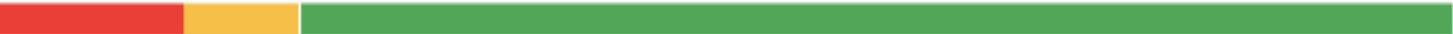


IVR (Interactive Voice Response) Operation Manual



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Settings (Setting User Information)

An Agile Cloud PBX Option feature. This manual explains [IVR (Interactive Voice Response) Operation]. Sample settings detail an In-house Automated Attendant and an In-house Call Center.

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1. INTRODUCTION

Introduction

IVR

Interactive Voice Response

IVR can be used with just 1 Unique ID, Extension Line and Unique ID Channel.

IVR Features

- Routing (Example: For Sales Department, press 3). Routing configurations varies in each company.
- Played even after business hours.
- Play preferred recording (audio file). Recordings in Agile devices can also be used.
- Call transferring to specified external numbers is possible.
- Calls to specified extension numbers could be directly connected.
- Recording / leaving a message is possible after the recording (voice prompt) is played.
- Announcements and voice prompts schedule can be customized.
- Schedule company's holidays.

1. In-house Automated Attendant

[Settings]

Routing

Outside business hours announcements

Outside business hours call transfers (Support)

Recording / leaving a message after the voice prompt is played.

Customizing announcements and voice prompts schedule.

Scheduling company's holidays (company's foundation day, vacations, national holidays)

[Installation Instruction]

Purchase Unique ID → Purchase Phone Number → Create an Audio File → Set IVR Configuration

2. In-house Call Center

[Settings]

Calls are connected wherever you are.

24-hour operation. 3 to 4 operators in rotating shifts.

IVR Continuous Call (Other IVR Call).

Schedule calls to Unique ID depending on time of the day, days of the week.

[Installation Instruction]

Recommended Device, Required Unique ID → Purchase Phone Number → Create and Audio File → Set IVR Configuration

3. Index

2. CONFIGURATION SAMPLE

Creating Audio File (Voice Recording) ~ Audio File Management

Audio File

Creating an Audio File.

Create different audio files for voicemail, automated attendant routing, business hours / outside business hours announcements.

Setting the Audio File

Creating an Audio File:

- a. You can use Agile phone recordings if an audio file (recording) is unavailable.
 1. In **[Operation Settings]**, set table configurations located at the bottom of the page. Select **[Voice Recordings]** in **[Operation]** column.

BranchNo	Operation ?	Select Audio File	Unique	TransferNo	Comment ?
---	Voice Recording	1.時間外(j)	---		

2. Agile extension phone can record announcements. In **[General Settings]**, set **[Extension Number]** (Ex. 200).
3. Go to **[General Settings]** → Click **[IVR Voice File]** Audio File recorded on the device will automatically be uploaded in this page and is marked as **[Voice Recording] [No.1]**. To listen to the recording, click **[Download]**. New recording overwrites the previous recorded file.

▶ IVR Voice File

[IVR Base Setting](#)
[IVR Routing Setting](#)
[IVR Voice File](#)
[IVR Schedule](#)
[IVR Holiday](#)

Unique

- ※ You can only use less than 5M bytes format WAVE · 16bit · Mono · 8000Hz · file size (. Wav extension). Recommended (PCM) uncompressed
- ※ If you do not have audio file, such as recording. Phone recording can be set on the "Voice recording" from the operation setting.
- ※ It is not likely to be able to play some audio file, Please confirm the playback after a phone call setting.

