

# Internet Telephony PBX System

**IPX-2000/1800 Series**  
**Interactive Voice Response Configuration**



- **Short for Interactive Voice Response.**
- **IVR does not require human interaction over the telephone as the user's interaction with the database is predetermined by what the IVR system will allow the user access to.**
- **IVR function could support up to 3 layers.**

- **Allowed Keys:**
  - 0,1,2,3,4,5,6,7,8,9,\*,#,ext
    - ✓ “ext” is used for defining a reachable usergroup.
- **Allowed Actions:**
  - hang up, playback, call to, goto top, next layer, set language, return.
- **Select Feature -> IVR to configure Worktime features.**

**:: IVR MANAGEMENT**

IVR Management | IVR Prompts Management | IVR Parameters

Info:

All IVR Menu

**Rule Action Setup**

IVR Name

Rule Key   Action Return

Node

Child Rule Key   Action

**Action Data**

Prompt

Group UG\_DEF

Language English

Extension

**Worktime Group Setup**

Active WorkTime Group

**Worktime**

In Hour/Actions Playback

Prompt

Extension

Off Hour/Actions Playback

Prompt

Extension

Users need to plan how to use keypads to control IVR system.

**:: IVR MANAGEMENT**

IVR Management | IVR Prompts Management | IVR Parameters

All IVR Menu

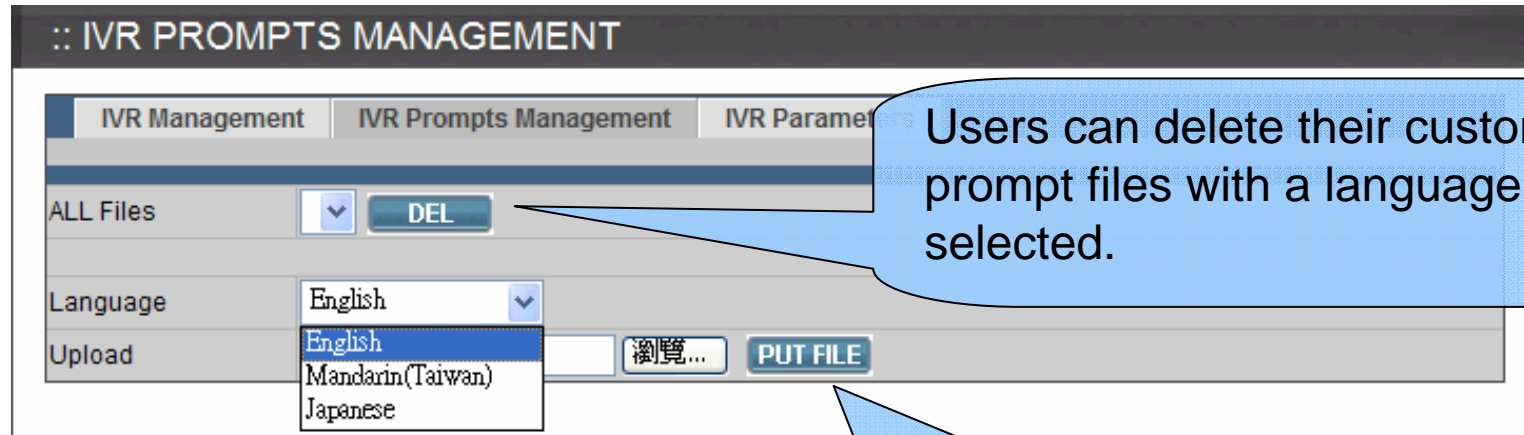
Info:

**Rule Action Setup**

IVR Name	<input type="text"/>	<input type="button" value="ADD"/>
Rule	Key <input type="text" value="0"/> <input type="button" value="v"/> Action <input type="text"/>	<input type="button" value="ADD"/>
Code	<input type="text"/>	<input type="button" value="DEL"/>
Child Rule	Key <input type="text" value="0"/> <input type="button" value="v"/> Action <input type="text"/>	<input type="button" value="ADD"/>

**Key:**  
0, 1, 2, 3, 4, 5, 6,  
7, 8, 9, \*, #, ext

**Action:**  
Hang up  
Play back  
Call to  
Goto top  
Next layer  
Set language  
Return



Users can delete their customized prompt files with a language type selected.

