

Calls | Modify IVR Specific Messages

Introduction

Prerequisite: Log in to your admin account in CCAIP.

Scenario: In this exercise, you modify IVR messages.

Directions:

1. Navigate to **Settings** and select **Languages and Messages**.
2. Scroll down to **Audible Messages**.
3. In this section, select two or three different messages you would like to modify.
4. In the **text to speech box**, type out the message you would like to be played aloud for consumers.
5. After you type out your message, click **save** at the bottom of the page.