

VESTA Pallas Job Aid – Creating Greetings

Pre-Recorded Greeting Function

To set up or modify a greeting, the user must be logged in as the Greeting Administrator. Once logged in, the Telecommunicator can create a unique voice greeting which will be sent automatically by the system when a call is answered. After recorded, the greeting can be assigned to any line type/group, but different greetings should be created for 9-1-1 lines (Wireline and Wireless are the same) and Emergency/Admin (1WAY or 2WAY) lines.

To Log On to the Greeting Function

1. If you have not already done so, log out of VESTA Pallas at **ONE** workstation.
2. In the log on box, enter **Greeting** in the Username field, and click the **OK** button.
No User Password is required to log on as the Greeting Administrator.

3. Do one of the following:

- a. If the Pre-recorded Greetings window is not open, go to the **VESTA Toolbar** and click the **Pre-Recorded Greetings** button.

- b. If the Pre-recorded Greetings window is open, **proceed to step 4.**

The Pre-Recorded Greetings window appears on right.

4. In the **User Name** and **Password** fields of the Pre-Recorded Greeting window, enter an Agent's **User Name** and **Password**.

In order to ensure a Telecommunicator's greetings are successfully set up, the Telecommunicator must be logged off all other VESTA positions during this time..

5. Press the **ENTER** key on the keyboard to log-in.
Once active, the Line Types and Greetings section of the window will become active.

To Record a New Greeting

1. From within the Pre-Recorded Greetings window, click the **Add** button.
2. In the dialog box, type the **new greeting name** in the text field and click **OK**.
The dialog box closes and the new greeting displays in the Greeting list.
Note: We suggest the following naming format – “LastName 9-1-1” and “LastName Emergency”.
3. **A live call must be initiated to record the greetings.** So, using the Auto Dial window's Dial Box within the Greeting screen, call another VESTA workstation by dialing the Admin line (2201, 2002,) or use the Intercom button (if available).
4. While keeping the call active, click once to highlight the **greeting name** you created from the **Greeting list** (“911” or “Emergency”) and click the **Record** button.
The Recording Countdown... dialog box appears. VESTA begins recording when the timer expires. If you decide not to record a greeting, click Cancel Recording before the timer expires.
5. Talk directly into your handset to record your greeting.
The progress bar of the Pre-Recorded Greetings window advances as you record. The maximum greeting length is 10 seconds.
6. When you have completed your greeting, **wait 1-2 seconds** and click **Stop**.
The greeting is now recorded. Next, you will have to assign it to the corresponding line type. The Play button is now active so you can listen to your recording.

To Assign a Greeting to a Line Type/Group

This is the most important step after recording a greeting. You must ensure that the correct greeting is assigned to the appropriate line type (9-1-1, Emergency).

1. From the **Line Type/Group** list, select the **line type/group**.
Note: To avoid accidentally assigning the wrong greeting, select the Line Type/Group first.
2. From the **Greeting** list, select the **greeting** you want to assign.
The line type/group will now use the greeting you selected.
Note: Make sure to assign your 9-1-1 greeting to all “Custom” line groups, those are the 9-1-1 lines. Centrex are the 1WAY and 2WAY Emergency lines.

To Begin Using or Adjust Greeting Volume Level in VESTA

1. From within the VESTA Pallas screen, click the **Master Volume** button.
2. Select **Playback** and under the “**PRG**” column within the Playback window, confirm MUTE is not selected to begin using the greeting. Also, adjust the greeting volume using the plus/minus signs to the appropriate level.

To Play a Greeting

1. From the **Greeting** list, select the **greeting** you want to hear and click **Play** button.

To Change/Re-recorded a Greeting

1. Follow steps 3 through 5 of the “**To Record a New Greeting**” section.

To Rename a Greeting

1. From the **Greeting** list, select the greeting you want to rename and click the **Rename** button.
2. In the text box, type the **new file name for the greeting** and click **OK** to save the change.
The dialog box closes. The new greeting name appears in the Greeting list.

To Delete a Greeting

1. From the **Greeting** list, select the greeting to be deleted and click the **Delete** button.
The selected greeting is removed from the Greeting list. Any line types/groups that use the deleted greeting will no longer play a greeting.

To Close the Pre-Recorded Greeting Window and Log Off

1. In the Pre-Recorded Greeting window, click **Close**.
3. On the VESTA Titlebar, go to the **File** menu and select **Log off**.