Users can upload their customized prompt files with a language type selected.

※ The customized prompt file must be 8000Hz, 16bit Windows PCM .wav file.

# Add a New IVR

**:: IVR MANAGEMENT**

IVR Management | IVR Prompts Management | IVR Parameters

All IVR Menu

Info:

**Rule Action Setup**

IVR Name

Rule Key    
Action

Node

Child Rule Key    
Action

Prompt

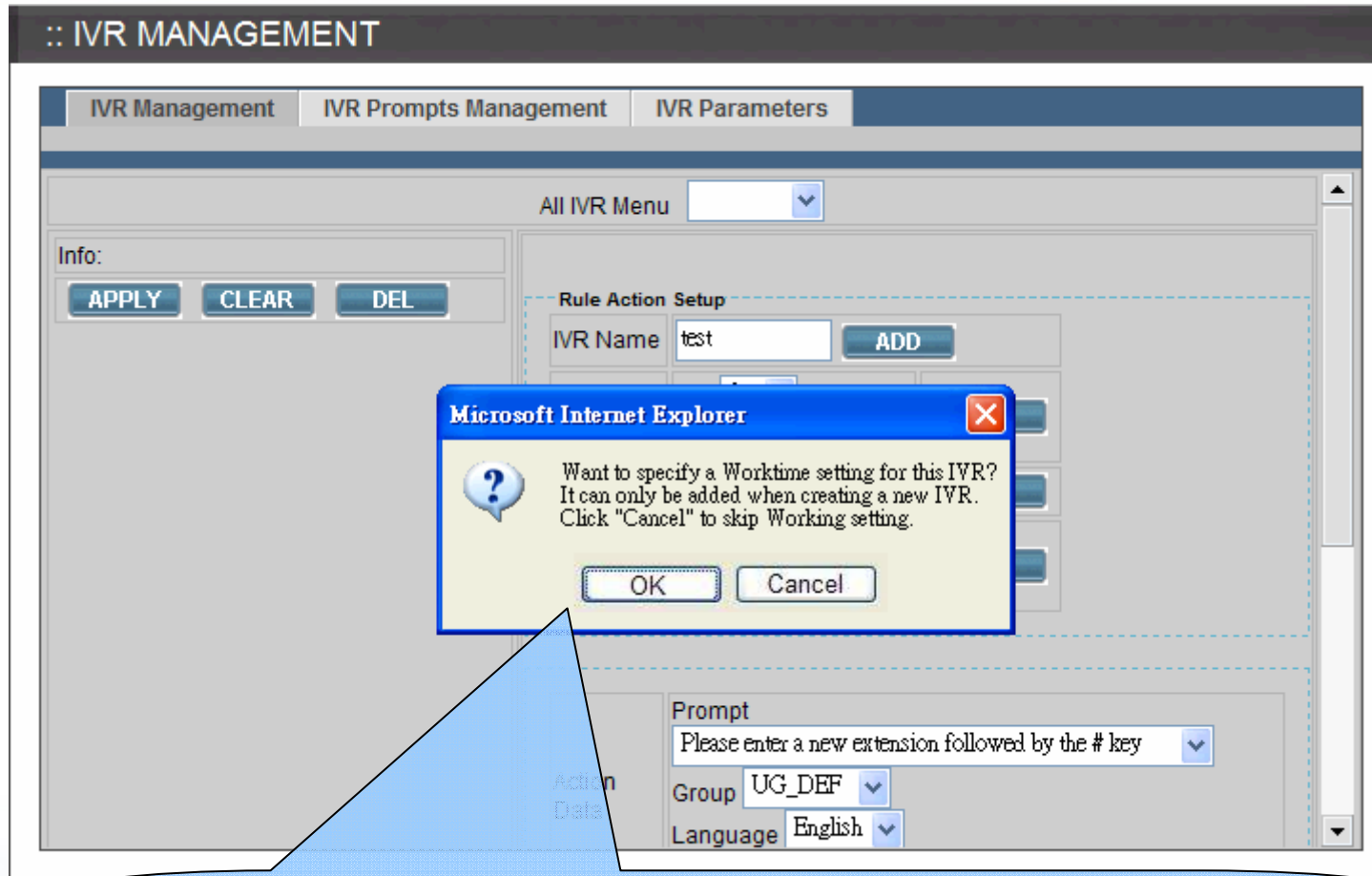
Action Data  
Group   
Language

Status:

1. Enter a name for this IVR.

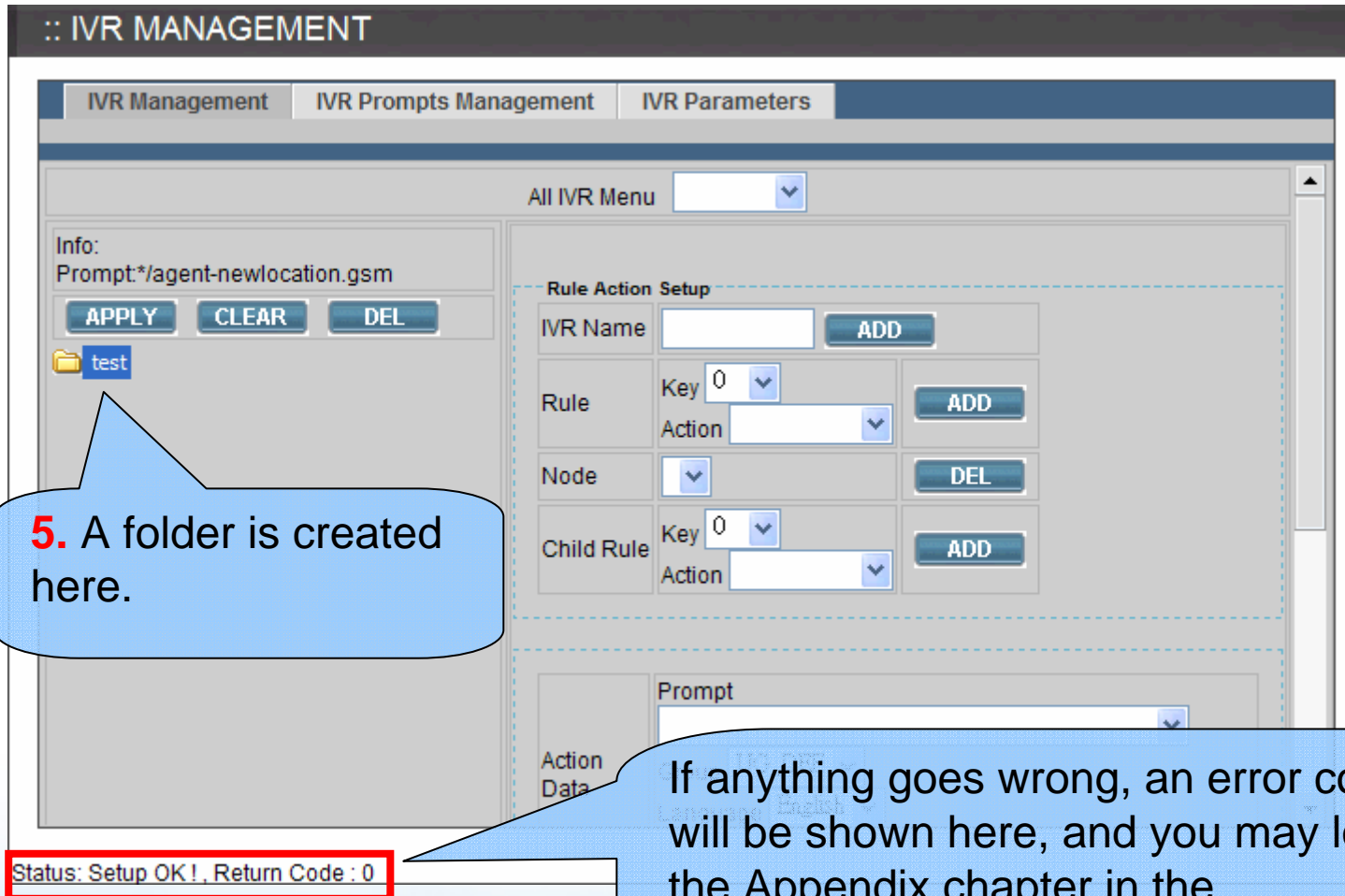
3. Click **ADD**.

