How to transfer calls to external numbers via an IVR Extension

Applies to VoipNow 3 and higher!

This article explains how the steps you need to take if you want to transfer calls to external numbers using an IVR extension.

Customize your IVR for easy call transfers to external numbers

Regardless of the account type you own (Service Provider, Organization or User), VoipNow allows you to customize your IVR so that you can have calls easily transferred to external numbers.

All you need to do is enable the **Transfer call to number contained in variable** action from the **IVR Setup** page. To do so, take the following steps:

1. Choose from the **Extensions Management** page the IVR extension you want to use.
2. Click the **IVR setup** icon available in the **Tools** section.
3. Then select the IVR context you want to customize and click its name. If no context is available, then click the **Add context** icon and define one as explained here.
4. Now choose one of **Context Options** for which you want to define this action.
5. In the **Edit Actions for {cotext_name} Option {value}** page, add the **Transfer call to number contained in variable** action from the first drop-down list available in the **Add Action** fieldset. Also, you need to configure the following specific parameters in the **Action Details** fieldset:
   - **Transfer call to number contained in variable** is the name of the variable associated to the number you want to transfer the call to.
   - **Allow transfers to external numbers** is an option ensuring external transfers, if enabled. Note that if the variable contains an external number and you fail to enable this option, then the transfer will not occur.

Use case

Here is an example to help you learn the best way to set up an IVR call transfer.

Let us assume you want to have your calls transferred to number 47723366. Here is what you need to do.

STEP 1: Ask the caller if they want to be transferred. To record the caller's option, open the **Edit Actions** page of your IVR context. An entire drop-down list of actions will become available. Select **Record digits to variable**. Use the **Action Details** fieldset to customize the action's behavior:

```
Record {number_of_digits} digits to variable {variable}Stop recording after {x} seconds of inactivity
[] Play before starting recording {sounds}
```

where:

- {number_of_digits} - Indicate the number of digits the caller is expected to type.
- {variable} - Fill in the name of the variable where the input will be stored.
- {x} - Set the number of seconds of inactivity after which the recording will be terminated. The accepted values range from 1 to 9. The default value is 5 seconds.
- Selecting this checkbox will allow the IVR to play a certain sound file before recording the caller's input.

STEP 2: Prior to recording, you may choose to play a sound, such as *Press 1 to be transferred to number 47723366.* So, select the **Play sound** action from the same drop-down action list in the **Edit Actions** page.

STEP 3: Associate the caller's option with the number you want to transfer them to (in our case, 47723366). For this, you can use the **Set variable** action from the same drop-down list in the **Edit Actions** page. Customize the two details under the **Set variable** action by associating variable user-select (your variable) with string 47723366.

STEP 4: Use the association made earlier in a transfer action. Select the **Transfer call to number contained in variable** action from the drop-down list and customize the two action details as follows: set the **Transfer the call to number contained in variable** detail to 1 and select the **Allow transfers to external numbers** checkbox.

At this point, when the caller presses 1, they will be transferred to number 47723366.

Related articles

- How to match calls outside business hours
- How to delete older call recordings
- How to place automatic test calls
- How to log in to a specific queue
- How to pick up calls with full and/or short numbers