Voice Response System Setup

The Voice Response System Setup is used to enter the Voice Response parameters into the system. Credit Unions that are licensed for the Voice Response Optional Software package will need to use these options.
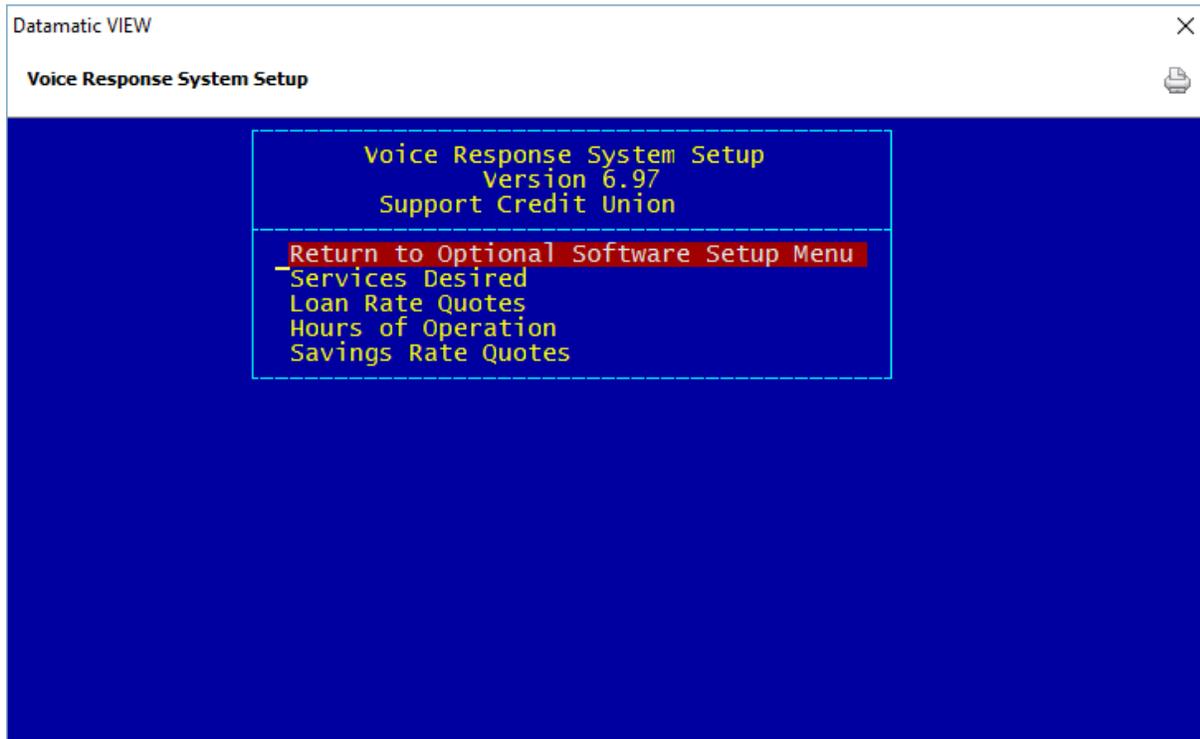

Figure 1

Services Desired

The selections made on the Services Desired screen determine the options available to the members when using Voice Response.
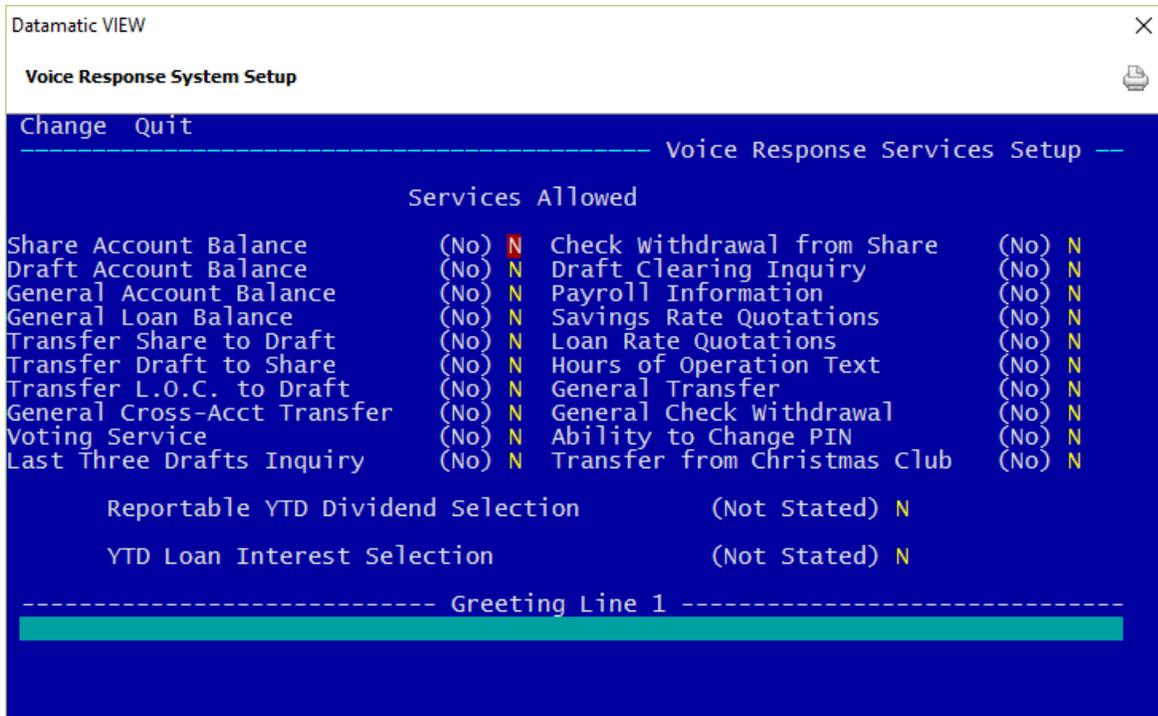

