

# Prompt Preferences

Last Modified on 12/14/2025 8:45 pm CST

[Creating Voice Message Defaults](#) | [Creating Email Message Defaults](#) | [Recording a Message](#)

Certain items on this tool only apply to schools/districts that use [Campus Messenger with Voice](#) add-on functionality. Please review the [District Setup Checklist](#) before the initial configuration of these settings.

Tool Search: Prompt Preferences

The Prompt Preferences tool can be used to create default messages to be appended to delivered voice/email messages. This tool also contains settings for answering machines and implications/instructions for using each field.

Settings on this tab apply to messages sent from all schools within the district.

## Prompt Preferences ☆

Communication > [Messenger Settings](#) > Prompt Preferences

### Hello Message

This is a required message that is the first text spoken in all calls from the dialer. It should introduce the caller, and should be 5-10 seconds in length.

Hello, this is a message from Plainview School District's automated messenger

[Upload WAV](#)

### Goodbye Message

This text is read after a person chooses to hangup, or after completely reading a message to an answering machine.

Thank you. This message is now complete. Goodbye

[Upload WAV](#)

### Email Format

#### Message Header

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Plainview School District

Greetings from Plainview School District!Kyle

#### Message Footer

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Plainview School District

123 Main St. Metro City, MN 55554 | P: (555) 554-1234 |  
E:info@plainviewschools.com

Show Sender's Name

Yes ▾

Messenger Prompt Preferences

## Creating Voice Message Defaults

On the Prompt Preferences tab, a user may establish default messages to be appended to all voice messages sent by schools within the district or the district itself. The appended message can be established in one of the following ways:

- **Text-to-speech:** If text is entered in the text fields on this screen, it will be converted to speech by the built-in text-to-speech engine. Only English text can be converted.

If the text-to-speech functionality is used, Infinite Campus recommends that pronunciation be tested before any messages are deployed. Testing can be performed through any of the message creation tools (e.g., [Message Builder](#), [Behavior Messenger](#)). Spelling words phonetically in the editor and/or within the [TTS Dictionary](#) is recommended for combating issues with mispronounced words.

- **Upload pre-recorded message:** Text messages can be pre-recorded and uploaded in .WAV file format. This feature may be used by the district to pre-record a message in a non-English language.

If a .wav file is uploaded to a Hello Message or Goodbye Message, the text-to-speech text will be ignored.

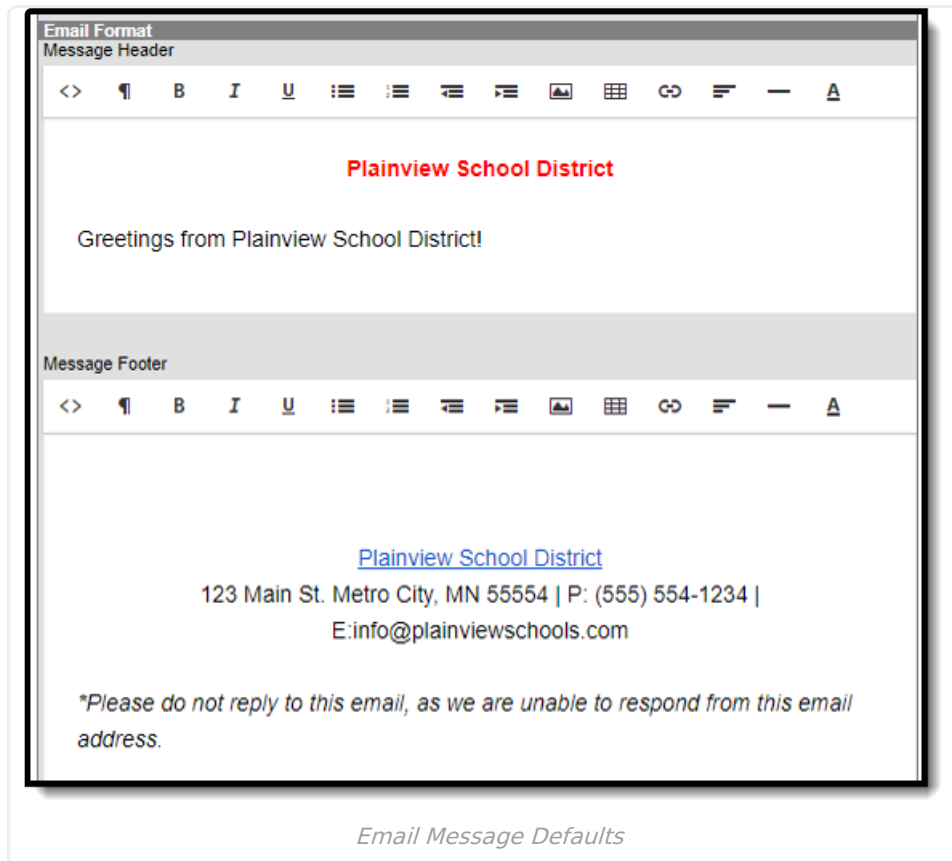
**Hello Message** is a required field for Voice customers and should be 5 to 10 seconds in length.

<b>Introduction</b>
These prompts are used when speaking a message either to a live person or an answering machine. The prompts are arranged in the order in which they are spoken.
<b>Hello Message</b>
This is a required message that is the first text spoken in all calls from the dialer. It should introduce the caller, and should be 5-10 seconds in length.
<input type="text" value="This is a message from the Campus School District."/>
<a href="#">Change WAV</a> 2013-02-12-10-13-55_Hello Message.wav <a href="#">(listen)</a>
<b>Goodbye Message</b>
This text is read after a person chooses to hangup, or after completely reading a message to an answering machine.
<input type="text" value="The message is complete. Goodbye."/>
<a href="#">Change WAV</a> 2013-02-12-10-14-44_Goodbye Message.wav <a href="#">(listen)</a>

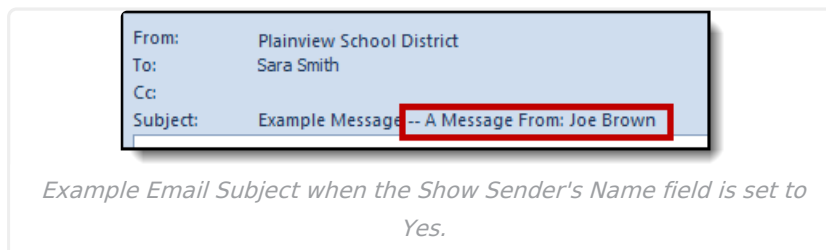
*Messenger Prompt Preferences*

## Creating Email Message Defaults

On the Prompt Preferences tab, a user may enter the default introductory and closing text that will be delivered with each email message.



The **Show Sender's Name** dropdown allows you to include the sender's name in the Subject line of the Email message. The sender's name is the name of the account logged into Campus when the message is sent.





## Recording a Message

To record a voice message using [Shoutpoint Voice File Recorder](#), click the **Record a Message** icon at the top of the page. This opens a Voice File Recorder tool that allows users to record a message that can be used when sending messages.

## Prompt Preferences ☆

[Communication](#) > [Messenger Settings](#) > Prompt Preferences

 Save  Record a Message

### Introduction

These prompts are used when speaking a message either to a live person or an answering machine. The prompts are arranged in the order in which they are spoken.

### Hello Message

This is a required message that is the first text spoken in all calls from the dialer. It should introduce the caller, and

*Record a Message*