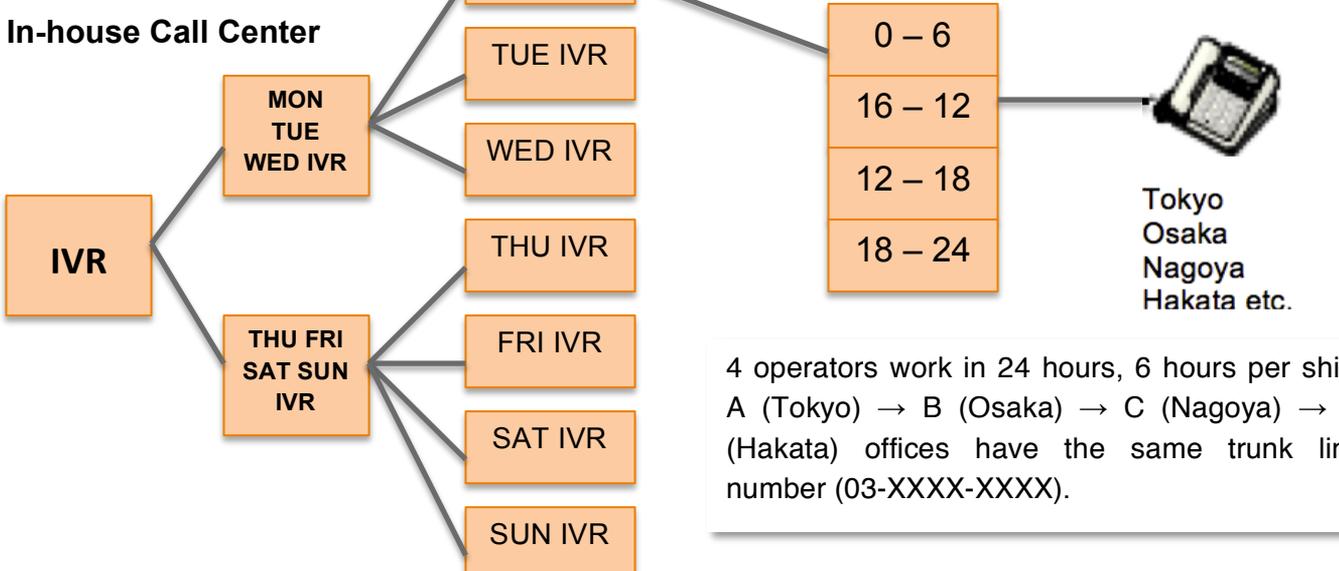
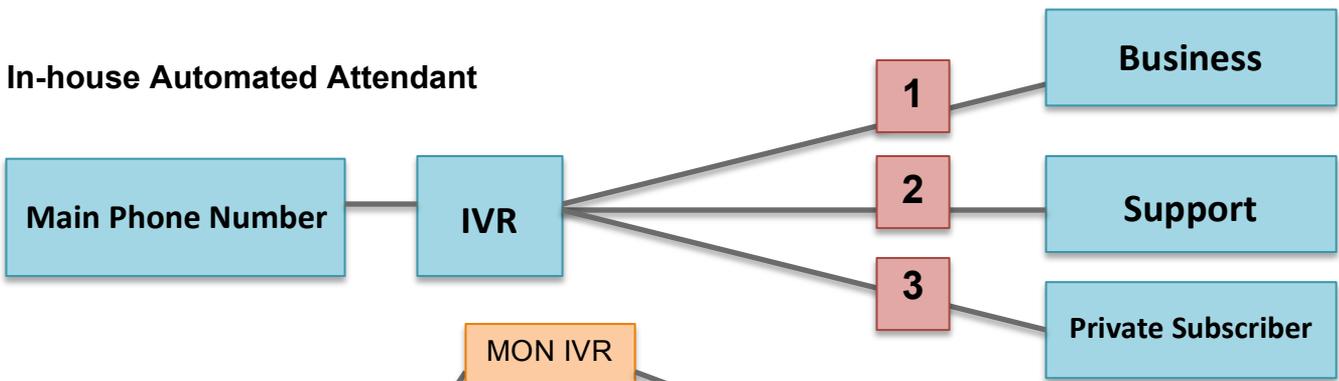
No.	Comment	Upload	Download
0	Voice Recording	You can record from the "Voice recording".	DownLoad
1	時間外(j)	<input type="button" value="Choose File"/> no file selected	DownLoad

- b. If an audio file (recording is available, the following criteria should be met:
 - Audio File (recording) format: WAVE (.Wav extension).
 - * There are instances where the file does not play, it is recommended to verify audio playback after configurations are done.
 - * You can only use less than 5M bytes format WAVE . Mono . 8000Hz . file size (.Wav extension). Uncompressed (PCM) recommended.
 - * Data Limit: 16bits

Configuration Sample

(1. In-house Automated Attendant / 2. In-house Call Center)

1. In-house Automated Attendant	Example
Desired Action	<p>Routing (Example: For Sales Department, press 3). Routing configurations varies in each company.</p> <p>Outside business hours announcements Outside business hours call transfers</p> <ul style="list-style-type: none"> • Call transferred to a specific department after dialing the company's trunk (main) line. • Call transferred to a specific external number. • Call connected to a specific extension number. • Broadcast announcements outside business hours. • Leave / record a message (voicemail). • Schedule different announcements broadcasting. • Schedule holidays (company's foundation day, national holidays, vacations, etc.).
Required Action	Purchase Unique ID (required) → Purchase Phone Number → Create an audio file.
2. In-house Call Center	
Desired Action	<p>Inbound Location Free (In-house operator connects the call wherever you are).</p> <p>24-hour Operation Several operators working in different rotating shifts. (Inbound terminal (Unique ID) may need to be changed due to different time segment.) IVR Continuous Connection (Other IVR Call)</p>
Required Action	Purchase Unique ID (required) → Purchase Phone Number → Create an audio file.

