**EXHIBIT A1: IVR CALL SCRIPTS CONFIGURATIONS FOR JURY**

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| **VOICE SCRIPTS FOR MAIN MENU FLOW CHART** |
| **Phrase Name** | **Message** |
| **SysNotAvail.vox** | We’re sorry. The Superior Court of California, County of San Bernardino jury automated system is currently not available.  |
| **PlsHold.vox** | Please hold for assistance.  |
| **Greet.vox** | Thank you for calling the Superior Court of California, County of San Bernardino jury information line.  |
| **SystemOpt.vox** | For specific information regarding your jury status and to complete the jury questionnaire, you may access our website at www.sb-court.org. Click on “Check your Juror Status” and use your nine digit juror ID number to retrieve your jury information. To begin using the main menu options, say “menu” or press 1. To disconnect, please hang up. |
| **MainMenu.vox** | Please listen to the complete instructions in its entirety and follow those instructions as they are given to you.  |
| If you are calling to check on whether you need to report for jury service, say “jury status” or press 1 |
| For general information about jury service, say “information” or press 2.  |
| For directions to the courthouse and parking information, say “directions” or press 3.  |
| To request a postponement, say “postponement” or press 4. |
| To request a change in jury service location, say “location” or press 5. |
| To register for electronic notification, say “notificiation” or press 6. |
| To check on your request to be excused, say “excused” or press 7. |
| To check on your jury payment status, say “payment” or press 8. |
| To obtain a copy of a work certification, please visit our website at www.sb-court.org. |
| To speak with a jury representative, say “representative” or press zero. |
| **VOICE SCRIPTS FOR JUROR IDENTIFICATION FLOW CHART** |
| **Phrase Name** | **Message** |
| **EnterJID.vox** | To access your information, you will need to say or enter your 9-digit juror ID number. This number is located near the bar code on the lower right-hand corner of your summons. If you have your juror ID number, please say “ID” or press 1.  |
| **JIDDigits.vox** | Please say or enter your 9-digit juror ID number now. |
| **YouEntered.vox** | You entered… |
| **NoJID.vox** | If you do not have your 9-digit juror ID number , please say “representative” or press zero to speak with a jury representative. |
| **Confirm.vox** | If this is correct, please say “yes” or press 1. To re-enter, please say “no” or press 2. |
| **JIDNotFnd.vox** | The juror ID number you entered was not found on our system. |
| **NotFndOpts.vox** | To re-enter your juror ID number, say “try again” or press 1. To speak to a jury representative, say “representative” or press zero. |
| **NoAccess.vox** | We’re sorry. We are unable to access court records at this time. |
| **PlsHold.vox** | Please hold for a representative.  |
| **AfterHours.vox** | Jury representatives at the Superior Court of California, County of San Bernardino are available during our normal business hours, 8:00 a.m. to 4:00 p.m. Monday through Friday. Please call back during business hours to speak with a representative, or if you would like additional information regarding jury service, please access our website at www.sb-court.org. Thank you. |
| **VOICE SCRIPTS FOR JUROR STATUS FLOW CHART** |
| **Phrase Name** | **Message** |
| **Ordered to Report** |
| **ServStarts.vox** | Your jury service starts on <day> <date> at <time> |
| **Inthe.vox** |  …in the…<court> |
| **LocatedAt.vox** | located at…..<court> <address>  |
| **Response.vox** | Please complete the juror questionnaire, visit our website at www.sb-court.org and click on “Check your Juror Status”. When completing the questionnaire, please verify that your name and address is accurate. Completing the juror questionnaire prior to your arrival will speed up your check in process. If you are unable to complete the questionnaire online, you may complete it when you arrive for jury service. You will be directed to a kiosk, where you can complete the questionnaire. When reporting, please bring your jury postcard summons. |
| **CourtRules.vox** | Acceptable court attire is business or business casual dress (jeans are allowed). No shorts, tank tops, crop tops or bare feet are permitted. If the judicial officer finds your clothing inappropriate you could be ordered to go home to change or to return to court on another day. When entering any courthouse you will be required to go through an airport style weapon screening device. Your handbag, briefcase, backpack, and all containers will be x-rayed. Objects like scissors, nail clippers, and knitting needles are not allowed in the courthouse. All weapons and any items deemed dangerous by the Sheriff’s Department will be confiscated. Cell phones with cameras are permitted within the courthouse. Cell phones cannot be used to photograph, record, or broadcast from within the courthouse without prior court approval pursuant to California Rules of Court, Rule 1.150 and local court rules. Thank You. |
