



Quick Guide to TraiTel IVR

Quick Guide to TraiTel IVR

The TraiTel IVR system is designed to be easy to set up for people with basic computer knowledge.

TraiTel has a team of technical experts and it is recommended that the initial set up be made with our assistance however this is not mandatory.

The TraiTel IVR uses a set of commands that can quickly configure an IVR. Arguments are nested i.e. if you define conditions and actions, they are grouped together – these are coloured to identify them.

The comment command is useful for adding notes to your IVR menu e.g. “Business Hours section begins here” – use comments to define sections in your IVR menus.

Each section should terminate with the End Call command i.e. if nothing else is selected or done in this section, end the call – this prevents calls running into other sections of the menu unintentionally.

The Between the hours command allows you to define days and times when certain actions will take place – this is often used to define business hours sections, any calls outside of the days/hours will by default be after hours.

Calls that come in can be greeted by an auto attendant where the caller is presented with options (Play Wave File (Interruptable), Record Digits, Conditions, etc.) or go to a reception phone or call group (Call TTM or SIP, Group Call)

Wave files for upload must be 8Kps, 16 bit mono.

Virtual numbers – TraiTel virtual numbers are free and 5 are allowed per sub-account. By default each sub-account created should have a virtual number. You can subscribe to additional virtual numbers by selecting **Voice** then **Subscribe to Virtual Numbers**. By assigning a virtual number to an IVR menu, you can call that menu directly from your TraiTel phone for testing purposes or set up the diversion for a phone to go to that menu thereby increasing the range of options available if the call is not answered.

There are 3 main sections in your TraiTel account that can interact to provide a more versatile IVR set up – the sub-accounts section, the configure SIP device section and the Manage voice menus section (IVR).

The sub-accounts section is required for creating sub-accounts for each VoIP device so each can log in individually. This section also has a “Manage Groups” section whereby if you use the “Group Call” or “Holding Call” command you can define which numbers (phones) will be called and can add or delete numbers here as required without having to edit the IVR menu itself.

The Configure SIP device section allows you to set up diversions and timeouts as well as extension numbers, music on hold and default audio settings. The diversion and timeout section allows you to interact back to IVR menus if required e.g. to run voicemail to email so your voicemail messages are sent to your email address as a wave file attachment.

And lastly the IVR section itself. A list of functions is below, example basic set ups follow.

Functions:

Between the hours – Days and times when the section is followed.

Call and branch to line – places a call then continues IVR menu at a specified place

Call PSTN – transfers call to a landline or mobile number

Call TTM or SIP – calls your TraiTel device - can also have a name tag for caller ID

Call with Holding Queue – calls a number immediately, other calls will be queued

Comment – Places information in the menu, does not perform an action

Condition on Calling Number – take an action on a specific calling number

Condition – take an action depending on the digits dialled

Connect branched calls – reconnects a branched call to its parent caller

Define conference speeddial number – defines speed dial codes for conference call inclusion

Enable On-Hold Callback – allows a caller to request a callback while on hold, request will be emailed

End Call

End Parent – end the parent call

Forward to Voicemail – enter phone number for voicemail

Goto Line #

Group Call – calls a group of numbers, groups can be defined in the sub-accounts section

Hangup, continue menu – ends the call but continues the menu

Holding Call – attempts to call a number multiple times – precede with: “Play Looping WaveFile (Interruptable)”

If SIP phone is offline

Load New Menu – loads a new IVR menu

On specific date – create a branch that applies on specific dates

Password – used to restrict access to IVR menus

Play beep – used for voicemail setup, etc.

Playback recording – play back audio from “Record for later playback”

Play Looping WaveFile (interruptable)

Play Wave File (Blocking)

Play Wave File (Interruptable)

Record Digits – records set number of digits, condition can then be applied

Record for later playback – records audio that can be played back later in the call

Record full call – send to email

Record to Email – record audio for a specified period then email (often used for vm)

Send SMS message

Stop radio stream

Stream internet radio

Submit current state to HTTP URL – submits the current state to an external HTTP script. Accepts specified responses.