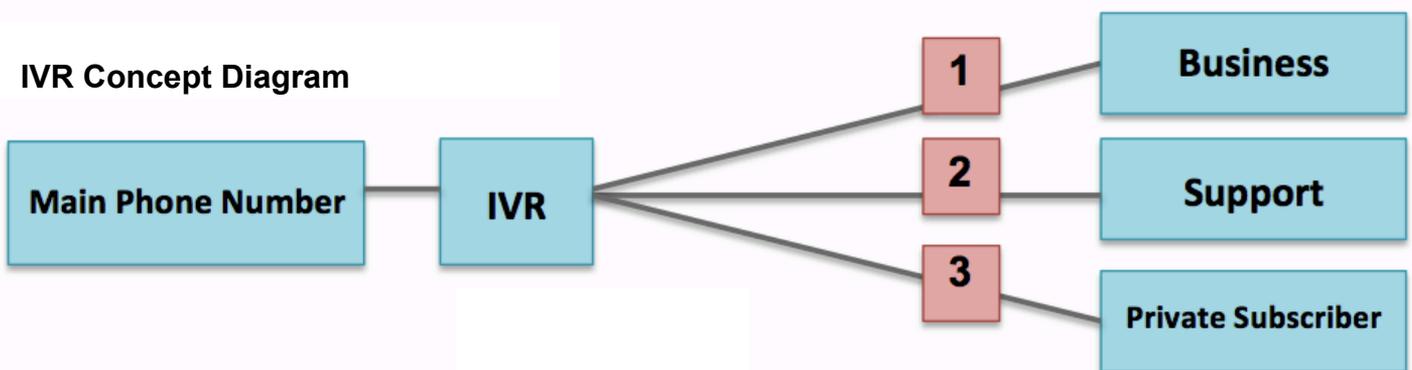


Configuration Sample ~ In-house Automated Attendant

1. In-house Automated Attendant

Desired Action	Routing (Example: For Sales Department, press 3). Routing configurations varies in each company. Outside business hours announcements Outside business hours call transfers
Required Action	Purchase Unique ID (required) → Purchase Phone Number → Settings Configuration
Specific Settings	Settings <ul style="list-style-type: none"> • Call is transferred to a specific department after dialing the company's trunk (main) line. • Call is transferred to a specified external number. • Call is connected to a specified extension number. • Broadcasts announcements outside business hours. • Leave / record a message (voicemail). • Schedule different announcements broadcasting. • Schedule holidays (company's foundation day, national holidays, vacations, etc.)
Required Unique ID	<ul style="list-style-type: none"> • Extension Terminal (line), softphone, Unique ID (to make a call) • 1 Phone Number • 1 IVR

IVR Concept Diagram



General Settings

1. Sample IVR Settings: Set the trunk (main) line number for incoming calls.

Settings
Purchase/Terminate
Call History
Contacts
Circle Information
Select Language ▼

► **IVR Base Setting**

[IVR Base Setting](#)
[IVR Routing Setting](#)
[IVR Voice File](#)
[IVR Schedule](#)
[IVR Holiday](#)

Unique	<input type="text"/>	
Name	<input type="text" value="親IVR"/>	
Group	<input type="text"/>	
Extn	<input type="text"/>	?
Incoming Number	<input type="text"/>	?
Outgoing Number	<input type="text"/>	?
Include alert_info	<input checked="" type="radio"/> Disable <input type="radio"/> Enable	?

Routing ~ Operation Settings

Routing

Routing (Example: For Sales Department, press 3). Routing configurations vary in each company.

Calls distributed to different extensions.

Setting-up:

1. Select **[IVR Routing Settings]** from **[Settings]** options.

.....

Routing Enable Routing Disable Routing

.....

2. Branch Number = A number on the dial pad

Set **[Routing (Branch) Configurations]** found at the bottom of the page.

1. In **[Branch No.1]**: go to **[Operation]** column and select **[Call Extension]**. Last column should display **[Open +]**.

Illustration: 1 → Business, 2 → Support, 3 → Private Subscriber

BranchNo	Operation ?	Select Audio File	Unique	TransferNo	Comment ?	
1	Call Extension	No Audio	--		Business	Open+
2	Call Extension	No Audio			Support	Open+
3	Call Extension	No Audio	--		Private Subscriber	Open+
4	Unused	No Audio	--			

2. Select the audio file you previously created.
Audio File → Automated Attendant (voice prompt) → If routing is enabled, you need to set configurations in **[Settings]**.
No Audio → Call is immediately connected to the operator.

Outside Business Hours External and Extension Call Transfer ~ Operation Settings

Outside Business Hours External Call Transfer

Phone calls beyond business hours are classified under [Outside Business Hours External Call Transfer] settings.

Installation Instruction

Setting-up [Operation Settings]

1. Select [Enable Routing].
2. Select desired [Response Time].
3. In [Desired Action] (Process Overflow), select [Transfer].
4. In an audio file (for announcements and directions) is required, select [Audio Playback] in [Desired Action] (Process Overflow).
5. Enter destination number for call transfers in [Transfer No (Process Overflow)] field.

Response time limit Enable Response Time Limit ?
 Disable Response Time Limit

Response time Second ?

Process Overflow Play busy tone ?
 Audio Playback
 Answering Machine
 Transfer
 Repeat Calls

Select Audio File(Process Overflow) ※ "Audio Playback" "Answering Machine" "Transfer" When Selected

Unique Answer/Record(Process Overflow) ※ "Answering Machine" When Selected

TransferNo(Process Overflow) ※ "Transfer" When Selected

Outside Business Hours Extension Call Transfer

Phone calls beyond business hours are classified under [Outside Business Hours Extension Call Transfer] settings.

Installation Instruction

1. Follow steps 1 – 4 in setting-up [Outside Business Hours External Call Transfer].
2. Select [Call Extension] in [Operation] column. Last column should display [Close -]. Calls will be transferred to [Checked] extension number(s).

BranchNo	Operation ?	Select Audio File	Unique	TransferNo	Comment ?		
1	Call Extension	No Audio	--			Close-	
Call	Unique	Extn	Name	Call	Unique	Extn	Name
<input checked="" type="checkbox"/>	0000	200		<input type="checkbox"/>	0000	201	
<input checked="" type="checkbox"/>	0000	202		<input checked="" type="checkbox"/>	0000	203	
<input type="checkbox"/>	0000	204		<input type="checkbox"/>	0000	205	
<input type="checkbox"/>	0000	206		<input type="checkbox"/>	0000	210	
<input type="checkbox"/>	0000	211		<input type="checkbox"/>	0000	212	
<input type="checkbox"/>	0000	213		<input type="checkbox"/>	0000	214	

* This concludes setting-up [Outside Business Hours External Call Transfer] and [Outside Business Hours Extension Call Transfer].

