

Court Collections - IVR Scripts

Event	IVR Action	Recording ID	Message
Inbound call to dialer			
	Play initial greeting	agrtng.vox	Your call may be monitored for quality assurance. You have reached the Superior Court of California, Collection Unit. To continue in English, please press 1 now.
			Esta llamada puede ser grabada para prositos de entrenamiento. Se ha comunicado con la oficina de cobros del Tribunal Superior de California. Para continuar en Español, opríme el numero dos.
DNIS or Call ID identified	8056395010	Ventura	NSC identifies the DNIS or Caller ID and passes the call to the appropriate IVR
Pass to 8056395010 IVR	Play after initial greeting if caller selects 1	eng_menu_vta.vox	If you would like to make a payment today with a checking or savings account press 1 now. If you would like information on Court locations, press 2 now. For hours of operation, press 3 now. To speak to a collection representative, press 4 now.
	Play after initial greeting if caller selects 2	Spn_menu_vta.vox	Si desea hacer un pago utilizando su cuenta de chequeo o ahorros, opríme el numero uno. Si desea la ubicacion de las oficinas del Tribunal, opríme el numero dos. Si desea nuestro horario, opríme el numero tres. Para hablar con un representante, opríme el numero cuarto.
caller selects opt 1 or 4	Transfer to ACD group		Call is routed to ACD group = to PAE (processing asst. English)
Caller selects 2 after eng_menu_vta.vox	Play message for directions to court	dir_vta.vox	If you would like information for the Courthouse in Ventura, press 1 now. If you would like information for the Courthouse in Simi Valley, press 2 now. If you would like information for the Courthouse in Oxnard, press 3 now.
Caller selects 3 after eng_menu_vta.vox	Play message for hours of operation	hrs_vta.vox	If you would like hours of operation for the Courthouse in Ventura, press 1 now. If you would like hours of operation for the Courthouse in Simi Valley, press 2 now. If you would like hours of operation for the Courthouse in Oxnard, press 3 now.

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For direction information			
Caller selects 1 after dir_vta.vox	Play message for HOJ directions	dir_vta_hoj.vox	The Superior Court Collection Unit is located in room 205 of the Hall of Justice in the Government Center at 800 S Victoria Ave, Ventura. A Collection payment window is located on the north side of the building, next to parking lot A.
Caller selects 2 after dir_vta.vox	Play message for EC directions	dir_vta_ec.vox	The East County Court House is located at 3855-F Alamo St, in the City of Simi Valley. A Collection payment window is located on the south side of the building.
Caller selects 3 after dir_vta.vox	Play message for jjc directions	dir_vta_jjc.vox	The Juvenile Justice Center is located at 4353 E. Vineyard Ave, Oxnard.
Hours of Operation			
Caller selects 1 after hrs_vta.vox	Play message for HOJ hours	hrs_vta_hoj.vox	The Collection unit at the Hall of Justice is open Monday through Friday from 8:00 am to 5:00 pm. The walk-up payment window is open Monday through Friday from 8:00 am to 6:30 pm and 8:00 to 4:30 pm on Saturdays
Caller selects 2 after hrs_vta.vox	Play message for EC hours	hrs_vta_ec.vox	The Collection unit at the East County court house is open Monday and Tuesday from 8:00 am to 3:00 pm. The walk-up payment window is open Monday through Friday from 8:00 am to 4:30 pm.
Caller selects 3 after hrs_vta.vox	Play message for jjc hours	hrs_vta_jjc.vox	The Collection unit at the Juvenile Justice Center is open Monday through Friday from 8:00 am to 4:30 pm
DNIS or Call ID identified	8663788758	Imperial	NSC identifies the DNIS or Caller ID and passes the call to the appropriate IVR
Pass to 8663788758 IVR	Play after initial greeting if caller selects 1	eng_grtng_imp.vox	You have reached the Superior Court of California, Collection unit. Please stay on the line and the next available representative will assist you.
	Play after initial greeting if caller selects 2	spn_grtng_imp.vox	Se ha comunicado con la oficina de cobros del Tribunal Superior de California. Por favor, permanezca en la línea y el siguiente representante disponible le ayudará.

Starting point

direct transfer

call routing by NSC based on DNIS/caller id

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Event	IVR Action	Recording ID	Message
Invalid response		tts_invalid resp	That response is invalid, please try again
Return Menu Message			To hear your selection again, press 1. To speak to a collection representative, press 2
Time out message			Please hold while your call is transferred to a collection representative