2. Select a default prompt file.



4. A pop up a window shows to ask whether to specify a worktime to this IVR or not. In this case, we press "CANCEL"





The screenshot shows the 'IVR MANAGEMENT' interface with tabs for 'IVR Management', 'IVR Prompts Management', and 'IVR Parameters'. The 'IVR Management' tab is active. A dropdown menu is set to 'All IVR Menu'. On the left, under 'Info', the prompt is '\*agent-newlocation.gsm'. Below this are 'APPLY', 'CLEAR', and 'DEL' buttons. A folder named 'test' is visible in a file browser. The 'Rule Action Setup' section contains fields for 'IVR Name', 'Rule' (with 'Key' and 'Action' dropdowns), 'Node', and 'Child Rule' (with 'Key' and 'Action' dropdowns). Each field has an 'ADD' or 'DEL' button. At the bottom, a status bar shows 'Status: Setup OK!, Return Code : 0'.

**5.** A folder is created here.

If anything goes wrong, an error code will be shown here, and you may look up the Appendix chapter in the administration guide to get the exact meaning of the code.

# Add a New Node of IVR

**:: IVR MANAGEMENT**

IVR Management | IVR Prompts Management | IVR Parameters

All IVR Menu

Info:

test

**Rule Action Setup**

IVR Name

Rule Key    
Action

Node

Child Rule Key    
Action

Prompt

Action Data Group    
Language

Status :

6. Select a key, say "ext".

8. Click **ADD**.

7. Select a user group associated with "ext", say "UG\_DEF".

**11.** Click **APPLY** to save the settings.

**10.** You can find all the created nodes here.

**9.** The node created here. Say any incoming call to the trunk associated with this IVR (test) can reach any extension belongs to the specified usergroup (UG\_DEF) within this layer of IVR.

# Add a Sub-layer of IVR

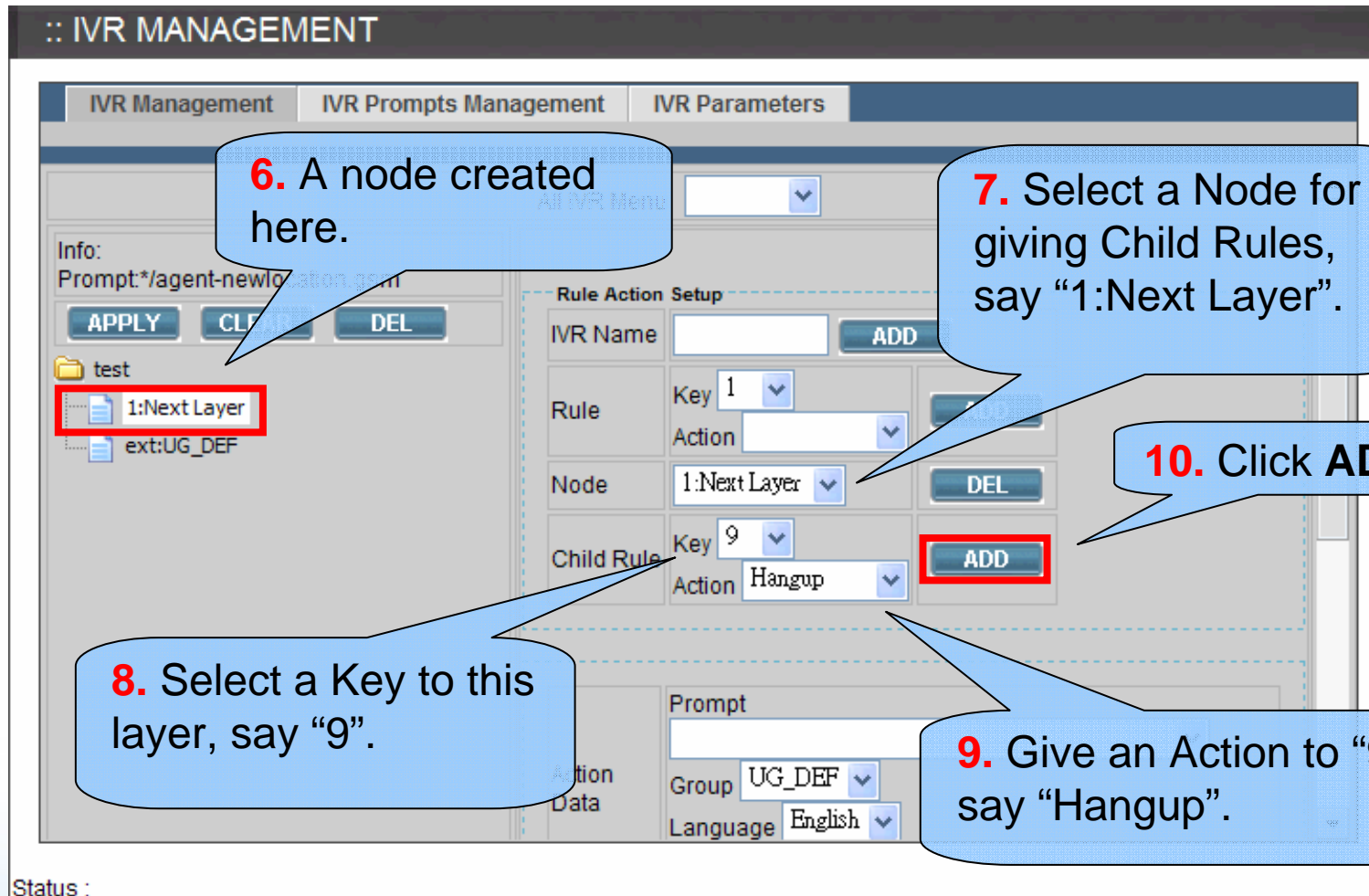
The screenshot shows a web-based configuration interface for IVR. A 'Rule Action Setup' table is visible with the following entries:

Field	Value	Action
IVR Name		ADD
Rule	Key 1	ADD
Action	Next Layer	
Node	ext:UG_DEF	
Child Rule	Key 0	ADD
Action		

Below the table, there is a 'Prompt' field with the text 'Please enter a new extension followed by the # key' and a dropdown menu. Underneath, there is an 'Action Data' section with 'Group' set to 'UG\_DEF' and 'Language' set to 'English'. A 'Microsoft Internet Explorer' dialog box is overlaid on the left, containing the text: 'Want to specify a Worktime setting for this IVR? It can only be added when creating a new IVR. Click "Cancel" to skip Working setting.' with 'OK' and 'Cancel' buttons.

Numbered callouts provide instructions:

1. Select a Key, say "1".
2. Give an Action to "1", say "Next Layer".
3. Select a Prompt as the greeting for next layer.
4. Click ADD.
5. There will pop up a window after clicking ADD, then user should decide whether to specify a worktime to this layer of IVR or not. In this case, we press "CANCEL".



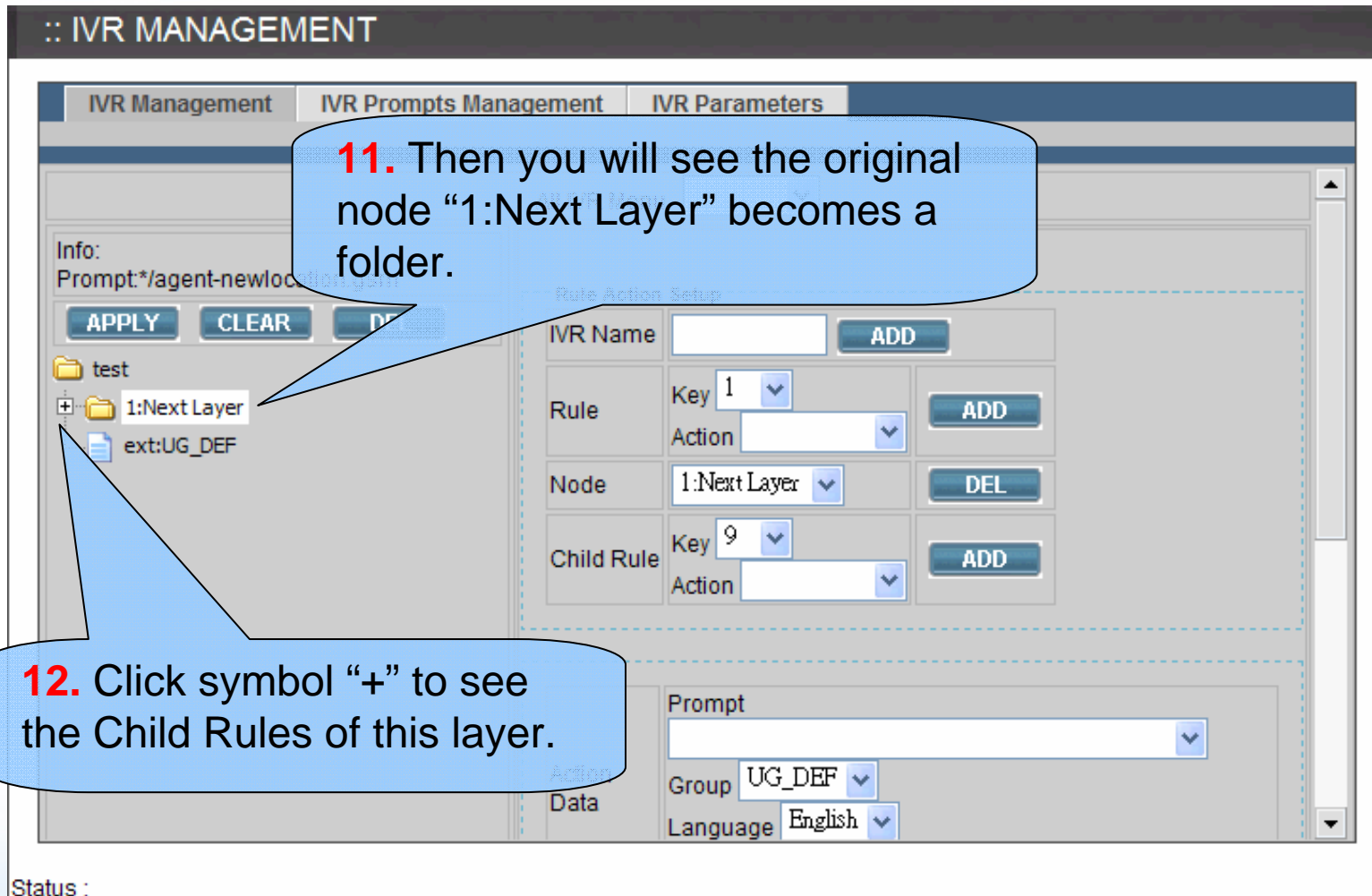
**6.** A node created here.

**7.** Select a Node for giving Child Rules, say "1:Next Layer".

**8.** Select a Key to this layer, say "9".

**9.** Give an Action to "9", say "Hangup".

**10.** Click **ADD**.