Schedule Management

Schedule Management

Customize schedule by setting specific time or day depending on your preference.

* Set an announcement (audio file) for specific holidays and business hours.

Up to 5 different settings (Schedule) are available.

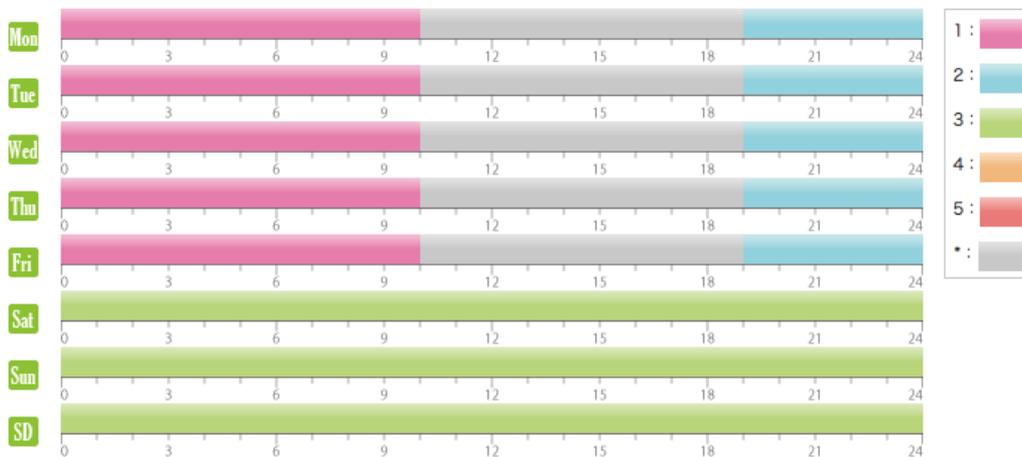
1. **Outside (weekdays) business hours:** Agile's outside business hours are from 00:00 – 10:00 and 19:00 – 24:00. Check [**Enable**] to activate IVR.
2. **Holidays:** Set time (00:00 to 24:00); select day of the week (Mon, Tue, Wed, Thu, Fri, Sat, Sun) or select specified holiday (settings found in another page).
3. If you select outside business hours, External and Extension Transfer will also be enabled.

▶ IVR Schedule

[IVR Base Setting](#) [IVR Routing Setting](#) [IVR Voice File](#) [IVR Schedule](#) [IVR Holiday](#)

Unique

IVR



Enabled	?	Number Setting ?	StartTime	EndTime	Days per week ?
<input checked="" type="checkbox"/>	1	Setting 1 :	00 : 00	10 : 00	Mon Tue Wed Thu Fri Sat Sun SD ON OFF
<input checked="" type="checkbox"/>	2	Setting 2 :	19 : 00	24 : 00	Mon Tue Wed Thu Fri Sat Sun SD ON OFF
<input checked="" type="checkbox"/>	3	Setting 3 :	00 : 00	24 : 00	Mon Tue Wed Thu Fri Sat Sun SD ON OFF
<input type="checkbox"/>	4	Setting 0 : テスト	00 : 00	00 : 00	Mon Tue Wed Thu Fri Sat Sun SD ON OFF
<input type="checkbox"/>	5	Setting 0 : テスト	00 : 00	00 : 00	Mon Tue Wed Thu Fri Sat Sun SD ON OFF
<input checked="" type="checkbox"/>	*	Setting 0 : テスト	00 : 00	24 : 00	Mon Tue Wed Thu Fri Sat Sun SD

Update

Reset

Schedule Management ~ Specified Holidays

Specified Holidays

This page allows you to specify holidays throughout the year. Configured holidays in this page are reflected in [Schedule Management].

▶ IVR Holiday

IVR Base Setting IVR Routing Setting IVR Voice File IVR Schedule **IVR Holiday**

Unique IVR

Month	Day separated by comma (,) ?	Set holiday
1	<input type="text" value="1,10,18"/>	<input type="button" value="2013 holiday"/>
2	<input type="text" value="14"/>	<input type="button" value="2013 holiday"/>
3	<input type="text" value="28"/>	<input type="button" value="2013 holiday"/>
4	<input type="text" value="1,17,29"/>	<input type="button" value="2013 holiday"/>
5	<input type="text" value="3,6,7,8"/>	<input type="button" value="2013 holiday"/>
6	<input type="text"/>	<input type="button" value="2013 holiday"/>

Recording Voicemail Outside Business Hours ~ Desired Action (Process Overflow)

Recording Voicemails Outside Business Hours

Apart from announcements and voice prompts, voicemail message can be played. During holidays, you can play recordings [Please call us back during our regular business day.].

- Setting-up in [Operation Settings]:
 - Select [Enable Routing].
 - Select desired [Response Time].
 - In [Desired Action] (Process Overflow), select [Voicemail] (Answering Machine).
 - In [Unique Answer/Record (Process Overflow)], select the **Unique ID** of the device where this setting will be applied.
- In [IVR Schedule], select the [Setting Number], set time and day of the week.

