IVR Settings

This page provides detailed instructions on creating and configuring IVR settings, and explains the purpose of each IVR configuration parameter.

Overview

IVR (Interactive Voice Response) provides self-service voice interactions for inbound calls. By configuring IVR rules, the system can automatically play the appropriate voice prompts based on the caller's input, enabling services such as business hours announcements and service navigation without agent intervention.

Accessing the Feature

1. After logging in to the Call Center platform, navigate to **Voice** > **IVR Management** > **IVR Settings** to view the list of configured IVR rules.

Feature Description

Create and Configure an IVR

Create an IVR

1. On the **IVR Settings** page, click **Add** to open the IVR creation dialog box.
2. Enter the IVR configuration information, then click **Confirm** to create the IVR.

- **Name:** Required. Enter a name for the IVR rule (1–64 characters), for example, **Customer Service Hotline Main IVR**.
- **Confirmation Key:** Specifies the key that callers must press to confirm their input (for example, **#**). Leave this field blank if no confirmation key is required.
- **Initial Timeout (Seconds):** The maximum time the system waits for the caller's first key press. The default value is **1** second. The recommended range is **1–30** seconds.
- **Inter-digit Timeout (Seconds):** The maximum interval allowed between two consecutive key presses. The default value is **1** second. If the timeout is exceeded, the system treats the input as complete.
- **Maximum Retry Attempts:** The number of times callers can retry after entering invalid input or exceeding the timeout. The default value is **0**, which means no retries are allowed and the ending prompt is played immediately.
- **Input Length:** Specifies the minimum and maximum number of digits allowed (for example, **4–6**). The default value is **0**, indicating that no length restriction is applied.

- **Welcome Prompt:** The first voice prompt played after the caller connects (for example, **"Welcome to XXX."**). Select a previously uploaded voice file.
- **Menu Prompt:** The voice prompt that instructs callers which keys to press (for example, **"Press 1 for business hours."**).
- **Invalid Input Prompt:** The voice prompt played when the caller enters invalid input (for example, **"The number you entered is invalid."**).
- **Ending Prompt:** The voice prompt played before the IVR session ends (for example, **"Thank you for calling."**).
- **Description:** Optional. Enter information such as the purpose, applicable scenario, or maintenance notes for the IVR rule.

Note: All voice files must be uploaded in **Voice File Management** before they can be selected in the IVR configuration.

Edit an IVR

1. On the **IVR Settings** page, locate the target IVR rule and click **Edit** in the **Actions** column.
2. In the dialog box, modify any IVR configuration, such as the **Name**, timeout settings, or voice prompts, and then click **Confirm** to save the changes.

Tip: Changes take effect immediately after they are saved. Any inbound numbers associated with this IVR rule automatically use the updated configuration.

Delete an IVR

1. On the **IVR Settings** page, locate the target IVR rule and click **Delete** in the **Actions** column.
2. In the confirmation dialog box, click **Confirm** to delete the IVR rule.

Important: If the IVR rule is associated with any inbound numbers in **Number Management**, remove the association before deleting the IVR rule. Otherwise, inbound calls may fail to play the configured voice prompts or may be disconnected unexpectedly.

IVR Key Settings

Add an IVR Key

1. On the **IVR Settings** page, locate the target IVR rule and click **Keys** in the **Actions** column to open the key configuration page.
2. On the **IVR Keys** page, click **Add** to open the key creation dialog box.
3. Enter the following information, then click **Confirm**.

- **Key:** The digit that callers need to press (for example, **1**).
- **Description:** A brief description of the key's function (for example, **Check Account Balance**).

Edit an IVR Key

1. On the **IVR Keys** page, locate the target key and click **Edit** in the **Actions** column.
2. Modify the required settings, such as the **Key**, **Description**, or **Voice Prompt**, then click **Confirm** to save the changes.

Delete an IVR Key

1. On the **IVR Keys** page, locate the target key and click **Delete** in the **Actions** column.
2. In the confirmation dialog box, click **Confirm** to delete the key.

Note: Deleting an IVR key removes only its association with the IVR rule. Any voice prompts associated with the key remain available in the system.

Additional Information

- All timeout values are measured in **seconds**. Setting a timeout that is too short may negatively affect the caller experience. For example, a **1-second** timeout may cause the system to incorrectly treat valid input as timed out.
- If no **Invalid Input Prompt** or **Ending Prompt** is configured, the system ends the call without playing any voice prompt.
- The current IVR implementation supports only **single-level DTMF input** and does not support multi-level IVR menus.

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