

# Applications

## IVR Menus

Welcome to the adding IVR section. Here you will find how to add and edit IVR's.

- [Click here for the youtube video](#)
- Click on **Apps** then **IVR Menu**
- Click the Plus icon on the right

### IVR Menus

The IVR Menu plays a recording or a pre-defined phrase that presents the caller with options to choose from. Each option has a corresponding destination. The destinations can be extensions, voicemail, other IVR menus, call groups, FAX extensions, and more.

Name	Extension	Direct Dial	Enabled	Description	
					

- Options in **bold** are mandatory.
- **Name:** Enter a name for the IVR menu
- **Extension:** Enter the extension number (This must a new extension that isn't already created)
- **Greet Long:** The long greeting when entering the menu.
- Greet Short: The short greeting is played when returning to the menu.
- Options: Define caller options for the IVR menu.
- **Timeout:** The number of milliseconds to wait after playing the greeting or the confirm macro.
- Exit Action: Select the exit action to be performed if the ivr exists.
- **Direct Dial:** Define whether the callers can dial directly to registered extensions.
- Ring Back: Defines what the caller will hear while the destination is being called.
- Caller ID Name Prefix: Set a prefix on the caller ID name.
- Enabled: set the status of the IVR Menu.

# Applications

## IVR Menu

BACK COPY SAVE

The IVR Menu plays a recording or a pre-defined phrase that presents the caller with options to choose from. Each option has a corresponding destination. The destinations can be extensions, voicemail, other IVR menus, call groups, FAX extensions, and more.

Name	<input type="text"/>	Enter a name for the IVR menu.								
Extension	<input type="text"/>	Enter the extension number.								
Greet Long	<input type="text"/>	The long greeting is played when entering the menu.								
Greet Short	<input type="text"/>	The short greeting is played when returning to the menu.								
Options	<table><thead><tr><th>Option</th><th>Destination</th><th>Order</th><th>Description</th></tr></thead><tbody><tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr></tbody></table>	Option	Destination	Order	Description	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Define caller options for the IVR menu.
Option	Destination	Order	Description							
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>							
Timeout	<input type="text" value="3000"/>	The number of milliseconds to wait after playing the greeting or the confirm macro.								
Exit Action	<input type="text"/>	Select the exit action to be performed if the IVR exits.								
Direct Dial	<input type="text" value="False"/>	Define whether callers can dial directly to registered extensions.								
Ring Back	<input type="text" value="Default"/>	Defines what the caller will hear while the destination is being called.								
Caller ID Name Prefix	<input type="text"/>	Set a prefix on the caller ID name.								
	<input type="button" value="ADVANCED"/>									
Enabled	<input type="text" value="True"/>	Set the status of this IVR Menu.								

You can get very creative with IVR's and are almost limitless in possibilities. In the basic example below we;

- **Name** the IVR "IVR Main"
- **Extension** "200"
- **Greet Long** a phrase that was made from the **phrase section** under **apps**
- Number entry in **options**, choose an extension for **Destination** and **descriptions** ie sales, billing, tech support, and after hours. **timeout** 3000 milliseconds
- Exit Action to the extension 109 (after hours)
- **Direct Dial** to False and Ring back to Default.

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Name	<input type="text" value="IVR Main"/> <small>Enter a name for the IVR menu.</small>																									
Extension	<input type="text" value="200"/> <small>Enter the extension number.</small>																									
Greet Long	<input type="text" value="phrase:"/> <small>The long greeting is played when entering the menu.</small>																									
Greet Short	<input type="text"/> <small>The short greeting is played when returning to the menu.</small>																									
Options	<table><thead><tr><th>Option</th><th>Destination</th><th>Order</th><th>Description</th><th></th></tr></thead><tbody><tr><td>1</td><td>100</td><td>0</td><td>sales</td><td> </td></tr><tr><td>2</td><td>101</td><td>1</td><td>billing</td><td> </td></tr><tr><td>3</td><td>102</td><td>2</td><td>tech support</td><td> </td></tr><tr><td>4</td><td>109</td><td>3</td><td>after hours</td><td> </td></tr></tbody></table> <div><input type="text"/><input type="text"/><input type="button" value="OK"/><input type="button" value="ADD"/></div> <small>Define caller options for the IVR menu.</small>	Option	Destination	Order	Description		1	100	0	sales	 	2	101	1	billing	 	3	102	2	tech support	 	4	109	3	after hours	 
Option	Destination	Order	Description																							
1	100	0	sales	 																						
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4	109	3	after hours	 																						
Timeout	<input type="text" value="3000"/> <small>The number of milliseconds to wait after playing the greeting or the confirm macro.</small>																									
Exit Action	<input type="text" value="109"/> <input type="button" value="OK"/> <small>Select the exit action to be performed if the IVR exits.</small>																									
Direct Dial	<input type="checkbox" value="False"/> <small>Define whether callers can dial directly to registered extensions.</small>																									
Ring Back	<input type="text" value="Default"/> <small>Defines what the caller will hear while the destination is being called.</small>																									

You now have a list of IVR's to go back to and edit or delete as needed.

## IVR Menus

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Name	Extension	Direct Dial	Enabled	Description	
<a href="#">IVR Main</a>	200	False	True		  

## IVR Default Settings

Click the link above for IVR default settings.

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Auteur: Helpdesk

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