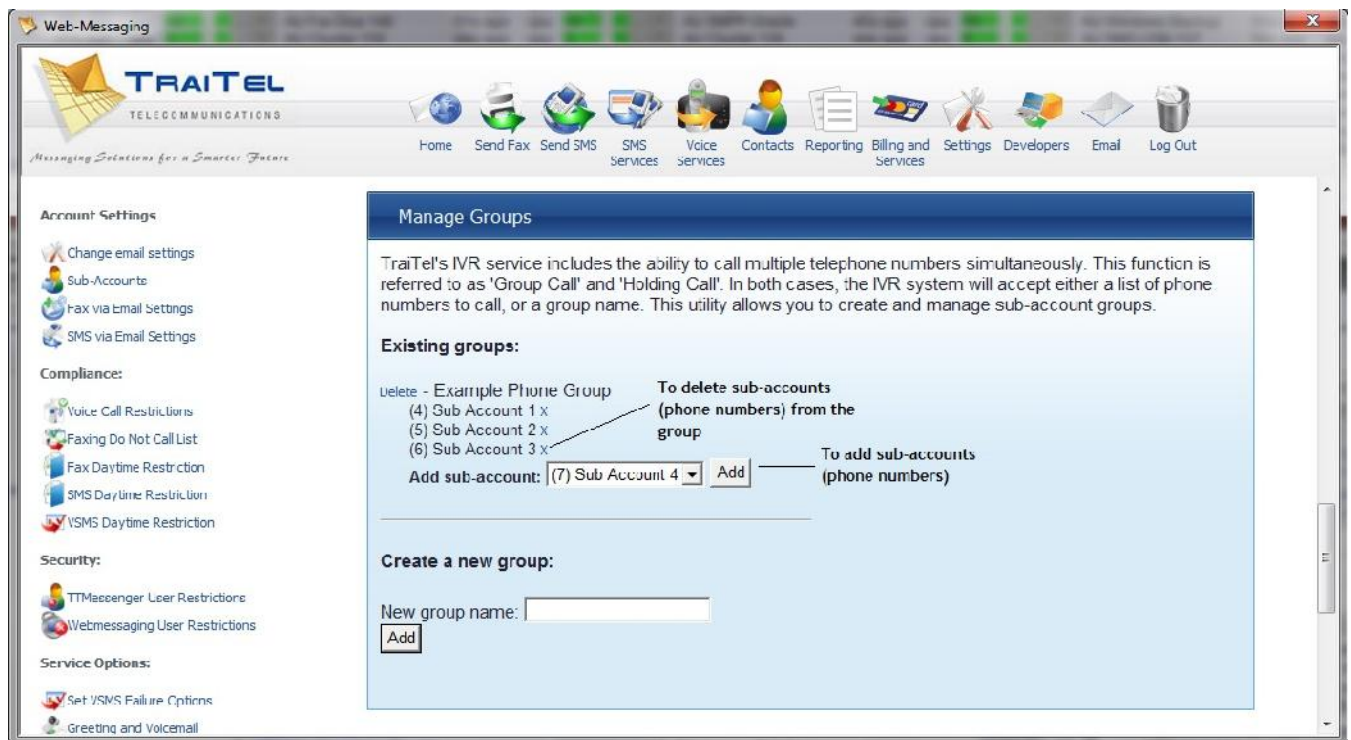
Text to speech (blocking)

Text to speech (non-blocking)

