

As AI voice agents increasingly replace legacy IVR systems in contact centers, crafting a clear, concise disclosure line is essential. It sets caller expectations upfront and reduces confusion or frustration later in the interaction. Yet, writing that short disclosure script is not trivial, especially when you factor in voice versus chat channel constraints, telephony stack nuances, speech recognition accuracy, and user experience dynamics like barge-in and interruption handling.

Why a Disclosure Line Matters

A disclosure line briefly informs callers that they are interacting with an AI agent rather than a human. This plain-language disclosure is critical for:

- **Setting caller expectations:** Transparency helps callers understand the interaction context and manage their patience and demeanor accordingly.
- **Reducing frustration and repeated queries:** When callers know upfront they are engaging with automation, they tend to adjust their language and be more concise.
- **Compliance and ethics:** Some industries or jurisdictions require callers be informed that AI is being used.

However, despite its importance, legacy IVR systems often failed to provide effective disclosures, partly because of technical limitations and partly due to poor script design.

The Legacy IVR Disclosure Problem

Traditional IVR systems—menu-based telephony trees—were constrained by rigid telephony stacks with fixed prompts and tree navigation. Their disclosure was often:

- *Buried in long-winded welcome messages, lost on the call flow.*
- *Written in overly technical language or marketing jargon, confusing callers more than helping.*
- *Intermediate prompts that didn't leverage natural language, making it difficult for callers to effectively "barge-in" or interrupt.*

These shortcomings contributed to poor containment rates since callers rarely realized the system's limitations until too late, resulting in call escalations and dissatisfaction.

Voice vs. Chat: Different Channel Constraints

Writing a disclosure line for a voice-based AI agent is fundamentally different than for chatbots:



- **Voice:** Callers hear the disclosure once, sequentially, without the ability to easily glance back. The line must be short, simple, and chunked for easy comprehension amidst background noise or multitasking.
- **Chat:** Disclosures can be persistent, visible, and scannable in text, allowing more elaborate explanations or links to detailed policies.

Because voice is a linear medium with no visual cues, the disclosure line should prioritize plain language and brevity while ensuring the critical message is delivered upfront.

Key Components of a Simple Disclosure Line

At its core, your disclosure script should achieve three things:

1. **Inform:** Clearly state the caller is interacting with an AI or automated agent.
2. **Set Expectations:** Explain briefly what the agent can do and encourage patience or alternative options.
3. **Invite Interaction:** Prompt for natural language input, including how to interrupt or seek human help if needed.

Here are a few sample disclosure lines leveraging these principles:

- "Hi, I'm your virtual assistant. I can help with common questions—please speak naturally, or say 'Operator' anytime to talk to a person."
- "Welcome! You're speaking with an automated agent. I'm here to help with account info. You can interrupt me at any time or say 'Representative' for assistance."
- "This is an AI assistant. To make things faster, please speak clearly. If you'd like to speak with a human, just say 'Agent' at any point."

Understanding the Telephony Stack and Its Impact

When designing your disclosure line, consider the underlying telephony infrastructure:

- **Audio Encoding and Playback:** Low bitrate codecs may degrade prompt clarity, so keep scripts simple and avoid complex sentence structures.

- **ASR (Automatic Speech Recognition) Integration:** Your ASR engine's accuracy directly impacts callers' ability to use barge-in smoothly, especially in noisy environments.
- **Latency:** The total end-to-end latency (prompt playback delay, recognition processing, network lag) influences when callers can interrupt. High latency can lead to callers talking over prompts, which the system may misinterpret or ignore.

Monitor your **end-to-end latency**—not just the model or ASR latency—to understand if your disclosure line is user-friendly. If latency is too high, callers will experience unnatural pauses or repeated prompts, harming perception and containment.

The Crucial Role of Barge-In and Interruption Handling

Barge-in—the ability of callers to interrupt a prompt—is essential for usability and customer satisfaction:

- **Effective Barge-in:** Allows callers to skip ahead, reducing frustration, especially if the disclosure line or prompts are longer than necessary.
- **Poor Barge-in Support:** Leads to callers repeating themselves or waiting through lengthy prompts, increasing call times and abandonment.

Make sure your telephony stack and ASR system support reliable barge-in on your disclosure line. Test failure modes where callers interrupt at various points—does businessabc.net the system correctly recognize input without forcing repeats? Does it escalate gracefully if misunderstood?

