

Interactive Response Structure

This page describes the response that is expected by the Call Interactive service.

- [Overview](#)
- [Verbs](#)
 - [Hangup](#)
 - [Pause](#)
 - [SetVar](#)
 - [PlaySound](#)
 - [Jump](#)
 - [SetCallerId](#)
 - [Text to Speech \(TTS\)](#)

Overview

Call Interactive expects to receive responses in the following format:

```
<?xml version="1.0" encoding="UTF-8"?>
<Response>
    Verb
</Response>
```

Where `Verb` is one the following known parameters.

Verbs

Hangup

Hangs up the call immediately.

Example

```
<Response>
    <Hangup/>
</Response>
```

Pause

Pauses the call for a given number of seconds. If no interval is supplied, default value is 10.

```
<Response>
    <Pause length="15" />
</Response>
```

SetVar

Sets a variable on the IVR.

```
<Response>
    <SetVar name="SubscriptionCode">09897987</SetVar>
</Response>
```

PlaySound

Plays the sound from a given folder in a given language; if the folder is not supplied, it is considered empty:

- The sounds can be retrieved based on their ownership, for example, for `view="system"` the service will get a system sound, while for `view="client"` it will get a personal sound;

- If the language is not specified, then the language set up for the IVR will be used; if no language is defined for the IVR, then the default one will be used, English (en);
- The playback sound can be made in foreground or background, based on the `where` parameter;
- The `loop` attribute controls for how many times the sound is played;
- While the sound is played, the user may be requested to enter a digit; the key pressed is saved in the `digitvar` variable; if `digitvar` is not supplied, then the digit is not saved

The verb has the following format:

```
<PlaySound language="" loop="" view="system/client" folder="name of folder"
where="foreground/background" digitvar="MYVAR">
    nameofthesound
</PlaySound>
```

Example

```
<Response>
    <PlaySound language="fr" view="system" folder="/custom" where="background" digitvar="contact">
        Choose-contact-method
    </PlaySound>
</Response>
```

Jump

Performs a jump to an IVR context at a given option. The jump can be performed directly to a priority where the IVR should have registered an action.

Example

```
<Response>
    <Jump context="StartSupport" option="1" priority="3">
</Response>
```

SetCallerId

Sets a CallerID Number and a CallerID Name on the IVR environment. These can be retrieved later by other applications. If any of the `name` or `number` attributes is missing, the XML response parsing is aborted.

Example

```
<Response>
    <SetCaller name="callerName" number="92992"/>
</Response>
```

Text to Speech (TTS)

Plays a text using a specific voice. The volume is optional and its default value is 150. This verb requires a TTS license installed and TTS activated on the VoipNow 3 infrastructure.

```
<Response>
    <PlayTTS voice="Alice-8KHz" volume="100">
</Response>
```