Process Overflow Play busy tone Audio Playback **Answering Machine** Transfer Repeat Calls ?

Select Audio File(Process Overflow) ※ "Audio Playback" "Answering Machine" "Transfer" When Selected

Unique Answer/Record(Process Overflow) ※ "Answering Machine" When Selected

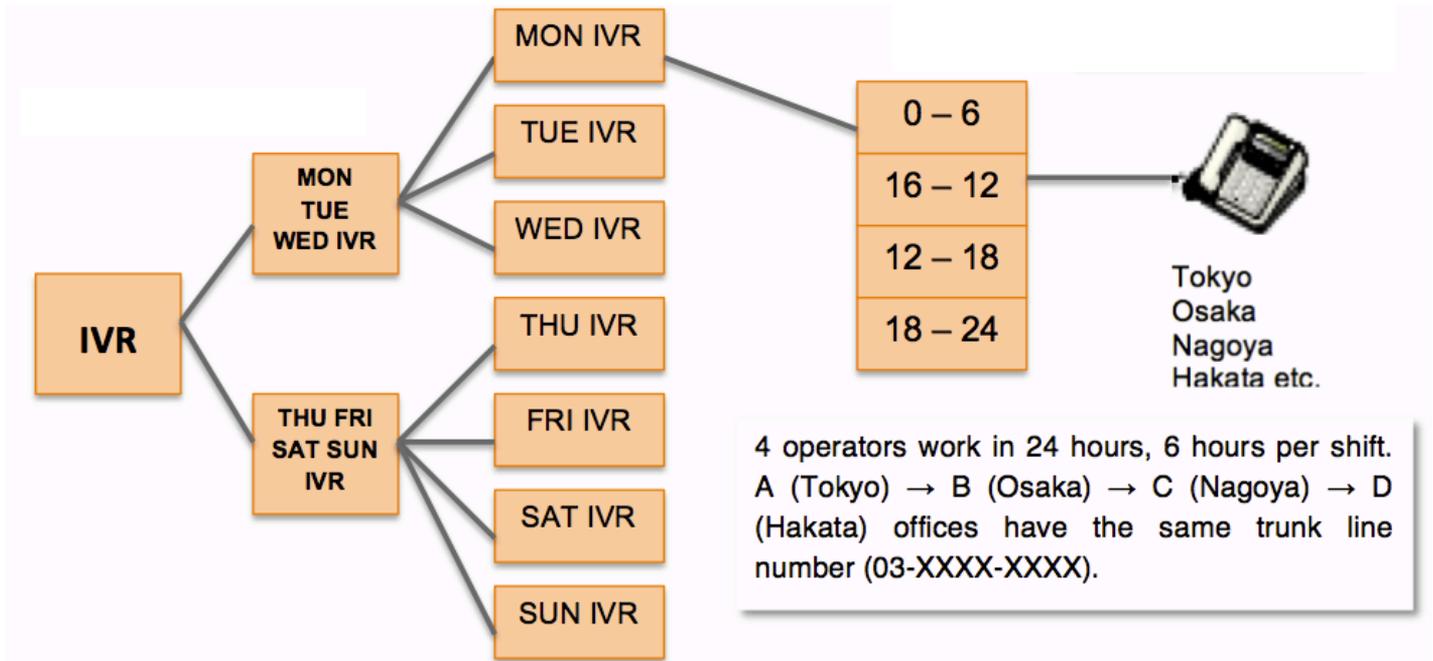
TransferNo(Process Overflow) ※ "Transfer" When Selected

Configuration Sample ~ In-house Call Center

2. In-house Call Center

Desired Action	Inbound Location Free (In-house operator connects the call wherever you are). 24-hour Operation Several operators working in different rotating shifts. (Inbound terminal (Unique ID) may need to be changed due to different time segment.)
Required Action	Purchase Unique ID (required) → Purchase Phone Number → Create an audio file.

Call Center operates 24 hours, 365 days.



Installation Procedure

1. Purchase Unique ID and phone number. Purchased Unique ID must be compatible with PC Softphone, iPhone and Android, etc.
 (When the location of the operator is not set, local lines are recommended.)
2. Check [**Disable Routing**].
3. Select [**Other IVR Call**] found in [**Operation**] options.

Required Unique ID / Phone Number

- Telephone Number (1 Telephone Number)
- 10 IVR
 - * Only IVR branches increase.
 - * IVR has 5 different settings; you can separate (Mon, Tue, Wed, Thu, Fri, Sat, Sun) into 2 settings.

In-house Call Center

Settings

Select the trunk (main) line phone number in [IVR Base Settings].

Sample IVR Settings

1. Select the trunk (main) line phone number.

▶ IVR Base Setting

[IVR Base Setting](#) [IVR Routing Setting](#) [IVR Voice File](#) [IVR Schedule](#) [IVR Holiday](#)

Unique

Name

Group

Extn ?

Incoming Number ?

Outgoing Number ?

Include alert_info Disable Enable ?

