

# Getting started

## Example: How do I setup an IVR?

Below you will find an example of how to set up your PBX.

Suppose you would wish to set up your PBX so the customer needs to choose which department he wants to talk to. The customer calls you company and hears: "Press 1 for Sales Department, Press 2 for Administrative Department, Press 3 for Technical Department". After the customer has made his choice he ends up at the correct department.

While the customer is waiting on the phone, he hears music and every minute the following message plays: "You can find all you need to know about our products on our website as well." Outside of business hours and on holidays the caller hears: "Our offices are open from Monday 'till Friday from 9AM to 5PM."

Below you will find the necessary settings for the PBX:

### 1) Create 3 Routes under PBX > Routes

#### Route 1

- Name = SalesAssistant
- Action = SIP
- Select the SIP account of the employee on the sales department who needs to receive the call.

#### Route 2

- Name = AdminAssistant
- Action = SIP
- Select the SIP account of the employee on the administrative department who needs to receive the call.

#### Route 3

- Name = TechAssistant
- Action = SIP
- Select the SIP account of the employee on the technical department who needs to receive the call.

If a department in your company consists of several employees, you can select Action = Queue instead of SIP. In order to do this you first need to create a Queue under PBX > Queues.

- Attribute a name to the Queue
- Select the SIP accounts of the members of the Queue (the people in the department who need to receive the call)
- Specify the call strategy
- Optionally, select a message (Sound File to be created by you) that has to be played while the members in the queue are being called. Example: "You can find all you need to know about our products on our website as well."

### 2) Create a Sound File and add it under PBX > Sound Files.

# Getting started

Example: "Welcome to our company. To be able to help you as well as possible, please choose from the following options: Press 1 for Sales Department, Press 2 for Administrative Department, Press 3 for Technical Department."

## 3) Create an IVR under PBX > IVR

Example:

- Name = "Menu"
- Sound File = Select the Sound File you created
- Tick option 1 and select Route: SalesAssistant
- Tick option 2 and select Route: AdminAssistant
- Tick option 3 and select route: TechAssistant

## 4) Create a Route under PBX > Routes

- Action = IVR
- IVR = Menu
- Link the Route to a Phone Number (if you don't have a number yet, you need to order 1 under Phone Number(s)).

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