

Add Action

To add an action to a context, follow the recommendations below.

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Overview

After configuring the context's basic settings, you should define the actions specific to each option that will be available to the caller. To do so, use the controls available in the **Edit Actions for <context_name> Option <selected_option>** page.

Add action

Use this section to choose the action you want to be performed for the selected option.

- **Action:** Select one of the available actions.
- **Description:** A short description of the selected action's outcome from the caller's perspective.
- **Add in position:** Specify the action's position inside the option's sequence of actions.

Action details

The content of this section is dynamically generated based on the **Action** previously selected.

Set up the action

Alter CallerID Name with content of variable

Choose one of the available actions (Prepend, Append, Replace) to modify the CallerID name by using the contents of a variable.

<action> CallerID Name with content of variable <variable>

Select the action and use the text box to specify the name of the variable you want to use.

Alter CallerID Name with static value

Choose one of the available actions (Prepend, Append, Replace) to modify the CallerID name by using a static value.

<action> CallerID Name with static value <number>

Select the action and use the text box to specify value you want to use.

Alter CallerID Number with content of variable

Choose one of the available actions (Prepend, Append, Replace) to modify the CallerID by using the contents of a variable.

<action> CallerID Number with content of variable <variable>

Select the action and use the text box to specify the name of the variable you want to use.

In VoipNow, when a call is made to a public phone number and you want to know on which DID number that call reached the IVR, you can use the **CALLEDID** variable to store the DID number that was called. This variable can be used in any other action that makes use of variables, for example **Alter CallerID** and **Jump to context**.

Alter CallerID Number with static value

Choose one of the available actions (Prepend, Append, Replace) to modify the CallerID by using a static value.

<action> CallerID Number with static value <number>

Select the action and use the text box to specify the value you want to use.

Call Interactive

By using the Call Interactive mechanism you can program the IVR to behave in a certain way using HTTP REST interaction with a remote application.

- **Request method:** Select one of the two available HTTP request methods:
 - GET - This method requests a representation of the specified resource. This is the default value.
 - POST - This method submits data to be processed (e.g. from a HTML form) to the specified resource. The data is included in the body of the request and it may lead to the creation of a new resource, to the revision of the existing resources or both.
- **Event ID:** Fill in a custom identification number that will be used to distinguish each request. The value must be alphanumerical and between 2 and 32 characters in length.
- **Make request to:** Fill in the URL address you want the IVR to send the request. For more details, check the [Call Interactive](#) documentation.
- **Note:** Here you can write a brief description for the request.

CallerID name based jump

Jumps to another context based on the CallerID Name of the received call.

```
If CallerID Name is <relation> <name>
Jump to context <context> at option <option>
Else jump to context <context> at option <option>
```

Where:

- **<relation>:** Choose when the jump should be performed:
 - equal to - The jump will be performed when the CallerID name matches the one specified in the <name> text box.
 - different than - The jump will be performed for all the CallerID names that do not match the one specified in the <name> text box.
- **<name>:** Specify the CallerID name to be matched or avoided.
- **<context>:** Select one of the available contexts you want the jump to be performed to.
- **<option>:** After selecting a destination context, you can choose the context option where the jump to be performed to:
 - start
 - timeout
 - invalid
 - 0–9, *, #

Each of these options can be configured with one of the available actions, depending on the context's purpose.

CallerID number based jump

Jumps to another context based on the CallerID Number of the received call.

```
If CallerID Number is <relation> <number>
Jump to context <context> at option <option>
Else jump to context <context> at option <option>
```

Where:

- **<relation>:** Choose when the jump to be performed:
 - equal to - The jump will be performed when the CallerID matches the one specified in the <number> text box.
 - different than - The jump will be performed for all the CallerIDs that do not match the one specified in the <number> text box.
- **<number>:** Specify the CallerID to be matched or avoided.
- **<context>:** Select one of the available contexts you want the jump to be performed to.
- **<option>:** After selecting a destination context, you can choose the context option where the jump to be performed to:
 - start
 - timeout
 - invalid
 - 0–9, *, #

Hangup after [X] seconds

Terminates the call after a given time period.

```
Hangup after <x> seconds
```

Specify the number of seconds after which the call will be terminated.

Jump to context

Jumps to another context based on the evaluation of a given condition.

```
Jump to context <context> at option <option>
If <variable> <relation> <number>
```

Where:

- **<context>**: Select one of the available contexts you want the jump to be performed to.
- **<option>**: After selecting a destination context, you can choose when the jump should be performed:
 - **start** – The jump is executed when the caller reaches the context.
 - **timeout** – The jump is executed when the caller remains inactive during the timeout time interval defined for the IVR.
 - **invalid** – The jump is executed when the caller presses a key (0–9, *, #) which has no action associated with it.
 - **0–9, *, #** – The jump is executed when the caller presses the corresponding key on his phone pad.
- **<variable>**: Specify the variable to be evaluated.
- **<relation>**: Choose one of the available evaluation criteria.
- **<number>**: Fill in the number you want the variable to be evaluated against.

