

Greeting Prefixes

In order for pre-recorded greeting files to be available for use with different features they must follow the specific naming convention. In the table below you will find the list of features and matching prefixes greeting file(s) must be named with in order to be available for use with that feature.

Example: You want to record a greeting for an IVR. The file name would have to start with greeting-‘yourfilename’. To apply the greeting to a DID (Direct Inward Dial) number the file name would have to start with greeting-did-‘yourfilename’

FEATURE	PREFIX
1. Dialer	dialer-announce-
2. Dialer (Voice Messaging Strategy)	dialer-vm-ivr-
3. DID	greeting-did-
4. IVR	greeting-
5. Queue	queue-greeting-
6. Queue Agent Announce	agent-announce-
7. Queue Periodic Announce	periodic-announce-
8. Queue Caller Announce	qc-announce-
9. Dial Group Greeting	greeting-
10. Dial Group Timeout Message	announce-
11. Dial Group Confirmation Message	rg-announce-
12. Dial Group Call Answered Message	rg-late-announce-
13. Enhanced Ring Group Greeting	queue-greeting-introduction-

14.Enhanced Ring Group Members Announcements	member-announce-
15. Voicemail Groups Greeting	vm-greeting-

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