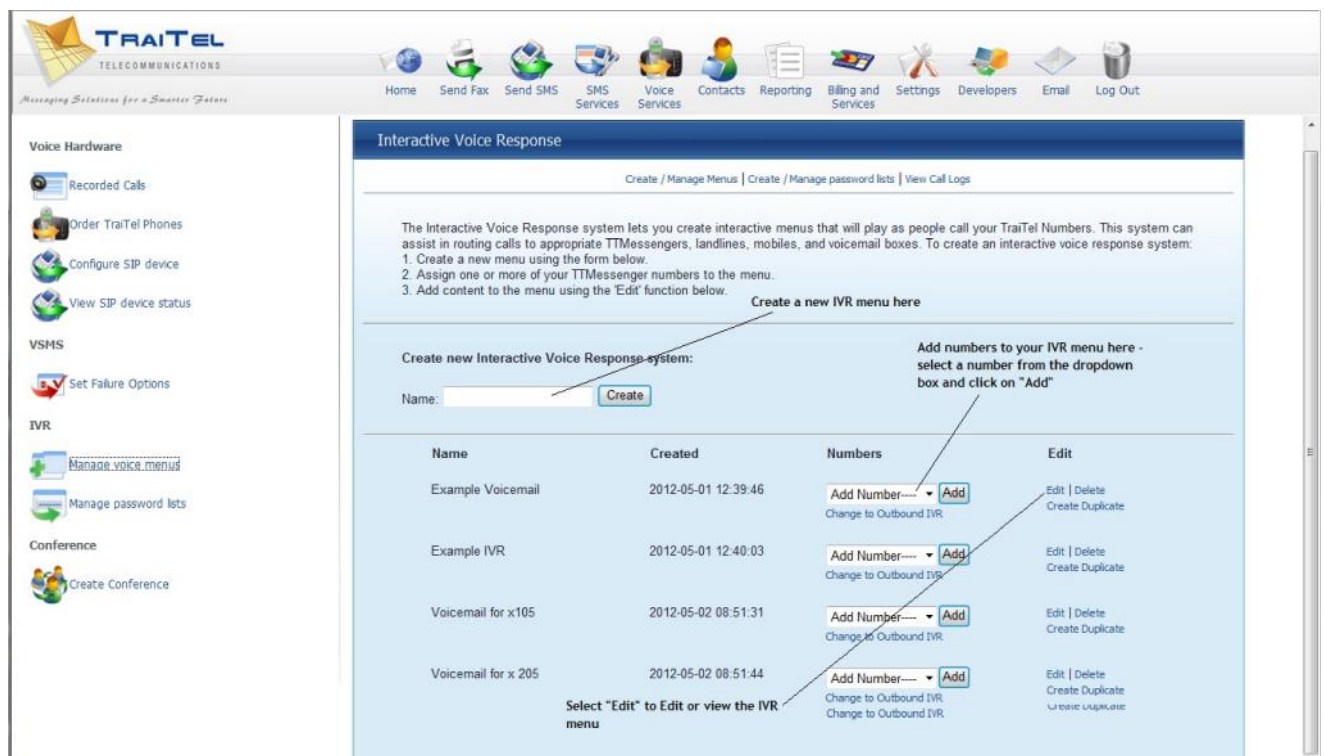
Variable to speech (blocking) – reads the content of a variable, cannot be interrupted

Variable to speech (non-blocking)

Example Call Group set up, found under "Settings", "Sub-Accounts". Can be just one phone.



Here is a screenshot of the IVR section of web-messaging. You can create, edit or delete IVR menus here.



Example IVR voicemail to email set up. If a virtual number is assigned to the IVR, your TraiTel VoIP device can be set to divert to the IVR so your voicemail messages are emailed to you rather than being only accessible from your phone. The below example also gives the option of being transferred to reception.

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TELECOMMUNICATIONS
Messaging Solutions for a Smarter Future

Home Send Fax Send SMS SMS Services Voice Services Contacts Reporting Billing and Services Settings Developers Email Log Out

Voice Hardware

- Recorded Calls
- Order TraiTel Phones
- Configure SIP device
- View SIP device status **Comment**

VSMS

- Play Wave File
- Record Digits
- Condition
- Set Failure Options
- Play Wave File
- Play Beep

IVR

- Record to Email
- Manage voice menus
- Manage password lists **Condition**
- Play Wave File
- Call TTM or SIP
- Create Conference

Interactive Voice Response

Manage IVR Menus : **Now editing: Example Voicemail**

Options: Create / Manage password lists | Create or Restore Snapshot | Busy Tone Options | View Call Logs