The screenshot displays the IVR Management interface. On the left, a tree view shows a folder named 'test' containing a sub-folder '1:Next Layer' and a file 'ext:UG\_DEF'. A blue callout bubble points to the '+' icon next to '1:Next Layer' with the text: **12.** Click symbol “+” to see the Child Rules of this layer.

The main area is titled 'Rule Action Setup' and contains several configuration fields:

- IVR Name: [Text Field] [ADD]
- Rule: Key [1] [v] [ADD]
- Action: [Dropdown Menu]
- Node: [1:Next Layer] [v] [DEL]
- Child Rule: Key [9] [v] [ADD]
- Action: [Dropdown Menu]

At the bottom, there are fields for Prompt, Group (UG\_DEF), and Language (English).

Status :

**:: IVR MANAGEMENT**

IVR Management | IVR Prompts Management | IVR Parameters

All IVR Menu

Info:  
Prompt:\*/agent-newlocation.gsm

test  
- 1:Next Layer  
9:Hangup  
ext:UG\_DEF

**Rule Action Setup**

IVR Name

Rule Key    
Action

Node

Child Rule Key    
Action

Prompt

Action Data Group   
Language

Status :

**13.** Click symbol “-” to close this folder.

# Example 1- Call To

**:: IVR MANAGEMENT**

IVR Management | IVR Prompts Management | IVR Parameters

Info:  
Extension:104  
**APPLY** **CLEAR** **DEL**

test  
0:Call To  
1:Next Layer  
9:Hangup  
ext:UG\_DEF

**Rule Action Setup**

IVR Name	<input type="text"/>	<b>ADD</b>
Rule	Key 0 Action Call To	<b>ADD</b>
Node	1:Next Layer	<b>ADD</b>
Child Rule	Key 0 Action	<b>ADD</b>