| **Repeatmenu.vox** | To repeat this information, say “repeat” or press star. For directions to the courthouse and parking information, say “directions” or press 3. To postpone jury service, say “postponement” or press 4. To return to the main menu, say “menu” or press pound key. To speak to a jury representative, say “representative” or press zero. |
| **AfterHours.vox** | Jury representatives at the Superior Court of California, County of San Bernardino are available during our normal business hours, 8:00 a.m. to 4:00 p.m. Monday through Friday. Please call back during business hours to speak with a representative, or if you would like additional information regarding jury service, please access our website at www.sb-court.org. Thank you |
| **Called Off** |
| **CalledOff90.vox** | Your group has been cancelled therefore you do not have to report for jury duty. Please note that you may be resummoned at a later time. If you are resummoned, you will be notified by mail of your new appearance date. |
| **Goodbye.vox** | To repeat this message, say “repeat” or press star key. Thank you for calling the Superior Court of California, County of San Bernardino jury information line. Goodbye. |

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| **Mid-Day Call** |
| **Callbacktime.vox** | All jurors in your group are instructed to call this same number between the hours of 11am and noon. |
| **Callbackday.vox** | For possible appearance on <day> <date> at <time> |
| **CallBackCourt Add.vox** | Please make the necessary arrangements to report to the <court> <address> within one hour travel time. |
| **AvailTimeDate.vox** | Further information regarding your group will not be available until after 11am on <day> <date>. |
| **InTimeDay.vox** | All jurors in your group are to report for jury service at <time> on <day> <date> ……………… |
| **InTimeCourtAdd.vox** | ……….in the <court>. The <court> jury assembly room is located at <address>. |
| **CourtTransfer.vox** | All jurors in your group have been transferred and are to report to the <court> <location> at <time>. |
| **CourtAdd.vox** | The <court> jury assembly room is located at <address>. |
| **Rescheduled.vox** | All jurors in your group are rescheduled for possible appearance on <day> <date>. |
| **ReschedTime.vox** | Please call this same number after 5pm on <day> <date> to confirm this appearance. |
| **Response.vox** | Please complete the juror questionnaire, visit our website at www.sb-court.org and click on “Check your Juror Status”. When completing the questionnaire, please verify that your name and address is accurate. Completing the juror questionnaire prior to your arrival will speed up your check in process. If you are unable to complete the questionnaire online, you may complete it when you arrive for jury service. You will be directed to a kiosk, where you can complete the questionnaire. When reporting, please bring your jury postcard summons. |
| **CourtRules.vox** | Acceptable court attire is business or business casual dress (jeans are allowed). No shorts, tank tops, crop tops or bare feet are permitted. If the judicial officer finds your clothing inappropriate you could be ordered to go home to change or to return to court on another day. When entering any courthouse you will be required to go through an airport style weapon screening device. Your handbag, briefcase, backpack, and all containers will be x-rayed. Objects like scissors, nail clippers, and knitting needles are not allowed in the courthouse. All weapons and any items deemed dangerous by the Sheriff’s Department will be confiscated. Cell phones with cameras are permitted within the courthouse. Cell phones cannot be used to photograph, record, or broadcast from within the courthouse without prior court approval pursuant to California Rules of Court, Rule 1.150 and local court rules. Thank You. |
| **Repeatmenu.vox** | To repeat this information, say “repeat” or press star. For directions to the courthouse and parking information, say “directions” or press 3. To postpone jury service, say “postponement” or press 4. To return to the main menu, say “menu” or press pound key. To speak to a jury representative, say “representative” or press zero. |
| **MidCallOff.vox** | All jurors in your group have been cancelled and you are not required to appear. If you have taken the morning off work and need verification for your employer. |
| **MidCalloff1.vox** | Please go to our website at www.sb-court.org to obtain a copy of the work certification or you may report to the jury assembly room at 1:30 pm today to obtain a work certification. The <court>jury assembly room is located at <address>. To repeat this information, say “repeat” or press the star key. To return to the main menu, say “menu” or press pound key. Thank you. |
| **VOICE SCRIPTS FOR GENERAL INFORMATION FLOW CHART** |
| **Phrase Name** | **Message** |
| **NoInfo.vox** | We’re sorry. There is no information is currently available for that selection. |