Figure 2

Share Account Balance:	Quote current share balance.
Draft Account Balance:	Quote current draft balance.
General Account Balance:	Quote current balance when a specific suffix is entered.
General Loan Balance:	Quote current outstanding loan balance when a specific suffix is entered.
Transfer Share to Draft:	Automatic transfer from 00 to the first draft suffix opened.
Transfer Draft to Share:	Automatic transfer from the first draft suffix opened to 00.
Transfer L.O.C. to Draft:	Automatic transfer from 75 suffix to first draft suffix opened.
General Cross-Acct Transfer:	Cross member transfers allowed.
Voting Service:	Enables service codes 91 (Vote Yes) and 92 (Vote No).
Last Three Draft Inquiry:	Last three draft clearings on 70 suffix.

Check Withdrawal from Share:	Credit Union Check withdrawal from 00 suffix and sent to address on system.
Draft Clearing Inquiry:	Enter draft numbers of choice.
Payroll Information:	If set to "YES", General Inquiry will only give last Payroll Deposit information. If set to "NO", General Inquiry will give last deposit amount regardless of type.
Savings Rate Quotations:	Not used. Select "n" for no.
Loan Rate Quotations:	Quote general loan rates for up to five (5) hard coded phrases.
Hours of Operations Text:	If this option is selected, the announcement needs to be created from the list of words on that screen and not hard coded into voice unit.
General Transfer:	Transfer within one member number when specific suffix number entered.
General Check Withdrawal:	Credit Union check withdrawal from specific suffix number entered.
Ability to Change PIN:	Member can change PIN (Personal Identification Number)
Transfer from Christmas Club:	Ability to withdrawal from Christmas Club.
Reportable YTD Dividend:	"C" is for disclosing Current YTD Dividends "P" is for disclosing Prior YTD Dividends "N" is for disclosing NO YTD Dividends
YTD Loan Interest:	"C" is for disclosing Current YTD Interest "P" is for disclosing Prior YTD Interest "N" is for disclosing NO YTD Interest
Greeting Line 1:	This is for informational use only. The actual greeting message is hard coded on audio unit.

After filling out the option screen, press enter to save options. Press enter again to process the screen. "Esc" back to Voice Response System Setup Menu.

**Note: When changes are made in the Audio Response system such as rates, hours of operation or services, it is necessary to stop and start the Voice Response system.

The changes will not take place immediately, if the stop and start functions are not completed.

For Online users, call Customer Support at 1-800-825-3854 and have operations stop and start Audio Response to set changes.

Loan Rate Quotes

The Loan Rate Quotes screen is used to change the interest rates for the up to five (5) credit union defined loan types that have been hard coded on the audio system.
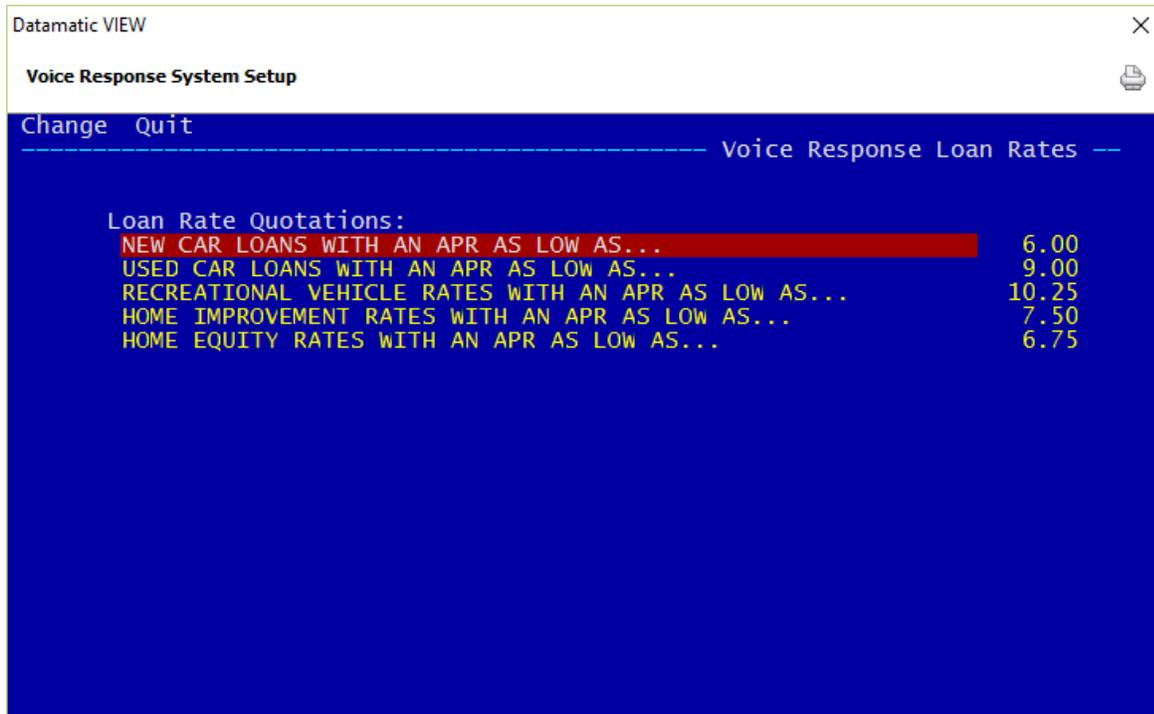