Play company directory

This action transfers the call to one of the extensions in the company directory. All the extensions in the directory are played to the caller and he may select the destination extension using the phone keypad.

Play digits

Plays one or several sound files to communicate a given value.

Play value <variable> as <style>

Fill in the digits to be played to the caller and the <style> drop-down list to choose if the value will be pronounced as individual digits, as a number or as phonetics.

Digits contained in variable

Plays one or several sound files to communicate the contents of a variable.

Play digits contained in variable <variable> as <style>

Fill in the name of the variable and the <style> drop-down list to choose if the value will be pronounced as individual digits, as a number or as phonetics.


You can associate a numeric value to a variable using the **Record digits to variable** or the **Set variable**.

Play sound file

Plays the caller a given sound file.

Play in <style> the sound <sound>

Use the <style> drop-down list to select if the sound file will be played in background or in foreground.

Click the  icon to view the available sound files or manually fill in the file location.

A popup window listing all the sounds matching the name specified in the text box will be displayed. You can read more about the Sound Manager in the [Appendix](#).

Record digits to variable

Saves the digits typed by the caller on his phone pad into a given variable.

Record <number_of_digits> digits to variable <variable>
 Stop recording after <x> seconds of inactivity []
 Play before starting recording <sounds>

Where:

- **<number_of_digits>**: Specify 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>**: Here you can 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.

Select the **Play before starting recording** check box will allow the IVR to play a certain sound file before recording the caller's input.

Set language to content of variable

Sets the language of the call by using the contents of a given variable. All the sounds played for the caller are in the selected language.

Set language to content of variable <variable>

Use the text box to fill in the name of the variable that contains the language code.

Set language to static value

Sets the language of the call. All the sounds played for the caller are in the selected language.

```
Set language to static value <language>
```

Select the language.

Set variable

Replaces the contents of a variable with a string.

```
Associate variable <variable>
```

Specify the name of the variable to be replaced. With string <string> - Fill in the string to be used instead.

Time interval based call transfer

Transfers the call to another user on the organization account based on the time interval when the call is received.

```
If in <time_interval>  
Transfer to <extension1>  
Else transfer to <extension2>
```

Where:

- **<time_interval>**: Select one of the available time intervals. All the calls received by the IVR within this time frame will be transferred to the extension specified below.
- **<extension1>**: Use the available box or click the icon to specify the extension the calls received in the selected time interval will be transferred to. On click, a pop-up window listing all the available extensions belonging to the same organization is displayed. All extension types can be used.
- **<extension2>**: Use the available box or click the icon to specify the extension the calls received outside the selected time interval will be transferred to.

Time interval based context jump

Jumps to another context based on the time interval when the call is received.

```
If in <time_interval>  
Jump to context <context> at option <option>  
Else jump to context <context> at option <option>
```

Where:

- **<time_interval>**: Select one of the available time intervals. All the calls received by the IVR within this time frame will be transferred to the context specified below.
- **<context>**: Select one of the available contexts you want the calls to be transferred to.
- **<option>**: After selecting a destination context, you can choose the option when the jump to be performed:
 - **start** – The jump is executed when the caller reaches the context, if within/outside the selected time interval.
 - **timeout** – The jump is executed when the caller remains inactive during the timeout time interval defined for the IVR, if within/outside the selected time interval.
 - **invalid** – The jump is executed when the caller presses a key (0–9, *, #) which has no action associated with it, if within/outside the selected time interval.
 - **0–9, *, #** – The jump is executed when the caller presses the corresponding key on his phone pad, if within/outside the selected time interval.

Transfer call to extension number

This action can transfer the call to another extension on the same organization account.

```
Transfer call to extension number <extension_number>  
☐ Play sound before transferring <sound>
```

Where:

<extension_number>: Use the available box or click the icon to specify the extension the calls will be transferred to.

Select the **Play sound before transferring** check box to allow the IVR to play a certain sound file before transferring the call.

Transfer call to number contained in variable

Transfers the call to another extension or public number using the contents of a given variable.

- **Transfer call to number contained in variable:** Use the text box to specify the name of the variable that contains the number the calls will be transferred to.
- **Allow transfers to external numbers:** Select this check box to enable transfers to external numbers.

Wait for <x> seconds

This action can be used to introduce a delay between two consecutive actions.

- **Wait for <x> seconds:** Use the text box to specify the delay. The accepted values range from 0 to 600 seconds.

Confirm settings

After configuring the action, click **OK** to add it to the context or **Cancel** to reset the controls.

Change action position

The position inside the **Actions** list defines when a certain action is executed, e.g. 2 means that, when the caller is provided with an option from the IVR context, the action is executed second, after the one from the first position. You can see a rule's position in the **No** column of the **Actions** list.

You can use the ▲ ▼ icons from the **P** column of the **Actions** list to change the position of the action. The number of changes is displayed on top of the table. In order for the changes to be effective, you have to click the [Apply the changes](#) link.

Related topics

[Add IVR context](#)

[IVR operations](#)