| **10.vox** | Jury service is an obligation of citizenship. Prospective juror names are obtained from voter registration and DMV records. Normally, jury service may be required as often as once per year. Service is normally for the length of a trial, starting at 8:00 a.m. and ending at 5:00 p.m  |
| Jury representatives at the Superior Court of California, County of San Bernardino are available during normal business hours, 8:00 am to 4:00 pm, Monday through Friday. |
| Acceptable court attire is business or business casual dress (jeans are allowed). No shorts, tank tops, crop tops or bare feet are permitted. If the judicial officer finds your clothing inappropriate you could be ordered to go home to change or to return to court on another day.  |
| When entering any courthouse you will be required to go through an airport style weapon screening device. Your handbag, briefcase, backpack, and all containers will be x-rayed. Objects like scissors, nail clippers, and knitting needles are not allowed in the courthouse. All weapons and any items deemed dangerous by the Sheriff’s Department will be confiscated.  |
|  Cell phones with cameras are permitted within the courthouse. Cell phones cannot be used to photograph, record, or broadcast from within the courthouse without prior court approval pursuant to California Rules of Court, Rule 1.150 and local court rules.  |
| **Response.vox** | Please complete the juror questionnaire, visit our website at www.sb-court.org and click on “Check your Juror Status”. When completing the questionnaire, please verify that your name and address is accurate. Completing the juror questionnaire prior to arrival will speed up your check in process. If you are unable to complete the questionnaire online, you may either speak with a jury representative to request a questionnaire to be mailed to you or complete it when you arrive for jury service. You will be directed to a kiosk, where you can complete the questionnaire. When reporting, please bring your jury postcard summons. To speak to a representative, say “representative” or press zero. |
| **20.vox** | By law employers are not required to compensate employees while they are on jury service, but cannot prevent employees from serving. The law allows jurors to be paid fees and mileage beginning with their second day of service. Fees are paid at the end of a trial, at the rate of fifteen dollars ($15) per day and thirty four (.34) cents per mile, one way only from their home to the courthouse. |
| **30.vox** | An excuse from jury service must be in writing. There is no permanent excuse from Jury Service except a verified medical condition. If you are requesting to be excused from this summonsing period, please go to our website at www.sb-court.org to complete the jury questionnaire. Jury service may be postponed up to 90 days from your orginal date of appearance.  |
| **MsgMenu.vox** | To repeat this message, say “repeat” or press star key. To postpone, say “postponement” or press 4. To return to the main menu, say “menu” or press pound key. To speak to a jury representative, say “representative” or press zero. |
| **AfterHours.vox** | Jury representatives at the Superior Court of California, County of San Bernardino are available during our normal business hours, 8:00 a.m. to 4:00 p.m. Monday through Friday. Please call back during business hours to speak with a representative, or if you would like additional information regarding jury service, please access our website at www.sb-court.org. Thank you. |
| **VOICE SCRIPTS FOR COURT LOCATIONS FLOW CHART** |
| **Phrase Name** | **Message** |
| **NoInfo.vox** | We’re sorry. No information is currently available for that selection. |
| **LocationMenu.vox** | For directions to our court locations, please listen to the following locations. For San Bernardino, say “San Bernardino” or press 1. For Rancho Cucamonga, say “Rancho Cucamonga” or press 2. For Victorville, say “Victorville” or press 3. For Joshua Tree, say “Joshua Tree” or press 4.  |
| **Repeat.vox** | To repeat this message, say “repeat” or press star key. |
| **ReturnMM.vox** | To return to the main menu, say “main menu” or press pound key. |
| **CentSanBern.vox** | The San Bernardino District is located at 247 West Third Street in San Bernardino; the Justice Center is on the right side of the street (south east corner of Third Street and Arrowhead Avenue). From the I-215, take the Second Street exit and go east. Turn left onto north Arrowhead Avenue. Public parking is at a premium in downtown San Bernardino. Three hour parking is located at the north east corner of Arrowhead Avenue and 3rd Street at the Justice Center; additional all day parking is located at the north east corner of Mt. View and 4th Street; or at the north west corner of Arrowhead Avenue between 4th Street and 5th Street; or at the south side of 2nd Street between Arrowhead Avenue and Mt. View, directly south of the San Bernardino Justice Center. |
