

Hu rau hauv: Thaum tuaj txog ntawm tus neeg siv khoom lub tsev, xyuas kom koj muaj cov ntaub ntawv hauv qab no:

- Koj tus Santrax ID.
- Koj tus neeg siv khoom ID.

1.  **Hu rau tus xov tooj hu dawb uas muab rau koj lub chaw haujlwm.**



Santrax system yuav hais tias: "Zoo siab txais tos rau Santrax. Rau lus Askiv, thov nias ib qho (1). Rau Egyptian Arabic, thov nias ob (2). Rau Burmese, thov nias peb (3). Rau Suav Mandarin, thov nias plaub (4). Rau Fabkis, thov nias tsib (5). Rau Hindi, nias rau (6), Rau Hmoob, nias xya (7), Rau Laotian, nias yim (8), Rau Nepali, nias cuaj (9), Rau Russian, nias kaum (10), Rau Serbian, thov nias kaum ib (11), Rau Somali, thov nias kaum ob (12), Lus Mev, thov nias kaum peb (13), Rau Swahili, thov nias kaum plaub (14), Rau Nyab Laj, thov nias kaum tsib (15)."

Txhua yam lus qhia yog nyob rau hauv cov lus ntawd.

2.  **Nias tus lej uas sib haum rau hom lus koj xav hnov.**

Tus so ntawm kev hu yuav nyob hauv hom lus xaiv.



Santrax yuav hais tias: "Thov sau koj tus Santrax ID."

3.  **Nias cov lej ntawm koj Santrax ID ntawm lub xov tooj kov lub suab.**



Santrax yuav hais tias: "Qhov no puas yog pab pawg mus ntsib? Nias ib (1) rau Yes lossis ob (2) rau Tsis yog."

4.  **Nias ob (2) rau No.**



Santrax yuav hais tias: "Thov xaiv koj qhov chaw pabcuam. Nias ib (1) rau Tsev, nias ob (2) rau Zej Zog, nias peb (3) rau replay".

5.  **Nias ib qho (1) xaiv tsev lossis ob (2) xaiv lub zej zog, Nias peb (3) rov ua dua.**



Santrax yuav hais tias: "Yog tias qhov no yog Kev Tshawb Fawb

Txog Kev Tshawb Fawb Kev Tshawb Fawb uas siv FVV ntaus ntawv, nias lub hnuv qub (*) tus yuam sij kom nkag mus rau cov lej pov thawj. Txwv tsis pub, nias lub pound (#) yuam sij mus ntxiv. "

Yog tias qhov no yog FVV Hu, nias lub hnuv qub (*) tus yuam sij thiab xa mus rau FVV Hu Xov Tooj Qhia rau cov lus qhia ntxaws ntxaws rau txheej txheem hu FVV.

6.  **Nias tus yuam sij phaus (#) mus ntxiv.**

-  Santrax yuav hais tias: **"Thov xaiv ib (1) hu rau hauv lossis ob (2) hu tawm."**
7.  Nias tus yuam sij (1) rau **"Hu rau hauv"**.
-  Santrax yuav hais tias: **"Tau txais thaum (TIME). Ua tsaug, bye."**
8.  **Hu rau.**
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Hu tawm: Thaum ua tiav cov kev pabcuam, xyuas kom koj muaj cov ntaub ntawv hauv qab no:

- Koj tus Santrax ID.
 - Kev Pabcuam ID & Task ID, yog tias xav tau.
 - Tus neeg siv khoom tuaj yeem tshawb xyuas qhov kev mus ntsib, yog tias xav tau
9. **Ua raws li cov kauj ruam 1 dhau 6 thiab tom qab ntawd txuas ntxiv mus.**
-  Santrax yuav hais tias: **"Thov xaiv ib (1) hu rau hauv lossis ob (2) hu tawm."**
10.  Nias ob (2) rau **"Hu tawm."**
-  Santrax yuav hais tias: **"Tau txais thaum (TIME). Thov sau qhov Service ID. "**
11.  Nias tus lej Service ID rau qhov kev pabcuam koj tau ua.
Xa mus rau koj lub chaw ua haujlwm daim ntawv teev kev pabcuam.
-  Santrax yuav hais tias: **"Koj nkag mus (SERVICE). Thov nias ib (1) kom lees txais, ob (2) rov sim dua. "**
12.  Nias tus yuam sij ib (1) los txais lossis nias ob (2) yuam sij rov sim dua.
-  Santrax yuav hais tias: **"Koj puas xav txuas ntxiv mus ntsib nrog cov kev pabcuam tshiab?"**
13.  Press ib (1) tus yuam sij rau Yes lossis ob (2) tus yuam sij rau Tsis yog.