3. In the Sample IVR, Mon, Tue, Wed IVR and Thu, Fri, Sat, Sun IVR are separately set.
1. [Setting 0] are set as follows:
Routing: [Disable Routing].
Operation: [Other IVR Call] → for [Other IVR Unique ID / Voicemail Unique ID] select [Mon, Tue, Wed].
 2. Save the changes
 3. Set [Setting 1] according to [Setting 0] settings, but in this select [Thu, Fri, Sat, Sun].

Routing Enable Routing Disable Routing ?



BranchNo	Operation ?	Select Audio File	Unique	TransferNo	Comment ?	
—	<input type="text" value="Other IVR Call"/>	<input type="text" value="No Audio"/>	<input type="text" value="IVR[0000."/>	<input type="text"/>	<input type="text"/>	

Select [Mon, Tue, Wed].

IVR Uninterrupted Connections ~ IVR Calls

2. In [Mon, Tue, Wed] Unique ID, IVR of each day of the week can receive calls. (Setting Monday's IVR Calls.)

1. [Setting 0] are set as follows:
 Routing: [Disable Routing].
 Operation: [Other IVR Call] → for [Other IVR Unique ID / Voicemail Unique ID] select [Mon, Tue, Wed].
 Operation: [Other IVR Call] → for [Other IVR Unique ID / Voicemail Unique ID] select [Mon].
2. Save changes.
3. In [Settings 1] and [Settings 2], select [Tue IVR] and [Wed IVR] → to save changes, click [Update].

3. In [Mon IVR], each time segment Unique ID needs to be set.

1. [Setting 0] are set as follows:
 Routing: [Disable Routing].
 Operation: [Other IVR Call] → Check the operator receiving calls at this time [00:00 – 06:00].
2. Save the changes.
3. Set the same time segment in [Settings 1] ~ [Settings 3] (06:00 – 12:00, 12:00 – 18:00, 18:00 – 24:00).

BranchNo	Operation ?	Select Audio File	Unique	TransferNo	Comment ?		
1	Call Extension ▾	No Audio ▾	---			Close-	
Call	Unique	Extn	Name	Call	Unique	Extn	Name
<input checked="" type="checkbox"/>	0000	200		<input type="checkbox"/>	0000	201	
<input checked="" type="checkbox"/>	0000	202		<input checked="" type="checkbox"/>	0000	203	
<input type="checkbox"/>	0000	204		<input type="checkbox"/>	0000	205	
<input type="checkbox"/>	0000	206		<input type="checkbox"/>	0000	210	
<input type="checkbox"/>	0000	211		<input type="checkbox"/>	0000	212	
<input type="checkbox"/>	0000	213		<input type="checkbox"/>	0000	214	

Configuration Sample ~ In-house Call Center

Schedule Management

* 5 different settings (schedule) are available.

In **[Mon IVR]**, set time segment for **[Settings 0] – [Settings 5]**.

1. Select **[Settings 0]**.
2. Select **Start Time**.
3. Select **End Time**.
4. Select **Day of the Week**.
5. Save changes by clicking **[Update]**.

▶ IVR Schedule

[IVR Base Setting](#) [IVR Routing Setting](#) [IVR Voice File](#) [IVR Schedule](#) [IVR Holiday](#)

Unique] Extn:891 親IVR



Enabled	?	Number Setting ?	StartTime	EndTime	Days per week ?
<input checked="" type="checkbox"/>	1	Setting 1 :	00 : 00	06 : 00	Mon Tue Wed Thu Fri Sat Sun SD ON OFF
<input checked="" type="checkbox"/>	2	Setting 2 :	06 : 00	12 : 00	Mon Tue Wed Thu Fri Sat Sun SD ON OFF
<input checked="" type="checkbox"/>	3	Setting 3 :	12 : 00	18 : 00	Mon Tue Wed Thu Fri Sat Sun SD ON OFF
<input checked="" type="checkbox"/>	4	Setting 4 :	18 : 00	24 : 00	Mon Tue Wed Thu Fri Sat Sun SD ON OFF
<input type="checkbox"/>	5	Setting 0 : テスト	00 : 00	00 : 00	Mon Tue Wed Thu Fri Sat Sun SD ON OFF
<input checked="" type="checkbox"/>	*	Setting 0 : テスト	00 : 00	24 : 00	Mon Tue Wed Thu Fri Sat Sun SD

Apply the same settings in **[Tue IVR] – [Sun IVR]**.

2. INDEX

Index General Settings ~ IVR Base Settings

Settings
Purchase/Terminate
Call History
Contacts
Circle Information
Select Language ▼

▶ IVR Base Setting

[IVR Base Setting](#)
[IVR Routing Setting](#)
[IVR Voice File](#)
[IVR Schedule](#)
[IVR Holiday](#)

1 Unique 親IVR ▼

2 Name

3 Group

4 Extn ?

5 Incoming Number ?

6 Outgoing Number ?

Include alert_info Disable Enable ?

Update Reset

1. Unique ID (Device ID)	Select Unique ID.
2. Unique ID Name	Enter Unique ID name.
3. Group	Enter a Group name.
4. Extension	Set the Extension Number
5. Incoming Number	Set the incoming phone number (main line number).
6. Outgoing Number	Set the outgoing phone number (for external call transfer).