**Action Data**

Prompt	<input type="text"/>
Group	UG_DEF
Language	English
Extension	104

1. Select a Key, say "0".

4. Click **ADD**.

2. Click an Action to "0", say "Call To".

5. A new node "0:Call To" created here. Anyone within this layer could press "0" to call to 166.

3. Specify an extension number to this "Call To", say "104".



## Example 2- Goto Top

The screenshot displays the IVR Management interface. On the left, a tree view shows a folder 'test' containing nodes '0:Call To', '1:Next Layer', '2:Goto Top', '9:Hangup', and 'ext:UG\_DEF'. The '2:Goto Top' node is highlighted with a red box. On the right, the 'Rule Action Setup' form is visible. It includes fields for 'IVR Name', 'Rule' (Key 0, Action), 'Node' (1:Next Layer), and 'Child Rule' (Key 2, Action Goto Top). The 'ADD' button for the 'Child Rule' is highlighted with a red box. Below the form, there are fields for 'Prompt', 'Group' (UG\_DEF), 'Language' (English), and 'Extension'. Five callout boxes provide instructions: 1. Select a Node for adding Child Rules, say "1:Next Layer". 2. Select a Key, say "2". 3. Give an Action to "2", say "Goto Top". 4. Click ADD. 5. A new node "2:Goto Top" created here. Anyone within this layer could press "2" to go back to the root menu of the IVR.

# Example 3-SetLanguage

The screenshot shows the IVR Management interface with the following elements:

- Info:** Language: en, with buttons for APPLY, CLEAR, and DEL.
- Tree View:** A folder structure under 'test' containing nodes: 0:Call To, 1:Next Layer (expanded), 2:Goto Top, 9:Hangup, 3:SetLanguage (highlighted with a red box), and ext:UG\_DEF.
- Rule Action Setup:** A table for configuring rules:

Rule	Key	Action	Node	Child Rule
	3	SetLanguage	1:Next Layer	2

The 'ADD' button for the first rule is highlighted with a red box.
- Prompt:** A dropdown menu for selecting a prompt.
- Group:** UG\_DEF
- Language:** English
- Extension:** (empty field)

Five numbered callouts provide instructions:

1. Select a Key, say "3".
2. Give an Action to "3", say "SetLanguage".
3. Select a language type, say "English".
4. Click ADD.
5. A new node "3:SetLanguage" created here. Anyone within this layer could press "3" to change all the prompts to English.

The screenshot shows the 'Worktime Group Setup' section of an IVR management interface. The 'Active WorkTime' checkbox is checked and highlighted with a red box. The 'Group' dropdown is set to '100'. Under the 'Worktime' section, the 'In Hour/Actions' dropdown is set to 'No Action', the 'Off Hour/Actions' dropdown is set to 'PlayBack', and the 'Off Hour/Prompt' dropdown is set to '\*vm-goodbye.gsm'. All these three dropdowns are also highlighted with red boxes. Five blue callout boxes with red numbers provide instructions for each step.

1. Check this item
2. Select a predefined Group, say "100"
3. Select an Action for In Hour, say "No Action", then any incoming call will hear the greeting set in the root level of IVR and follow the defined rules during worktime.
4. Select an Action for Off Hour, say "PlayBack"
5. Select an Prompt for Off Hour, then any incoming call will hear "good bye" during Off Hour.

- **\*/agnet-newlocation.gms**
  - Please enter a new extension followed by the # key
- **\*/auth-thankyou.gsm**
  - Thank you
- **\*/invalid.gsm**
  - That is not a valid conference number, please try again
- **\*/transfer.gsm**
  - Transfer
- **\*/ss-busy.gsm**
  - System is busy at this moment, please try again later
- **\*/ss-noservice.gsm**
  - The number you have dial is not in service, please check...
- **\*/vm-goodbye.gsm**
  - Goodbye
- **\*/vm-sorry.gsm**
  - I am sorry, I do not understand your response

# ACTIVATING IP POWER

