

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

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: "Zoo siab txais tos, thov sau koj tus Santrax ID."

3.  **Sau koj tus Santrax ID.**

 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 ib (1) rau pab pawg.**

 Santrax yuav hais tias: "Nias ib (1) los pib ib pab pawg tshiab, ob (2) txuas ntxiv mus rau koj pab pawg mus ntsib, peb (3) koom nrog pab pawg mus ntsib, lossis plaub (4) tawm ntawm pab pawg mus ntsib."

(1) Yuav pib mus ntsib pab pawg tshiab:

(2) Txhawm rau txuas ntxiv mus ntsib pab pawg:

5.  **Nias ib (1) los pib ib pab pawg tshiab mus ntsib.**

 Santrax yuav hais tias: "Koj yuav pib mus ntsib pab pawg tshiab nrog cov lej mus ntsib (GROUP CODE)."

6. Txuas ntxiv mus rau kauj ruam 7.

5.  **Nias ob (2) mus txuas ntxiv koj pab pawg mus ntsib.**

 Santrax yuav hais tias: "Thov sau cov pab pawg mus ntsib code."

6.  **Nias cov lej ntawm pab pawg mus ntsib code.**

 Santrax yuav hais tias: "Koj yuav koom nrog pab pawg mus ntsib nrog cov lej mus ntsib (GROUP CODE)."

 Santrax yuav hais tias: "Thov nias ib (1) ntxiv ib tug neeg mus rau pab pawg neeg, ob (2) mus ua kom tiav ib tug mus ntsib ib tug neeg, peb (3) hnov cov pab pawg neeg mus xyuas code, plaub (4) tso tseg tag nrho cov pab pawg no mus xyuas los yog hang up yog koj xav xaus qhov kev hu no."

7.  **Nias (1) ntxiv tus neeg siv khoom.**



Santrax yuav hais tias: "Thov xaiv koj qhov chaw pabcuam. Nias ib (1) rau Tsev, Nias ob (2) rau zej zog".



8. Nias ib (1) xaiv tsev lossis ob (2) xaiv cov zej zog.



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. Yog tias qhov no tsis yog FVV hu, nias phaus (#) thiab txuas ntxiv mus.



Nias tus yuam sij phaus (#) mus ntxiv.



Santrax yuav hais tias: "Thov xaiv ib (1) hu rau hauv lossis ob (2) hu tawm."



9. Nias tus yuam sij (1) rau "Hu rau hauv".



Santrax yuav hais tias: "Tau txais thaum (TIME). Ua tsaug, bye."



10. Hu rau.

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

- Koj tus Santrax ID, Pab Pawg Mus Saib Code.
- Kev Pabcuam ID, Task ID, yog tias xav tau.
- Tus neeg siv khoom muaj los xyuas qhov kev mus ntsib.

Ua raws li cov kauj ruam 1 dhau 4 thiab tom qab ntawd txuas ntxiv mus.



Santrax yuav hais tias: "Nias ib (1) pib ib pab pawg tshiab mus ntsib, ob (2) mus txuas ntxiv rau koj mus ntsib pab pawg, peb (3) los koom nrog pab pawg mus ntsib, lossis plaub (4) tawm ntawm pab pawg mus ntsib. "



Nias ob (2) mus txuas ntxiv koj pab pawg mus ntsib.



Santrax yuav hais tias: "Thov sau cov pab pawg mus ntsib code."



11. Nkag mus rau pawg mus ntsib code.



Santrax yuav hais tias: "Koj yuav txuas ntxiv mus ntsib nrog cov lej mus ntsib (GROUP CODE). Thov nias ib qho (1) txhawm rau ntxiv tus neeg siv khoom rau pawg mus ntsib, ob (2) txhawm rau ua tiav kev mus ntsib tus neeg siv khoom, peb (3) kom hnov cov pab pawg mus ntsib code, plaub (4) tso tseg tag nrho pab pawg mus ntsib lossis dai yog tias koj xav xaus qhov kev hu no."

CEEB TOOM: Yog koj ua yuam kev thiab yuav tsum muab pov tseg tag nrho cov ntaub ntawv koj tau sau yav dhau los rau tag nrho mus xyuas hauv pab pawg no, nias plaub (4) tso tseg tag nrho pab pawg mus ntsib.



12. Nias ob (2) tus yuam sij kom ua tiav qhov kev mus ntsib tus neeg siv khoom.

 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. Yog tias qhov no tsis yog FVV hu, nias phaus (#) thiab txuas ntxiv mus.

13.  Nias tus yuam sij phaus (#) mus ntxiv.

 Santrax yuav hais tias: "Thov xaiv ib (1) hu rau hauv lossis ob (2) hu tawm."

14.  Nias ob (2) tus yuam sij rau "Hu tawm."

 Santrax yuav hais tias: "Tau txais thaum (TIME). "Thov sau tus ID Service."

15.  Nkag mus rau Kev Pabcuam ID tus lej ntawm 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."

16.  Nias tus yuam sij (1) los txais lossis nias ob (2) tus yuam sij rov sim dua.

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

17.  Sau tag nrho cov haujlwm uas tau ua rau tus neeg siv khoom.

 Santrax yuav hais: "Ua haujlwm ID."

18.  Nkag mus rau Task ID tus lej rau txoj haujlwm koj tau ua.

 Santrax yuav hais tias: " (Cov lus piav qhia ua haujlwm) 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."

19.  Nias '1' los kaw tus neeg siv lub suab.

LOSSIS

 Nias '2' yog tias tus neeg siv khoom koom tsis tau.

20.  Muab lub xov tooj rau tus neeg siv khoom thiab tus neeg siv yuav raug nug kom qhia lawv lub npe thiab hnuv no.

 Santrax yuav hais tias: "Thov hais koj lub npe thiab lub xeem thiab hnuv hnuv no."

21.  Tus neeg siv yuav tsum hais lawv thawj, lub xeem thiab hnuv tim 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) feebe. Nias ib (1) kom paub mee, ob (2) tsis kam, peb (3) rov ua dua."

22.  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. "

23.



Tus neeg siv yuav tsum nias qhov kev xaiv tsim nyog. Tuav thiab rov hais dua rau txhua tus neeg siv khoom hauv pab pawg mus ntsib thaum lawv mus ntsib ua tiav.



Pab Pawg Mus Saib 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 - Yog

Xaiv qhov chaw

Ua haujlwm

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