| **RanchoC.vox** | The Rancho Cucamonga Court is located at 8303 North Haven Avenue in Rancho Cucamonga. From the I-10 freeway, exit at the Haven Avenue exit and go north (turn right if you are going west, and left if you are going east). On Haven Avenue, proceed to Civic Center Drive and turn right. The entrance to the Law and Justice Center is to the left. From the I-15 freeway, exit at Foothill Boulevard. Go west (turn right if you are going south, and left if you are going north). On Foothill Boulevard, go to Aspen Avenue and turn left. Go about two blocks. The entrance to the courthouse is on the right side. Public parking is located on the south east and west side of the courthouse. |
| **Victorville.vox** | The Victorville court is located at 14455 Civic Drive in Victorville. Take the I-15 freeway to Roy Rogers Drive off ramp. Go west on Roy Rogers Drive to Civic Drive and turn left. Courthouse is located on the left side of the street in the County Building. Public parking is located on the north and west side of the courthouse. |
| **JoshuaTree.vox** | The Joshua Tree Court is located at 6527 White Feather Road in Joshua Tree on the corner of Highway 62 and White Feather Road. From the West, take the I-10 freeway to the Hwy 62 off ramp and proceed approximately 30 miles traveling through the communities of Morongo Valley, Yucca Valley and Joshua Tree. From the East, take Hwy 62 or National Trails Hwy until reaching Hwy. 62, travelling through Twenty-nine Palms towards Joshua Tree. The courthouse is located in the Government Center approximately three miles east of Joshua Tree on the south side of the highway. Public parking is located on the north side of the courthouse. |
| **DirectionOpts.vox** | To repeat this information, say “repeat” or press the star key. To return to the main menu, say “menu” or press pound key.  |

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| **VOICE SCRIPTS FOR POSTPONE SERVICE FLOW CHART** |
| **Phrase Name** | **Message** |
| **PlsHold.vox**  | Please hold for assistance.  |
| **PostponeMsg.vox** | Jury Service may be postponed one time up to 90 days from the original date of appearance. When requesting a postponement date, it must be within 90 days from your original date of appearance. You must say or enter the date as six-digits.  |
| **EnterPostDate.vox** | When using the jury information line for a postponement, please understand the system will randomly select the date during the week you requested. For a specific date, please speak to a jury representative; say “representative or press zero. To continue, say “continue” or press 1. Please say or enter the two digit month, say or enter the two digit date, and say or enter the two digit year.  |
| **DateDigits.vox** | You must say or enter the date as six-digits.  |
| **Not90days.vox** | The date entered is not a valid date. The date must be within 90 days from your original date of appearance. To re-enter a different date, say “try again” or press 1. To return to the main menu, say “menu” or press pound key. |
| **YouEntered.vox** | You entered… |
| **ConfirmDate.vox** | If this date is correct, say “yes’ or press 1. To re-enter the date, say “try again” or press 2. |
| **UnableProcess.vox** | We’re sorry. A postponement of your service cannot be processed using this system. You must speak with a representative to request a postponement. To speak to a jury representative; please say “representative or press zero.  |
| **NotEligPost.vox** | You are not eligible for a postponement of service because you have reached the maximum number of postponements allowed within your service period. To speak to a jury representative; please say “representative or press zero. |
| **YourReq.vox** | Your jury service has been rescheduled for the week of… |
| **Recorded.vox** | …has been recorded. A postcard will be mailed to you approximately two weeks prior to your new requested date. If you do not receive a postcard one week prior to your new date, you will need to contact Jury Administration to find out when you are to start service |
| **Response.vox** | Please complete the juror questionnaire, visit our website at www.sb-court.org and click on “Check your Juror Status”. When completing the questionnaire, please verify that your name and address is accurate. Completing the juror questionnaire prior to arrival will speed up your check in process. If you are unable to complete the questionnaire online, you may either speak with a jury representative to request a questionnaire to be mailed to you or complete it when you arrive for jury service. You will be directed to a kiosk, where you can complete the questionnaire. When reporting, please bring your jury postcard summons. To speak to a representative, say “representative” or press zero. |
| **PostponeOpts.vox** | To repeat this information, say “repeat” or press star key. To return to the main menu, say “menu” or press pound key. For a specific date, please speak to a jury representative; say “representative or press zero.  |
| **PostponeTransfer.vox** | Please hold for a jury representative to determine if your jury service has been postponed. |