Templates: Build menu using a sample template

- [X] [Edit] [Insert Before] This IVR allows callers to press 1 to leave a message or 0 to be transferred to reception.
- [X] [Edit] [Insert Before] Play Leave a message or transfer to operator (Interruptable) [Download]
- [X] [Edit] [Insert Before] Record up to 1 digits into Input
- [X] [Edit] [Insert Before] If Input = "1" then do:
- [X] [Edit] [Insert Before] Play Leave message after tone... (Blocking) [Download]
- [X] [Edit] [Insert Before] Play Beep
- [X] [Edit] [Insert Before] Record message for 60s, stop on '#', email to judas.iscariot@sadducea.co.nz
- [X] [Edit] [Insert Before] End Call
- [X] [Edit] [Insert Before] Insert new action
- [X] [Edit] [Insert Before] End of Section
- [X] [Edit] [Insert Before] If Input != "1" then do:
- [X] [Edit] [Insert Before] Play Transferring you now (Blocking) [Download] anything else...
- [X] [Edit] [Insert Before] Call 644xxxxxxx; Fail after ringing for 60s
- [X] [Edit] [Insert Before] If there is No Answer
- [X] [Edit] [Insert Before] Goto line # 2
- [X] [Edit] [Insert Before] Insert new action
- [X] [Edit] [Insert Before] Insert new action
- [X] [Edit] [Insert Before] Add action
- [X] [Edit] [Insert Before] End Call

Here is a screenshot of the timeout and diversion fields found under **Voice, Configure SIP device** – if you assign a TraiTel virtual number to your IVR, you can call that menu simply by entering that number in the “Divert to:” field.

The screenshot shows the TraiTel Web-Messaging interface. The top navigation bar includes links for Home, Send Fax, Send SMS, SMS Services, Voice Services, Contacts, Reporting, Billing and Services, Settings, Developers, Email, and Log Out. The left sidebar lists various services under categories like Voice Hardware, VMS, IVR, and Conference. The main content area is titled 'Control inbound calls' and contains the following text:

Using this form, you may configure the way inbound calls are sent to your SIP device.

Call timeout: seconds
This represents the number of seconds during which your SIP telephone will ring when an inbound call is received. After this time limit is reached, the inbound call will take the following action.

☐ Reject completely
☒ Send to voicemail
☐ Divert to:

* Note: Enter the diversion number as you would dial it on your normal telephone. For example, if your primary number is in Sydney, and you are diverting to someone else in Sydney, simply type the 8 digit number (9xxxxxxx) as you would on the telephone.

Offline Diversion
If your SIP phone is offline, you can divert inbound calls to a specific number as well. Leave this field blank to send calls to voicemail when your device is offline.

Number:

The following are screenshots of an example IVR showing basic options. Clearly, more complex IVRs are possible however this shows a number of basic options that provide versatility.

The screenshot below shows the initial holiday check – multiple dates can be inserted here, or it can be omitted altogether.

After that comes the business hours section. If a public holiday falls on a particular day; e.g. ANZAC day, then one can simply edit the “Between the hours” line and untick that day – callers on that day will receive the afterhours message. Remember to retick the day box after the holiday or it will apply every week.

The next section shows an auto attendant – this is a wave file that you would record giving a welcome message and advising of options. The options shown are examples only some of what is possible.

Option 1 shows a call group being called. This can be one phone, if the reception phone changes regularly, for example, it can be changed easily using the call group above, in the sub-accounts section so the IVR does not need to be edited. Or you can call a group of phones.

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VSMS

- Set Failure Options

IVR

- Manage voice menus
- Manage password lists
- Create Conference

Conference

- Create Conference

Interactive Voice Response

Manage IVR Menus : **Now editing: Example IVR**

Options: Create / Manage password lists | Create or Restore Snapshot | Busy Tone Options | View Call Logs

Templates: Build menu using a sample template

1. [X | Edit | Insert Before] *Holiday Check. Special event days or holidays entered here, plus any recordings to be played on these days. following Goto command goes to appropriate section e.g. offer voicemail option*

2. [X | Edit | Insert Before] On the following dates: 25/12/2012

4. [X | Edit | Insert Before] Play Holiday Message (Blocking) [Download]

5. [X | Edit | Insert Before] Go to IVR Menu: Example Voicemail

6. [X | Edit | Insert Before] End Call

Insert new action

8. [X | Edit | Insert Before] *Business Hours section begins here*

9. [X | Edit | Insert Before] Between 09:00 and 17:00, on Monday, Tuesday, Wednesday, Thursday, Friday,

