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***Multi-Language Voice Prompt Deployment Kit***

***Description of Components***

The Multi-Language Voice Prompt Deployment Kit is a group of resources that guide the voice prompt development process: from initial planning and script development through translation and recording. It includes:

* ***Top 12 Tips for Multi-Language IVR Voice Prompts:*** A description of best practices for implementation voice prompts in a multi-language environment. This white paper covers scripting, pronunciations, stakeholder engagement, voice talent choice, translation, and other topics.
* ***Global Prompt Script Preparation Checklist:*** A checklist of actions that will ensure quality and accuracy for voice prompt script writing, translation and recording. This document can be used for English-only prompts as well as prompts in multiple languages.
* ***Global Pronunciation Best Practices and Processes:*** This document describes best practices and processes relating to the definition of pronunciations when submitting a script to a voice talent of voiceover firm for the creation of voice prompts.
* ***Language Standards for E-mails, Websites, and Other Elements:*** This document defines language standards when submitting a script for recording voice prompts in languages other than English. It focuses specifically on whether to record certain text (words, phrase, and acronyms) in English or in the native language.
* ***Global Voice Prompt Template (VPT) - For Script Preparation:*** This is a spreadsheet that our customers use to submit voice prompt text (“the script”) for translation and recording. It is the common “sheet of music” that ensures clarity, accuracy, and consistency across all stakeholders in the prompt creation process, including customers, voice talents, translators, and audio engineers.