Applications

IVR Menus

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

- Click here for the voutube 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 allready 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

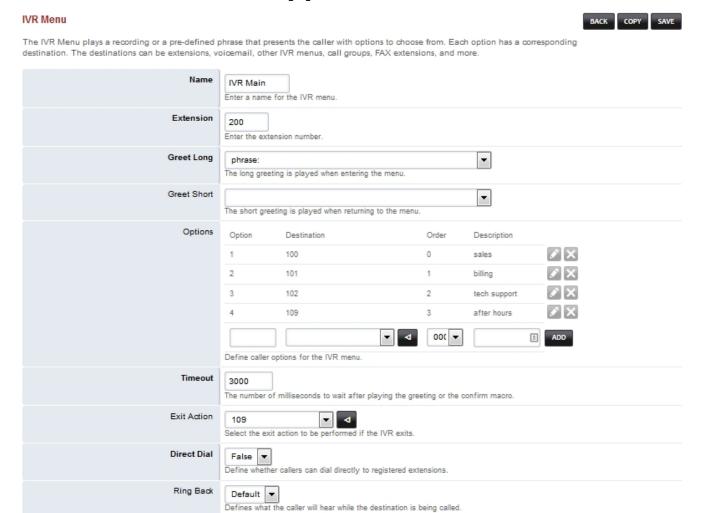
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You can get very creative with IVR's and are almost limitless in possibilities. In the basic example below we:

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

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IVR Default Settings

Click the link above for IVR default settings.

Unieke FAQ ID: #4021 Auteur: Helpdesk

Laatst bijgewerkt:2022-10-31 01:14