11. [X | Edit | Insert Before] *Select options from auto-attendant.*

12. [X | Edit | Insert Before] Play Welcome Message/Options (Interruptable) [Download]

13. [X | Edit | Insert Before] Record up to 1 digits into Main Menu Options

14. [X | Edit | Insert Before] *Press 1 to ring a group of phones*

15. [X | Edit | Insert Before] If Main Menu Options = "1" then do:

17. [X | Edit | Insert Before] Call Group: Sub-Account group: Example Phone Group,

18. [X | Edit | Insert Before] If there is No Answer

20. [X | Edit | Insert Before] Go to IVR Menu: Example Voicemail

Insert new action

22. [X | Edit | Insert Before] End Call

Insert new action

24. [X | Edit | Insert Before] *Press 2 to ring one phone then another*

25. [X | Edit | Insert Before] If Main Menu Options = "2" then do:

27. [X | Edit | Insert Before] Call 649xxxxxxx; Fail after ringing for 30s

28. [X | Edit | Insert Before] If there is No Answer

30. [X | Edit | Insert Before] Call 644xxxxxxx; Fail after ringing for 10s

31. [X | Edit | Insert Before] If there is No Answer

33. [X | Edit | Insert Before] Call 643xxxxxxx; Fail after ringing for 10s

34. [X | Edit | Insert Before] If there is No Answer

The second screenshot shows another option – ring one phone, if that is not answered then ring another, etc. If the call is not answered it will go to the voicemail menu above however in your set up you can direct the call wherever you wish.

Option 3 is to simply ring a single number, say a reception phone.

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VSMS

- Set Failure Options Condition

IVR

- Manage voice menus Condition
- Manage password lists Condition
- Load IVR Menu Condition

Conference

- Create Conference

Call Flow Configuration:

- 9. [X] Edit Insert Before Between 09:00 and 17:00, on Monday, Tuesday, Wednesday, Thursday, Friday,
- 11. [X] Edit Insert Before Select options from auto-attendant.
- 12. [X] Edit Insert Before Play Welcome Message/Options (Interruptable) [Download]
- 13. [X] Edit Insert Before Record up to 1 digits into Main Menu Options
- 14. [X] Edit Insert Before Press 1 to ring a group of phones
- 15. [X] Edit Insert Before If Main Menu Options = "1" then do:
- 17. [X] Edit Insert Before Call Group: Sub-Account group: Example Phone Group,
- 18. [X] Edit Insert Before If there is No Answer
- 20. [X] Edit Insert Before Go to IVR Menu: Example Voicemail
- 22. [X] Edit Insert Before Insert new action
- 24. [X] Edit Insert Before End Call
- 25. [X] Edit Insert Before Insert new action
- 27. [X] Edit Insert Before Press 2 to ring one phone then another
- 28. [X] Edit Insert Before If Main Menu Options = "2" then do:
- 30. [X] Edit Insert Before Call 649xxxxxxx; Fail after ringing for 30s
- 31. [X] Edit Insert Before If there is No Answer
- 33. [X] Edit Insert Before Call 644xxxxxxx; Fail after ringing for 10s
- 34. [X] Edit Insert Before If there is No Answer
- 36. [X] Edit Insert Before Call 643xxxxxxx; Fail after ringing for 10s
- 38. [X] Edit Insert Before If there is No Answer
- 40. [X] Edit Insert Before Go to IVR Menu: Example Voicemail
- 42. [X] Edit Insert Before Insert new action
- 44. [X] Edit Insert Before Insert new action
- 46. [X] Edit Insert Before End Call
- 48. [X] Edit Insert Before Insert new action
- 50. [X] Edit Insert Before Press 3 for reception
- 52. [X] Edit Insert Before If Main Menu Options = "3" then do:
- 54. [X] Edit Insert Before Call 644xxxxxxx; Fail after ringing for 60s
- 56. [X] Edit Insert Before If there is No Answer
- 58. [X] Edit Insert Before Go to IVR Menu: Example Voicemail
- 60. [X] Edit Insert Before Insert new action
- 62. [X] Edit Insert Before End Call
- 64. [X] Edit Insert Before Insert new action
- 66. [X] Edit Insert Before Press 4 if you know the extension you are after

The third screenshot shows a fourth option if the caller knows the extension – the digits are recorded and actioned appropriately.

