

How to set up an IVR extension from the VoipNow interface

Applies to VoipNow 3 and higher!

This article describes how to easily create and configure an IVR (Interactive Voice Response) extension using VoipNow. The example below will teach you to set up an IVR extension, add and edit a context, define actions for menu options and generate the IVR from the VoipNow web interface. The IVR will contain two menu options: 1 for forwarding the user's input to an extension number from the keypad and 0 for transfer to an operator.

Create an IVR extension

STEP 1: Log in to the VoipNow web interface with an admin, Service Provider, Organization or User account.

You need to enable extensions and users management in the **Charging Plan** assigned to the Service Provider/Organization account. Also, enable extensions management in the **Charging Plan** assigned to the User account.

STEP 2: Go to **Extensions** in the main menu.

STEP 3: Click **Add extension** in the **Tools** section. If you are using an admin, Service Provider or Organization account, you will be asked to select from the table the User account to which the extension will be added.

1. Provide the required information about the new extension:
 - **Number:** 222
 - **Template:** Select an existing template or leave it like it is
 - **Type:** IVR
 - **Label:** IVREXAMPLE
2. Select the **Select extension type parameters** checkbox and click **OK** to save data and move on to set up the IVR extension
3. In the **Configure IVR {label_name}** page you can set up the IVR extension's behavior:
 - Enter MYIVR in the **Name** field.
 - To clone the settings of an existing IVR, select the source extension in **Clone IVR settings**.
 - Choose the directory containing the music on hold that will be played to callers. All the MOH files will be cycled, so it is recommended to select more than one sound.
 - Enter the default timeout period. This is the time interval during which an IVR caller can remain inactive while the IVR waits for input.
 - Also, you may enter a short description for the IVR extension.
 - and then click **Ok** to save the settings.
4. Click **OK** to save the settings. At this point, the IVR extension has been created and you need to define its behavior. For this, you will be redirected to the management page of the newly created IVR extension.

Create a new context for IVR

1. Click **Add context** in the **Tools** section..
2. Fill in a **Name** for the context, in our example "Start".
3. Select the **This is the entry context** checkbox as we want this to be our entry context.
4. Click **OK** to save the new context.
5. Then edit the **Context Options**, as described in the next section.

Edit the Start option for our context

The **Start** option is automatically activated when somebody calls the IVR extension. To edit it, follow the next steps:

1. Click the **Start** link to define a set of actions.
 2. We want our IVR to start with a welcome sound. For this, from the **Edit Actions for Start Option start** page:
 - Select the **Play sound file** option from the **Action** drop-down list.
 - The **Add in position** text box should have 1 as a default value.
 - Use the controls available in the **Action Details** section to choose one of the sound files available on your account and to set it to be played in the Background.
 - Click **OK** to save the changes.
- If you click the **Generate IVR** link now, the extension will only play the sound file and disconnect after the previously defined timeout.
3. We want the caller to hear "1 to reach operator". We can do this by playing two sound files that come with all VoipNow distributions:
 - Select the **Play value** option from the **Action** drop-down list.
 - The IVR will play a sound file corresponding to number 1 and the caller will hear a female voice speaking. Set the options as displayed below.
 - Click **OK** to save the changes.
- It is probably best to record your own sounds to define a menu.
4. Select the **Play sound file** option from the **Action** drop-down list and choose the **to-reach-operator** sound file.
 5. We want to record the number entered by the callers from their phone keypad to use it later in order to jump to another option:
 - Select the **Record digits to variable** option from the **Action** drop-down list.
 - We will save the number entered by the callers to a variable named `menuopt`. The callers will have a 5-second interval to enter the number from their phone pad. Use the controls available in the **Action Details** section to set the values below.
 6. Add rules to jump to other options: if the caller presses **1**, jump to **option 1** in the **Start** context; if the caller presses **0**, jump to **option 2** in the **Start** context.
 - Select the **Jump to context** action. Enter the following values:
 - "Select Start at option 1 if variable menuopt equal to 1"
 - Select the **Jump to context** action. Enter the following values:
 - "Select Start at option 2 if variable menuopt equal to 0"

Define actions for option 0

1. Click **Up level** to return to context editing.
2. Click the **0** option.
3. Add a **pls-stay-on-line** sound action as shown above.
4. Add a **Transfer to extension** action. Use the controls available in the **Action Details** section to select a current extension offering support (it can be either a Phone terminal extension with one support operator or a Queue extension with several operators).
5. Add an **Alter CallerID with value** action and enter the following data: **Prepend** CallerID with value **222**
You can modify the CallerID to mark the fact that the call originated from your IVR.

Define actions for option 1

1. Click **Up level** to return to context editing.
2. Click the **1** option.
3. Add a **Record to digits variable** action and enter the following data:
4. Add a **Transfer to extension from variable** action and enter the following data:
 - Record **3** digits to variable **transfext**
 - Stop recording after **4** seconds of inactivity
 - **[x]** Play before recording **enter-ext-of-person**
5. Transfer to extension from variable **transfext**.

Generate the IVR

Click the **Generate IVR** link in the top menu bar. VoipNow will compile all the context, options and actions you provided, creating a fully functional IVR.

Related articles

- [What is new about the Caller Behavior in Queue setup](#)
- [How to transfer incoming calls to another extension voicemail](#)
- [How to use the Conference features on a Phone terminal extension](#)
- [How to change an extension's short and extended phone numbers](#)
- [IVR actions](#)