| **AfterHours.vox** | Jury representatives at the Superior Court of California, County of San Bernardino are available during our normal business hours, 8:00 a.m. to 4:00 p.m. Monday through Friday. Please call back during business hours to speak with a representative, or if you would like additional information regarding jury service, please access our website at www.sb-court.org. Thank you. |
| **Goodbye.vox** | Thank you for calling the Superior Court of California, County of San Bernardino jury information line. Goodbye. |
| **VOICE SCRIPTS FOR TRANSFER TO COURT LOCATION FLOW CHART** |
| **Phrase Name** | **Message** |
| **LocationTransferMenuDTMF** | Please select the court location you want to be transferred.  |
| For Jury Administration, say “Administration” or press zero. |
| For San Bernardino Justice Center, say "San Bernardino" or press 1.  |
| For Rancho Cucamonga, say “Rancho Cucamonga” or press 2. |
| For Victorville, say “Victorville” or press 3. |
| For Joshua Tree, say “Joshua Tree” or press 4. |
| To hear these these locations again, say “repeat” or press the pound key. |
| **AfterHours.vox** | Jury representatives at the Superior Court of California, County of San Bernardino are available during our normal business hours, 8:00 a.m. to 4:00 p.m. Monday through Friday. Please call back during business hours to speak with a representative, or if you would like additional information regarding jury service, please access our website at www.sb-court.org. Thank you. |
| **ReturnSys.vox** | If you would like to return to the main menu options, please say “menu” or press pound key.  |
| **TxClerk.vox** | You are being transferred to …. (Determined by the location they indicated) |
| **Goodbye.vox** | Thank you for calling the Superior Court of California, County of San Bernardino jury information line. Goodbye. |
| **Court Name and Location Files** |
| **CentSanBern.vox** | The San Bernardino Court is located at 247 West Third Street in San Bernardino |
| **RanchoC.vox** | Rancho Cucamonga Court located at 8303 North Haven Avenue in Rancho Cucamonga |
| **Victorville.vox** | Victorville Court located at 14455 Civic Drive in Victorville |
| **JoshuaTree.vox** | Joshua Tree Court located at 6527 White Feather Road in Joshua Tree |

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| **VOICE SCRIPTS FOR ELECTRONIC NOTIFICATION FLOW CHART** |
| **Phrase Name** | **Message** |
| **NotificationMenuDTMF** | To get notifications by text messaging, say “text” or press 1. |
| To get a phone call notification, say “phone” or press 2. |
| To get notifications by email, please access our website at www.sb-court.org and click on “Check Your Juror Status” and follow the instructions to sign up for email notification. |
| To repeat this message, say “repeat” or press the star key. |
| To return to the main menu, say “menu” or press the pound key. |
| **Text Message** |
| **SMSNotificationMenuDTMF** | If you want to sign up for text message notification, say “yes” or press 1. |
| **NumberCallingFrom** | The number you are calling from is… |
| **SMSNotificationMenu2DTMF** | If this is correct, say “yes” or press 1. |
| If you want to use a different number, say “different number” or press 2. |
| To repeat this information, say “repeat” or press the star key. |
| **EnterPhoneNumberDTMF** | Please say or enter the 10-digit number. Begin with the area code and phone number where you wish to receive notification. |
| **ReenterPhoneNumber** | You did not provide enough digits. The phone number must be 10 digits. Remember to include the area code. Please say or re-enter the 10-digit phone number now. |
| **RegistrationFailure** | I’m sorry, there has been a problem registering your notification preferences. |
| **ReenterPhoneNumber** | You did not provide enough digits. The phone number must be 10 digits. Remember to include the area code. Please say or re-enter the 10-digit phone number. |
| **SignedUpText** | You are now signed up for text notification. |
| To return to the main menu, say “menu” or press the pound key. |
| To speak with a jury representative, say “representative or press zero. |
| To conclude this call, say “goodbye” or press the star key. |
| **AfterHours.vox** | Jury representatives at the Superior Court of California, County of San Bernardino are available during our normal business hours, 8:00 a.m. to 4:00 p.m. Monday through Friday. Please call back during business hours to speak with a representative, or if you would like additional information regarding jury service, please access our website at www.sb-court.org. |
| **Goodbye.vox** | Thank you for calling the Superior Court of California, County of San Bernardino jury information line. Goodbye. |

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| **Phone Notifications** |
| **PhoneNotificationMenuDTMF** | If you want to sign up for Phone notification, say “yes” or press 1. |
| **NumberCallingFrom** | The number you are calling from is… |
| **PhoneNotificationMenu2DTMF** | If this is correct, say “yes” or press 1. |
| If you want to use a different number, say “different number” or press 2. |
| To repeat this information, say “repeat” or press the star key. |
| **EnterPhoneNumberDTMF** | Please say or enter the 10-digit, begin with the area code and phone number where you wish to have the notification sent. |
