

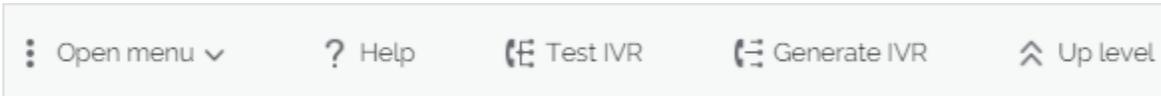
IVR Operations

To generate, edit, and test an IVR, follow the recommendations below.

- [Overview](#)
- [Test the IVR](#)
- [Generate the IVR](#)
- [View the IVR schema](#)
- [View the IVR structural report](#)

Overview

You can access the **IVR Schema** pages from the **Tools** section of the IVR extension management page.



Two IVR specific functions can be accessed from the IVR Toolbar:

- **Test the IVR**
- **Generate the IVR**

Test the IVR

VoipNow gives you the possibility to verify both a new IVR or a modified older one before making it public. When you use the test function after modifying an IVR, VoipNow will create a duplicate IVR that you can verify over the phone.

If you accept the modifications and generate the IVR, VoipNow will overwrite the old IVR. This way, your changes will be saved.

In case you find any inconsistencies and you want to make further changes or corrections, you must not generate the modified IVR.

To test the IVR:

1. After setting up/modifying the IVR contexts, options and actions, click the [Test IVR](#) link placed in the top right corner of the screen.

A message with instructions will be displayed on the top of the page:

If you want to test the IVR, pick up the phone and dial *48<extno>.

Where:

<extno>: Stands for the IVR extension's short phone number.

2. If errors are detected, an information message will be displayed on the top of the page:

The IVR was generated successfully, but there are some inconsistencies. We advise you to correct them, otherwise the IVR will not function as expected. You can get a full report on the detected errors <link>.

Clicking the available link will take you to the report page that will display the cause that generated those inconsistencies, advising you how to solve them.

3. If no errors are detected, you will be informed that the IVR was generated successfully. Now you can generate the IVR and you can go live with it.

Generate the IVR

After you have created your contexts, options and actions and after you have tested their consistency, it is time to put it all together and physically generate the IVR. To do this, click the [Generate IVR](#) link located in the upper right corner of the screen.

The [Generate IVR](#) link becomes visible each time you modify the IVR version that you have previously generated.

View the IVR schema

VoipNow can generate a graphical representation of the IVR contexts, including the links between them (e.g. **Jump to context** and **Time interval based jump** action types).

IVR Schema

You can click on the context options to go the option's corresponding page.

0	start	9
1		8
2	ext_026_IVRContext	7
3		6
4	invalid	5
*	timeout	#

The [IVR Schema](#) icon is not available until at least one context is defined for the current IVR.

View the IVR structural report

When trying to generate an IVR, VoipNow checks for structural inconsistencies and errors. In case it finds any, it displays warning or error messages in the IVR Management page.

If structural inconsistencies are found, VoipNow allows you to view and correct their causes. You have two options to check such situations:

- Click the link available in the displayed warning message.
- Click the [IVR Report](#) icon available in the **Tools** section.

The **IVR Report** page display the contexts, options and actions where the inconsistencies are located. It also provides links to easily access the pages from where you can correct these dysfunctionalities.

Error types

VoipNow checks for the following structural errors:

- The IVR does not have an entry context.
- The IVR's entry context does not have actions defined for the start option.

The [IVR](#) cannot be generated when structural errors are found.

VoipNow checks for the following structural inconsistencies:

- The IVR uses **Time interval based call transfer** and **Transfer to extension** action types that use destination extensions no longer existent.
- The IVR uses **Time interval based jump** and **Jump to context** action types that use destination contexts no longer existent.
- The IVR uses actions that play sounds no longer existent.

If the IVR structure is correct, the page displays the following message:

This IVR has no structural errors.

Related topics

[IVR setup](#)

[Add IVR context](#)

[Add action](#)