Index Operation Settings ~ IVR Routing Settings (Advanced Settings)

▶ IVR Routing Setting

[IVR Base Setting](#) [IVR Routing Setting](#) [IVR Voice File](#) [IVR Schedule](#) [IVR Holiday](#)

Unique | Extn

Setting0 Setting1 Setting2 Setting3 Setting4 Setting5

Comment [?](#)

Select Audio File [Page 23](#) [?](#)

Routing Enable Routing [Page 20](#) [?](#)
 Disable Routing

Limit incoming Enable Limit Incoming Call [Page 20](#) [?](#)
 Disable Limit Incoming Call

No. of Incoming Limit Channel [Page 20](#) [?](#)

Response time limit Enable Response Time Limit [Page 20](#) [?](#)
 Disable Response Time Limit

Response time Second [Page 20](#) [?](#)

Process Overflow Play busy tone [Page 20](#) [?](#)
 Audio Playback
 Answering Machine
 Transfer
 Repeat Calls

Select Audio File(Process Overflow) ※ "Audio Playback" "Answering Machine" "Transfer" When Selected [Page 20](#)

Unique ※ "Answering Machine" When Selected [Page 20](#)

Answer/Record(Process Overflow)

TransferNo(Process Overflow) ※ "Transfer" When Selected [Page 20](#)

BranchNo	Operation ?	Select Audio File	Unique	TransferNo	Comment ?	
1	<input type="text" value="Call Extension"/>	<input type="text" value="No Audio"/>	<input type="text" value="--"/>	08040061022	<input type="text" value="Business"/>	Open+
2	<input type="text" value="Call Extension"/>	<input type="text" value="No Audio"/>	Voip Phone[0000185495] Extn:223		<input type="text" value="Cash Management"/>	Open+
3	<input type="text" value="Transfer"/>	<input type="text" value="No Audio"/>	<input type="text" value="--"/> Page 21 - 22	080XXXXXXXX	<input type="text" value="Support"/>	
4	<input type="text" value="Call Extension"/>	<input type="text" value="No Audio"/>	<input type="text" value="--"/>		<input type="text" value="Others "/>	Open+
5	<input type="text" value="Unused"/>	<input type="text" value="No Audio"/>	<input type="text" value="--"/>		<input type="text"/>	
6	<input type="text" value="Unused"/>	<input type="text" value="No Audio"/>	<input type="text" value="--"/>		<input type="text"/>	

Index Operation Settings ~ IVR Routing Settings (Advanced Settings)

If you set the [Incoming Limit] to [Enable Incoming Call Limit], when the limit is reached [Desired Action] (Process Overflow) is applied. In [Operation], you can either select [Call Extension] or [Transfer] for [Routing].

If you set [Response Time Limit] to [Enable Response Time Limit], when the limit is reached [Desired Action] (Process Overflow) is applied.

1. Response Time Limit

Select [Enable Response Time Limit].

Response Time

You can set value from 5 – 30 seconds.

Routing Process

In [Enable Routing], select either [Call Extension] or [Transfer] in [Operation] column.

During the time of the call → if the operator doesn't answer, the call is disconnected

[Desired Action] (Process Overflow)

Desired Action (Process Overflow)	Action
1. Play busy tone Once busy tone [pu, pu, pu] is played, call is disconnected.	Select [Play busy tone].
2. Audio Playback A recording (announcements, voice prompts, and directions, etc.) is played when a call is received	Select [Audio Playback]. ↓ Upload an audio file / Create a recording. (Setting Audio Files, see p.23)
3. Voicemail At the end of the recording, caller can record a message.	Select [Voicemail]. ↓ Create a recording. (Setting Audio Files, see p.23) ↓ Upload an Audio File. (Setting Audio Files, see p.23)
4. Transfer Incoming calls are forwarded to either an external number or extension number.	Select [Transfer]. ↓ Create a recording. (Setting Audio Files, see p.23) ↓ Upload an Audio File. (Setting Audio Files, see p.23)
5. Repeated calls Set a specific action or command for repeated calls.	Select [Repeated Calls].

Routing: Select either [Call Extension] or [Transfer] in [Operation] column. [Enable Response Time Limit] is applied, if the call is unattended/unanswered, [Desired Action] (Process Overflow) is applied.

2. Inbound Channel

Set [No. of Incoming Call Limit]. /

Set [Disable Incoming Call Limit].

3. Number of Inbound Channel

Set (the maximum CID Channel - 1).

Index Operation Settings (Routing)

BranchNo	Operation ?	Select Audio File	Unique	TransferNo	Comment ?
1	<input type="text"/>				
2	<input type="text"/>				

① Branch Number	Call can be routed to 9 branches.
② Operation	Select a command or operation for the call.
③ Audio file	Select an Audio File to be played during the call.
④ Other IVR / Unique ID Voice Mail recording	Selected Unique ID will be forwarded to voicemail. This command only applies if [Voicemail] is selected.
⑤ Forwarding number	Enter a phone number for call forwarding. This command only applies if [Transfer] is selected.
⑥ Comment	Enter comments within 20 characters.