| **ReenterPhoneNumber** | You did not provide enough digits. The phone number must be 10 digits. Remember to include the area code. Please re-enter the 10-digit phone number now. |
| **RegistrationFailure** | I’m sorry, there has been a problem registering your notification preferences. |
| **SignedUpPhone** | You are now signed up for Phone call notification. |
| To return to the main menu, say “menu” or press the pound key. |
| To speak with a jury representative, say “representative or press zero. |
| To conclude this call, say “goodbye” or press the star key. |
| **AfterHours.vox** | Jury representatives at the Superior Court of California, County of San Bernardino are available during our normal business hours, 8:00 a.m. to 4:00 p.m. Monday through Friday. Please call back during business hours to speak with a representative, or if you would like additional information regarding jury service, please access our website at www.sb-court.org. Thank you. |
| **Goodbye.vox** | Thank you for calling the Superior Court of California, County of San Bernardino jury information line. Goodbye. |
| **VOICE SCRIPTS FOR EXCUSAL STATUS FLOW CHART** |
| **Phrase Name** | **Message** |
| **ExcusedGranted.vox** | Your request to be excused from jury service has been granted.  |
| **RequestDenied.vox** | Your jury service change request has been denied. The reason your request was denied was…(Need to pick the code up from the jury system) |
| **StatusMenu3.vox** | To repeat this information, say “repeat” or press star key. To return to the main menu, say “menu” or press pound key. To speak with a jury representative, say “representative” or press zero |
| **DeniedNoreason.vox** | Your jury service change request has been denied. To speak with a jury representative, say “representative” or press zero. |
| **DeniedCallback.vox** | To speak with a jury representative regarding the denial, please call back during business hours. |
| **AfterHours.vox** | Jury representatives at the Superior Court of California, County of San Bernardino are available during our normal business hours, 8:00 a.m. to 4:00 p.m. Monday through Friday. Please call back during business hours to speak with a representative, or if you would like additional information regarding jury service, please access our website at www.sb-court.org. Thank you. |
| **Goodbye.vox** | Thank you for calling the Superior Court of California, County of San Bernardino jury information line. Goodbye. |

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| **VOICE SCRIPTS FOR JURY PAYMENT STATUS FLOW CHART** |
| **Phrase Name** | **Message** |
| **Paymentinfo.vox** | Jurors serving their second and additional days of jury service can expect to receive their warrant of payment within four weeks of completing service. |
| **RecInd.vox** | Our records indicate that juror number… |
| **Served.vox** | …served… |
| **NormalPay2.vox** | …has been authorized for your service. Payment will be received within four weeks. |
| **WaivedPay.vox** | You have chosen to waive your payment, therefore no payment is authorized. |
| **OneDayPay.vox** | You only served one day and therefore no payment is authorized. |
| **RepeatOpts2.vox** | To repeat this information, say “repeat” or press star key. To return to the main menu, say “menu” or press pound key. To speak to a jury representative, say “representative” or press zero. To obtain a work certification, please go to our website at www.sb-court.org.  |
| **PlsHold.vox**  | Please hold for assistance.  |
| **AfterHours.vox** | Jury representatives at the Superior Court of California, County of San Bernardino are available during our normal business hours, 8:00 a.m. to 4:00 p.m. Monday through Friday. Please call back during business hours to speak with a representative, or if you would like additional information regarding jury service, please access our website at www.sb-court.org. Thank you. |
| **Goodbye.vox** | Thank you for calling the Superior Court of California, County of San Bernardino jury information line. Goodbye. |
| **VOICE SCRIPTS FOR VR ERROR HANDLING FLOW CHART 1** |
| **Phrase Name** | **Message** |
| **NoResponse.vox** | Sorry, I didn’t hear you.  |
| **NoResponse2.vox** | I’m sorry. I still didn’t hear you.  |
| **TroubleOut.vox** | Sorry I’m having so much trouble. I will transfer you over to a representative for assistance. Please hold.  |
| **Transfer.vox** | Please hold while I transfer your call to a jury representative. |
| **NotUnderstood1.vox** | Sorry. I didn’t understand you.  |
| **NotUnderstood2.vox** | I’m sorry. I still didn’t understand you. |
| **VOICE SCRIPTS FOR VR ERROR HANDLING FLOW CHART 2** |
| **Phrase Name** | **Message** |
| **ThinkYousaid.vox** | I think you said… |
| **Correct.vox** | Is that correct? |
| **TroubleOut.vox** | Sorry I’m having so much trouble. I’ll transfer you over to a representative for assistance. Please hold. |
| **NoResponse1.vox** | Sorry. I didn’t hear you.  |
| **YesorNo.vox** | Is this correct? Please respond Yes or No. |