At the end are two return commands, one for when a valid extension number is not dialled, the call will be directed to reception (line 45) or if no valid selection is made after the initial welcoming message, it will be played over again to the caller.

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VSMS

- Set Failure Options

IVR

- Manage voice menus*end of section
- Manage password lists

Conference

- Create Conference

Condition

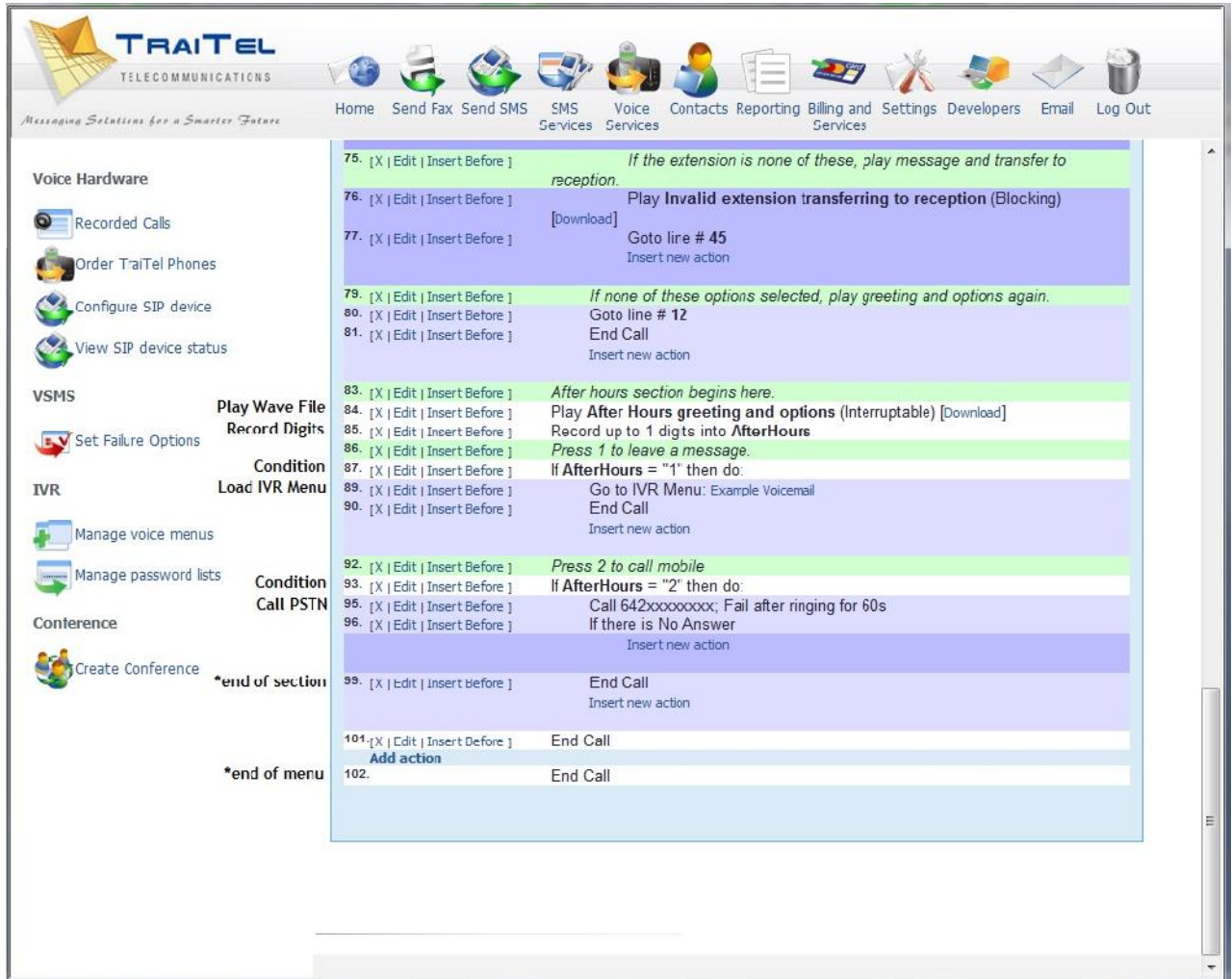
- Play Wave File
- Record Digits
- Call TTM or SIP
- Load IVR Menu
- *end of section
- *Go to beginning of menu and play greeting/options again

