

Fireside Live Sound File Recording Guide

Message Recording Studio:

To use our automated recording studio to load a file into your account, call 800-619-5518, and enter the provided client ID code when prompted.

- To begin recording, press 1.
- Record at the tone and press the # key when you are finished.
- The recording will stop and you will hear the following options:
 - To listen to the recorded message press 1.
 - To erase and re-record press 2.
 - To continue the recording press 3.
- To finish recording press 4 or just hang up.
- To save and record a new message press 5. **** We recommend using this in between each recording**

Reminder Call (Recommended)

This is a quick automated phone message that we will send out the day before your event to your list letting them know about the upcoming Access Live event. This is typically created for Total Access events. This message should include:

Required

- The name of the Representative at the beginning of the message
- A call back phone number for the office (Typically a district office number)

Optional

- Any special guests on the event
- The content of the event
- The date and time of the event
- The dial-in information in case people want to dial into the call
- Prompt to opt-out of future calls

Example Script:

“Hi, this is Representative _____. I’m calling you to invite you to participate in my upcoming Access Live event. If votes are not called, you should expect a phone call to this number on [Day of Week, Date, between X-X am/pm, Time Zone.] If for any reason, you do not receive a call from me around that time, you may also dial in to participate by calling [Inbound pinless number], or you can stream the event by going to [website]. If you have any questions, please call my office back at XXX-XXX-XXXX. To be added to our do not call list, please press 9 now.”

Live Answer (Required)

This is the message that will play when someone picks up the call that invites them to join the live event. This message should include:

Required

- The name of the Representative at the beginning of the message
- A call back phone number for the office (Typically a district office number or the pinless dial-in number if doing a total access event)

Optional

- Any special guests on the Access Live event
- The content of the event
- Prompt to opt-out of future calls

Example Script:

“Hi, this is Representative _____. I am calling to invite you to join my Access Live event taking place in just a few moments. Please just stay on the line and you will be automatically connected. If you have any questions after the event or if I can assist you in any way, please call my office at XXX-XXX-XXXX. To be added to our do not call list, please press 9 now.”

****We recommend for this message to be kept short and direct**

Answering Machine (Required)

This is the message that will play when we get an Answering Machine. This message should include:

Required

- The name of the Representative at the beginning of the message
- A callback phone number for the office (Typically a district office number)

Optional

- Any special guests on the event
- The content of the event
- The date and time of the event
- The dial-in information in case people want to dial into the event

Example Script:

“Hi, this is Representative _____. I called to invite you to participate in my Access Live event taking place right now, but it appears I missed you. If this is not an answering machine, please press “1” to join us. If you get this message within 30 minutes of receiving the call, just dial [pinless dial-in number] to participate, or you can stream the event by going to [website/live]. If you have any questions or I can assist you in any way, please call my office at XXX-XXX-XXXX. Thank you!”

Post Event Voicemail (Optional)

This is the message that plays at the end of the Access Live event. This message should include:

- A “thank you” to participants for joining the event
- The instructions for participants to leave any questions or comments after the tone

Example Script:

“Thank you for participating in our Access Live event. If you would like to leave a question or comment, please do so after the tone. Thanks again!”

Custom Caller ID (Optional)

This is the message that plays when someone calls the number displayed on their Caller ID back if it is a new number made for these events and not an office number.

This message should include:

- The name of the representative and why they were calling
- Ability to opt-out of future calls (optional)

**We recommend keeping this generic so it can be used on all of your future events or calls.

Example Script:

“Hi, this is Representative _____. I called to invite you to participate in an Access Live event. I will try calling you again in the future. If you have any questions, you can contact my office at XXX-XXX-XXXX. If you would like to be added to our Do Not Call List, please enter your ten-digit number now.