

Test the System Features

This page contains instructions on how to test the system features.

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Test the IVR (digital receptionist)

If you want to test the basic IVR, which is already configured on the test system, call the number 004 from any phone. You will hear: "Welcome, press 1 for technical support, press 2 for sales." When you press 1, you are transferred to extension 001; when you press 2 you are transferred to extension 002.

Test the Queue (ACD)

The queue 003 has two agents, extensions 001 and 002. The agents must first log in to the queue to receive calls from the queue. In order to log in agent 001 to the queue, you must dial *96. Once the agent is logged in, you will hear a confirmation message. Supposing that you log in agent 001 to the queue, once you call the queue 003 from extension 002 you will get your call distributed to the only agent in the queue, which is 001.

Test the Voicemail

On the two test phone extensions (001 and 002) voicemail is activated. When the destination extension does not pick up the phone, you can leave a phone message. Also, when the extension is not registered, the voicemail will answer immediately. Both extensions are configured with a 5 seconds voicemail activation period.

Related topics

[Phone terminal queue member](#)

[Phone terminal voicemail](#)

[IVR extension](#)