) <b>credit card</b> (number)
121	\$79	P-I-N code	(please enter your) <b>P-I-N code.</b>
122	\$7A	Social Security Number	
123	\$7B	debit card	(please enter your) <b>debit card</b> (number)
124	\$7C	selection	(please enter your) <b>selection.</b>
125	\$7D	location code	(please enter your) <b>location code.</b>
126	\$7E	password	(please enter your) <b>password.</b>
127	\$7F	mailbox	(please enter your) <b>mailbox</b> (number)
128	\$80	digit	(please enter your three-) <b>digit</b> (number)
129	\$81	area code	(please enter your) <b>area code.</b>
130	\$82	conference call	(to place a) <b>conference call</b> , (press)
131	\$83	will be with you shortly	(an operator) <b>will be with you shortly</b>
132	\$84	for additional	<b>for additional</b> (assistance)
133	\$85	directory	(for) <b>directory</b> (assistance)
134	\$86	assistance	(for additional) <b>assistance</b> , (please stay on the line)
135	\$87	information	(for additional) <b>information</b> , (please stay on the line)
136	\$88	services	(for additional) <b>services</b> , (please stay on the line)
137	\$89	customer service	(for) <b>customer service</b> , (press 1)
138	\$8A	operator assistance	(for) <b>operator assistance</b> , (press 0)
139	\$8B	an operator	(to speak with) <b>an operator</b> , (press 0)

Table G-1 Integrated Prompt and Record Card Prompt Set (continued)

Prompt Number (Decimal)	Prompt Number (Hexadecimal)	Message	Inflection, as used in:
140	\$8C	all operators	<b>all operators</b> (are busy)
141	\$8D	all representatives	<b>all representatives</b> (are busy)
142	\$8E	a representative	<b>a representative</b> (will be with you shortly)
143	\$8F	when finished	(press pound) <b>when finished.</b>
144	\$90	to call beyond the local area	<b>to call beyond the local area,</b> (dial 1, 0)
145	\$91	press	(for directory assistance) <b>press</b> (4,1,1)
146	\$92	to place	<b>to place</b> (a long distance call)
147	\$93	make	(please) <b>make</b> (another selection)
148	\$94	dial	<b>dial</b> (one plus...)
149	\$95	please enter	<b>please enter</b> (your social security number)
150	\$96	try again	(please) <b>try again</b>
151	\$97	to erase	<b>to erase</b> (the message)
152	\$98	to record	<b>to record</b> (a message)
153	\$99	...speak	<b>...speak</b> (distinctly)
154	\$9A	...speak your name	<b>...speak your name</b> (at the prompt)
155	\$9B	to speak with...	<b>to speak with</b> (an operator, press 0)
156	\$9C	if this is	<b>if this is</b> (correct, press 2)
157	\$9D	correct	(if this is) <b>correct,</b> (press 1)
158	\$9E	valid	(is no longer) <b>valid.</b>
159	\$9F	available	(an operator is not) <b>available</b> (at this time)
160	\$A0	activated	(that service is not) <b>activated</b>
161	\$A1	are busy	(all circuits) <b>are busy,</b> ...
162	\$A2	is being processed	(your call) <b>is being processed</b>
163	\$A3	please	<b>please</b> (hold)
164	\$A4	begin over	(to) <b>begin over,</b> (press pound)
165	\$A5	please hold	please hold.
166	\$A6	please wait	please wait.
167	\$A7	please stay on the line.	please stay on the line.
168	\$A8	will be right with you	(an operator) <b>will be right with you</b>

Table G-1 Integrated Prompt and Record Card Prompt Set (continued)

Prompt Number (Decimal)	Prompt Number (Hexadecimal)	Message	Inflection, as used in:
169	\$A9	please hang up and try your call again.	
170	\$AA	please check the number and call again.	
171	\$AB	please call the customer service number located on the back of your card.	
172	\$AC	please dial the number you wish to reach.	
173	\$AD	please enter your...	<b>please enter your</b> (credit card number)
174	\$AE	...then dial your call when requested to do so.	
175	\$AF	your call cannot be completed at this time...	
176	\$B0	your call cannot be completed as dialed...	
177	\$B1	the area code and number you wish to call	(please dial) <b>the area code and number you wish to call.</b>
178	\$B2	we are processing your credit card information	
179	\$B3	all connections to the selected carrier are busy	
180	\$B4	the credit card that you have selected cannot be used for this call	
181	\$B5	calls within this area code cannot be presently billed to a credit card	
182	\$B6	you are not authorized to use this service	
183	\$B7	the following service is not available for 800 numbers	
184	\$B8	calls inside the local service area.	(it is not necessary to dial 1 for) <b>calls inside the local service area.</b>
185	\$B9	this service is not available	<b>this service is not available</b> (to your area code)
186	\$BA	operator assistance is not available through this service.	
187	\$BB	you have entered an invalid...	

Table G-1 Integrated Prompt and Record Card Prompt Set (continued)

Prompt Number (Decimal)	Prompt Number (Hexadecimal)	Message	Inflection, as used in:
188	\$BC	We're sorry...	
189	\$BD	...your call will be billed by	<b>...your call will be billed by</b> (AT&T)
190	\$BE	if you want to record a message to be delivered to this number,	<b>if you want to record a message to be delivered to this number,</b> (press 4)
191	\$BF	has exceeded the daily use limit	(your credit card) <b>has exceeded the daily use limit.</b>
192	\$C0	please call customer service at...	
193	\$C1	thank you.	
194	\$C2	thank you for using...	<b>thank you for using</b> (AT&T)
195	\$C3	AT&T	
196	\$C4	MCI	
197	\$C5	Sprint	
198	\$C6	LOGICALL	
199	\$C7	VT 1	
200	\$C8	SITEL	(SIGH-TEL)
201	\$C9	VIATEL	(VEE-AH-TEL)
202	\$CA	World Phone Card	
203	\$CB	For English service, press 1.	
204	\$CC	That is not a valid key.	
205	\$CD	one, zero, aye tee tee, plus	(pausing as in: <b>"1, 0, ATT, plus..."</b> )
206	\$CE	Welcome to Simon 800 Access	
207	\$CF	...using a one.	
208	\$D0	the number is	<b>the number is</b> (555...)
209	\$D1	please speak...	
210	\$D2	...you have entered	
211	\$D3	o'clock	
212	\$D4	...at this time	
213	\$D5	(one second of silence)	
214	\$D6	(three seconds of silence)	
215	\$D7	(Stutter Dial Tone)	