Figure 3

Loan rates can be changed at any time. After entering the new interest rates, press enter. Select "Yes" in the upper right corner of the screen to process and press enter.

**Note: When changes are made in the Audio Response system such as rates, hours of operation or services, it is necessary to stop and start the Voice Response system.

The changes will not take place immediately, if the stop and start functions are not completed.

For Online users, call Customer Support at 1-800-825-3854 and have operations stop and start Audio Response to set changes.

Hours of Operation

The Hours of Operation screen is used to define the message that will be heard by the member upon selecting Voice Response code 90. The initial message, as well as any changes, is done using this screen.
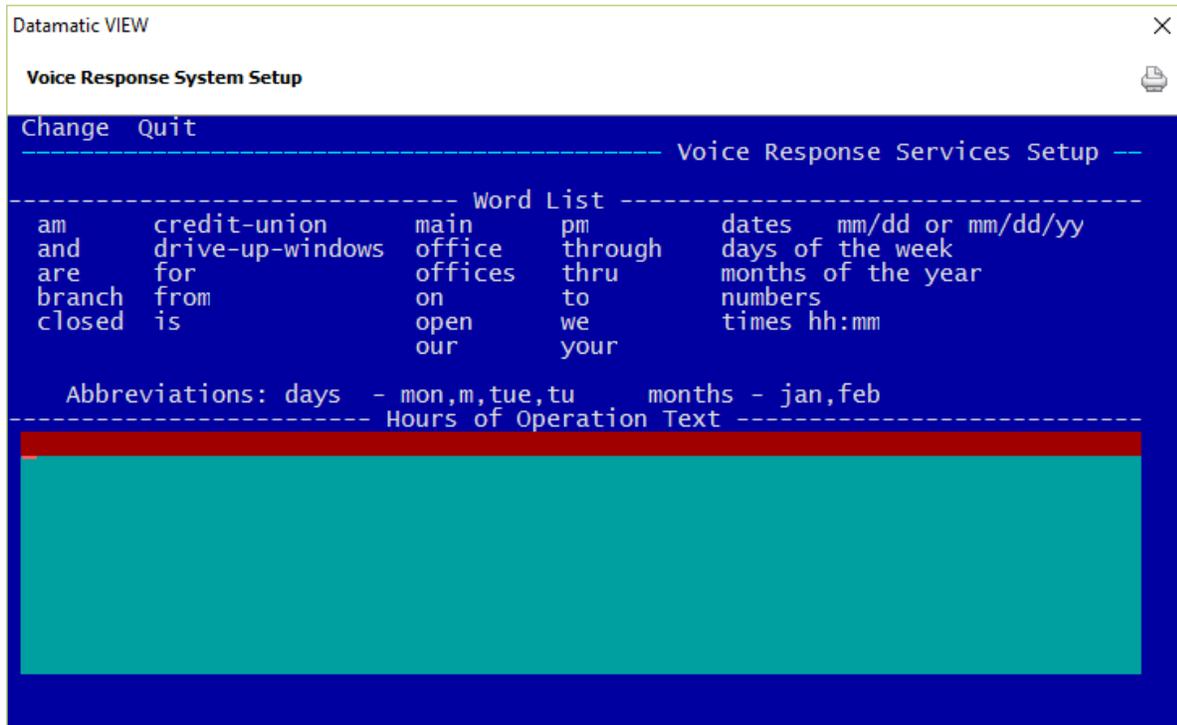

Figure 4

Only the words or phrases listed on the screen can be used in the message. Numbers can also be used for dates and times in the formats defined.

After entering the Hours of Operation message, press enter. Select "Yes" in the upper right corner of the screen to process and press enter.

**Note: When changes are made in the Audio Response system such as rates, hours of operation or services, it is necessary to stop and start the Voice Response system.

The changes will not take place immediately, if the stop and start functions are not completed.

For Online users, call Customer Support at 1-800-825-3854 and have operations stop and start Audio Response to set changes.

Savings Rate Quotes

The Savings Rate Quotes screen is not available for use.