Txhawm rau txuas ntxiv nrog kev pabcuam tshiab	Rau qhov kev pabcuam zaum kawg
Rov ua kauj ruam 11 thiab Step 12 rau qhov kev pabcuam tshiab. Txuas ntxiv nrog Kauj Ruam 14. CEEB TOOM: Cov ntaub ntawv nkag rau cov kauj ruam 14 rau 20 yog rau cov kev pabcuam uas twb tau ua lawm.	Txuas ntxiv mus 14 ua kom tiav qhov kev mus ntsib rau qhov kev pabcuam tau ua.



Santrax yuav hais tias: "Sau tus lej ntawm cov haujlwm."

14.  **Nias tag nrho cov haujlwm uas tau ua rau tus neeg siv khoom.**



Santrax yuav hais: "Ua haujlwm ID."

15.  **Nias tus lej Task ID rau txoj haujlwm koj tau ua.**

CEEB TOOM:

- Xa mus rau koj lub chaw lis haujlwm cov npe ua haujlwm txhawm rau nrhiav tus lej ID ua haujlwm.
Yog tias koj tau ua ntau dua ib txoj haujlwm, tos lub kaw lus kom paub meej txog txoj haujlwm, thiab tom qab ntawd nkag mus rau tus lej ua haujlwm tom ntej kom txog thaum koj tau nkag mus rau txhua txoj haujlwm uas tau ua thaum mus ntsib.
- Yog tias koj tab tom ua haujlwm nrog kev nyeem ntawv, Santrax yuav nres tom qab tau txais Task ID. Thaum lub sijhawm ncua, nkag mus rau qhov tshwm sim ntawm kev nyeem ntawv.
- Yog tias koj ua yuam kev nkag mus rau Tasks, nias "00," lub kaw lus yuav lees paub los ntawm kev hais tias: **"Pib dua, Sau tus lej ntawm cov haujlwm"** Sau tag nrho Task IDs dua.



Santrax yuav hais tias: (Tej lus piav qhia) Koj tau nkag mus (NUMBER) txoj haujlwm.

Txhawm rau sau tus neeg siv lub suab thov nias ib qho (1) thiab muab lub xov tooj rau tus neeg siv lossis nias ob (2) yog tias tus neeg siv tsis tuaj yeem koom nrog. "

16.  Nias ib (1) los kaw tus neeg siv lub suab.

LOSSIS

-  Nias ob (2) yog tias tus neeg siv khoom koom tsis tau.
17.  Muab lub xov tooj rau tus neeg siv khoom. Lawv yuav raug hais kom qhia lawv lub npe thiab hnuv no.
-  Santrax yuav hais tias: "Thov hais koj lub npe thiab lub xeev thiab hnuv hnuv no."
18.  Tus neeg siv yuav tsum hais lawv thawj thiab lub xeev thiab hnuv no.
-  Santrax yuav hais tias: "Hauv hu tau txais thaum (TIME). Hu tawm tau txais thaum (TIME). Tag nrho cov sijhawm mus ntsib (NUMBER) feeb. Nias ib (1) kom paub meej, ob (2) tsis kam, peb (3) rov ua dua.
19.  Tus neeg siv yuav tsum nias qhov kev xaiv tsim nyog.
-  Santrax yuav hais tias: "Cov kev pabcuam tau ua yog (SERVICE). Nias ib (1) kom paub meej, ob (2) tsis kam, peb (3) rov ua dua. "
- CEEB TOOM:** Qhov kev ceeb toom no yuav rov ua dua rau txhua qhov kev pabcuam nkag.
20.  Tus neeg siv yuav tsum nias qhov kev xaiv tsim nyog.
-  Santrax yuav hais tias: "Ua tsaug, bye."
21.  Hu rau.

Sandata

TVV

Hu rau Cov Lus Qhia Qhia:

Lub Chaw Haujlwm Tus Kheej Tus lej: STX

Sau koj tus lej Santrax ID saum toj no kom yooj yim siv.

Dial:

Nta:

Hu rau In/Out Prompting
Pab Pawg Mus Saib - Tsis yog

Xaiv qhov chaw
Ua haujlwm

Client Verification - Kev

Xaiv hom lus
Kev Tshawb Fawb Txog Kev
Tshawb Fawb -No
Hloov Kev Pabcuam
Client Verification-Cov
ntaubntawv povthawj siv
Client Verification- Mus ntsih