Index Operation Settings (Routing)

BranchNo	Operation ?	Select Audio File	Unique	TransferNo	Comment ?	
1	1 Unused	No Audio	--		Business	
2	2 Other IVR Call	No Audio	--		Cash Management	
3	3 Call Extension	No Audio	--		Support	Open+
4	4 Transfer	No Audio	--	080XXXXXXXX	Others	
5	5 Answering Machine	1:時間外(J)	Voip Phone[0000] Extn:			
6	6 Input Extension	No Audio	--			
7	7 Play Audio File	No Audio	--			
8	8 Voice Recording	No Audio	--			
9	9 Unused	No Audio	--			

Call	Unique	Extn	Name	Call	Unique	Extn	Name
<input type="checkbox"/>	0000	200		<input type="checkbox"/>	0000	201	
<input type="checkbox"/>	0000	202		<input type="checkbox"/>	0000	203	
<input type="checkbox"/>	0000	204		<input type="checkbox"/>	0000	205	

③ Call Extension

Check the Unique ID where the call will be forwarded.

Operation	Description	Setting-up
① Unused	Settings are not yet configured.	Select [Unused] .
② IVR Call Other	After the recording is played, call is forwarded to another destination.	Select [IVR Call Other] → Select the [Audio File] to be played → Select other [Unique ID IVR] (call destination).
③ Call Extension	After the recording is played, call is forwarded to the [checked] extension number.	Select [IVR Call Other] → Check [Unique ID] of the extension from [Open +].
④ Transfer	After the recording is played, call is transferred to an external number or an extension number. (See p. 20)	Select [Transfer] → Select the [Audio File] to be played → Enter the destination number.
⑤ Voice Mail	After the recording is played, caller may record a message.	Select [Voicemail Select [IVR Call Other] → Select the [Audio File] to be played.
⑥ Input Extension	After the recording is played, caller will press the extension number of the party she wishes to reach.	Select [Input Extension] → Select the [Audio File] to be played.
⑦ Audio Playback Only	After the recording is played, call is disconnected.	Select [Audio Playback] → Select the [Audio File] to be played.
⑧ Voice Recording	Play the voice recording created through your device.	See p.23

Index Audio File Management ~ IVR Voice File

▶ IVR Routing Setting

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No.	Comment	Upload	Download
0	Voice Recording	You can record from the "Voice recording".	DownLoad
1	<input type="text" value="時間外(J)"/>	<input type="button" value="Choose File"/> no file selected	DownLoad
2	<input type="text" value="時間外(E)"/>	<input type="button" value="Choose File"/> no file selected	DownLoad
3	<input type="text" value="時間外(J)"/>	<input type="button" value="Choose File"/> no file selected	DownLoad

Setting the Audio File

In [Operation Settings], the audio file should follow the recommended file format. You may upload, download or create your own audio file through your phone device.

1. Click [**Choose File**].
2. Recording (audio file) format: WAVE (.Wav extension).
 - * There are instances where the file does not play so, it is recommended to verify audio playback after configurations are done.
 - * You can only use less than 5M bytes format WAVE · Mono · 8000Hz · file size (.Wav extension). Uncompressed (PCM) recommended.
 - * Data limit: 16 bits.

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Schedule

Customize your schedule by setting time and day of the week in your IVR.

▶ IVR Schedule

IVR Base Setting IVR Routing Setting IVR Voice File **IVR Schedule** IVR Holiday

Unique [0000] Extn.: 親IVR

1 Enabled	2 ?	3 Number Setting ?	4 StartTime	5 EndTime	6 Days per week ?
<input checked="" type="checkbox"/>	1	Setting 0 : テスト ✓ Setting 1 : Setting 2 :	00 : 00	10 : 00	Mon Tue Wed Thu Fri Sat Sun SD ON OFF
<input checked="" type="checkbox"/>	2	Setting 3 : Setting 4 : Setting 5 :	19 : 30	24 : 00	Mon Tue Wed Thu Fri Sat Sun SD ON OFF
<input checked="" type="checkbox"/>	3	Setting 0 : テスト	00 : 00	24 : 00	Mon Tue Wed Thu Fri Sat Sun SD ON OFF
<input type="checkbox"/>	4	Setting 0 : テスト	00 : 00	00 : 00	Mon Tue Wed Thu Fri Sat Sun SD ON OFF

Schedule Management In [Operation Settings], you may set schedule from [Setting 0] ~ [Setting 5].

① Enable	Check the schedule you want to activate.
② Priority	* You may set priority from 1 → 2 → 3 → 4 → 5.
③ Setting Number	In [Operation Settings], you may set schedule from [Setting 0] ~ [Setting 5].
④ Start Time	Set start time between 00 : 00 ~ 23 : 55 (with a 5-minute interval).
⑤ End Time	Set end time between 00 : 00 ~ 24 : 00 (with a 5-minute interval).
⑥ Day	Can be switched ON / OFF by clicking the icon. You may set specific holidays in [Specify Holidays]. Example: if January 1st falls on a Monday, the day of the week is disregarded when "SD" is turned on, thus, following the regular settings.

Index Specify Holidays

Specify Holidays

You may set company's holidays, company's foundation day, and national holidays, etc.

▶ IVR Schedule

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Unique [0000] | Extn: 親IVR

Month ¹	Day seperated by comma (,) ²	Set holiday
1	1,9,19	2013 holiday
2	14	2013 holiday
3	28,29	2013 holiday
4		2013 holiday
5		2013 holiday

① Month	Set holidays according to month.
② Day	1/1 · 1/2 · 1/3 · 1/10 When specifying several holidays in a month, characters should be separated by a comma.
③ Year	Default year.