Best Practices for Writing Your AI Voice Agent Disclosure Script

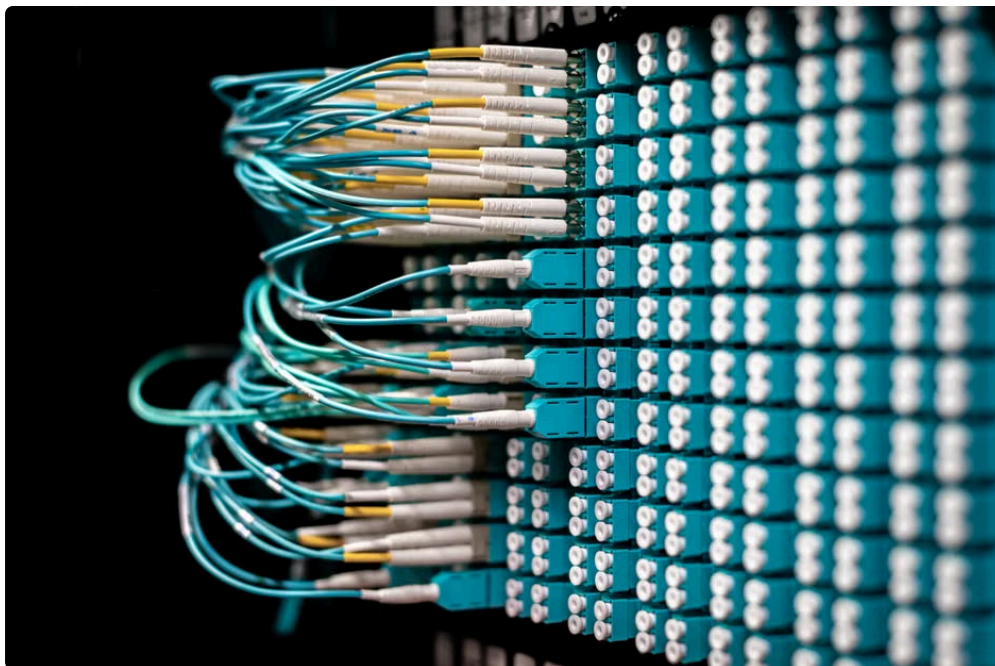
Aspect	Recommendation	Reason	Length	Keep under 15 seconds	Ensures prompt doesn't feel like a barrier and reduces caller fatigue
Language	Use plain, jargon-free terms (e.g., "virtual assistant" vs. "AI-powered conversational engine")	Improves comprehension, especially for callers not tech-savvy	Invite Natural Language	Explicitly ask callers to speak naturally or tell how to interrupt	Encourages engagement and reduces delays or misrecognitions
Set Human Escalation	Include a clear option for speaking with a human agent	Builds trust and lowers frustration if the AI fails to resolve the caller's need	Test Barge-in	Simulate callers interrupting at multiple points	Ensures smooth interactions and avoids forcing callers to repeat
Measure End-to-End Latency	Monitor from prompt start to ASR input recognition	Optimizes timing for best user experience; a key metric often overlooked			

Putting It All Together: A Sample Disclosure Script With Considerations

Here is an example disclosure script incorporating all the above principles:

"Hello! You're speaking with our virtual assistant. I'm here to help you with billing, appointments, and general questions. Please speak naturally at any time. If you want a human agent, just say 'Agent' or 'Representative'—I'll connect you right away."

Why this works:



- *Clear, simple language* avoids buzzwords.
- *Sets clear expectations* about scope ("billing, appointments, general questions").
- *Encourages natural language and prompt interruption*.
- *Explicit human hand-off option*.
- *Short enough to comfortably fit in a 10–12 second window* to accommodate variability in telephony latency.

Conclusion: The Disclosure Line Is Your Frontline Trust Builder

While it may feel like a small piece of the AI phone agent puzzle, your disclosure script significantly impacts the caller experience. Rows of technical training, advanced NLP models, and sophisticated telephony stacks can be undermined by a confusing or overly long upfront disclosure.

Keep the script plain, brief, and test for real-world telephony conditions—especially end-to-end latency and barge-in handling. By doing so, you set expectations transparently, improve containment rates, and reduce call escalations. In the contact center world, those wins translate directly into smoother operations and happier customers.

If you're gearing up for your AI voice agent rollout, start with your disclosure line—before anything else. It's your first real customer touch and deserves serious attention.