IVR Menu Configuration:

Line	Action
42	[X Edit Insert Before] Press 3 for reception
43	[X Edit Insert Before] If Main Menu Options = "3" then do:
45	[X Edit Insert Before] Call 644xxxxxxx; Fail after ringing for 60s
46	[X Edit Insert Before] If there is No Answer
48	[X Edit Insert Before] Go to IVR Menu: Example Voicemail
50	[X Edit Insert Before] End Call
52	[X Edit Insert Before] Press 4 if you know the extension you are after
53	[X Edit Insert Before] If Main Menu Options = "4" then do:
55	[X Edit Insert Before] Play Prompt to dial extension (Interruptable) [Download]
56	[X Edit Insert Before] Record up to 3 digits into Extension
57	[X Edit Insert Before] If Extension = "105" then do:
59	[X Edit Insert Before] Call 649xxxxxxx; Fail after ringing for 30s
60	[X Edit Insert Before] If there is No Answer
62	[X Edit Insert Before] Go to IVR Menu: Voicemail for x105
64	[X Edit Insert Before] End Call
66	[X Edit Insert Before] If Extension = "205" then do:
68	[X Edit Insert Before] Call 644xxxxxxx; Fail after ringing for 30s
69	[X Edit Insert Before] If there is No Answer
71	[X Edit Insert Before] Go to IVR Menu: Voicemail for x 205
73	[X Edit Insert Before] End Call
75	[X Edit Insert Before] If the extension is none of these, play message and transfer to reception
76	[X Edit Insert Before] Play Invalid extension transferring to reception (Blocking)
77	[X Edit Insert Before] Goto line # 45
79	[X Edit Insert Before] If none of these options selected, play greeting and options again.
80	[X Edit Insert Before] Goto line # 12
81	[X Edit Insert Before] End Call

The fourth screenshot show the afterhours section i.e. anything that falls outside the business hours defined above.

Again, the options shown are possibilities only, 1 is to leave a voicemail message and 2 is to call a mobile phone.



Note: Please note the way the arguments (sections) are nested, you will see the text and colours align and are terminated with "End Call" – see above the text and colour of the "Call" function aligns with the "End Call" function. If arguments are not nested properly this can cause malfunction.

It is recommended that you create a back up copy of your IVR menu, particularly if you are editing it. This will allow you to restore your menu in the event of any errors. The below screenshot shows how:

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VSMS

- Set Failure Options

IVR

- Manage voice menus
- Manage password lists

Conference

- Create Conference

Interactive Voice Response

Manage IVR Menus : **Now editing: Example IVR**

Options: Create / Manage password lists | **Create or Restore Snapshot** | Busy Tone Options | View Call Logs

Templates: Build menu using a sample template

Snapshots:
Using this tool, you may create backup copies of your menu, and restore them when needed. TraiTel Recommends making a backup copy of your menu once it is designed, and before and after each edit thereafter. This provides a simple way to restore a menu after an unwanted or accidental edit.

Your snapshots:

Create snapshot:
Description:

- [X | Edit | Insert Before] Holiday Check. Special event days or holidays entered here, plus any recordings to be played on these days. following Goto command goes to appropriate section e.g. offer voicemail option.
- [X | Edit | Insert Before] On the following dates: 25/12/2012
- [X | Edit | Insert Before] Play Holiday Message (Blocking) [Download]
- [X | Edit | Insert Before] Go to IVR Menu: Example Voicemail
- [X | Edit | Insert Before] End Call
- [X | Edit | Insert Before] Insert new action
- [X | Edit | Insert Before] Business Hours section begins here
- [X | Edit | Insert Before] Between 09:00 and 17:00, on Monday, Tuesday, Wednesday, Thursday, Friday,
- [X | Edit | Insert Before] Select options from auto attendant

Please test your IVR through to ensure correct operation before going live. For assistance, please contact TraiTel Telecommunications.