

# IPNext320<sup>™</sup> Hybrid IP-PBX System

High-performance Hybrid IP-PBX Solution

# **IVR Scenario Editor Features**





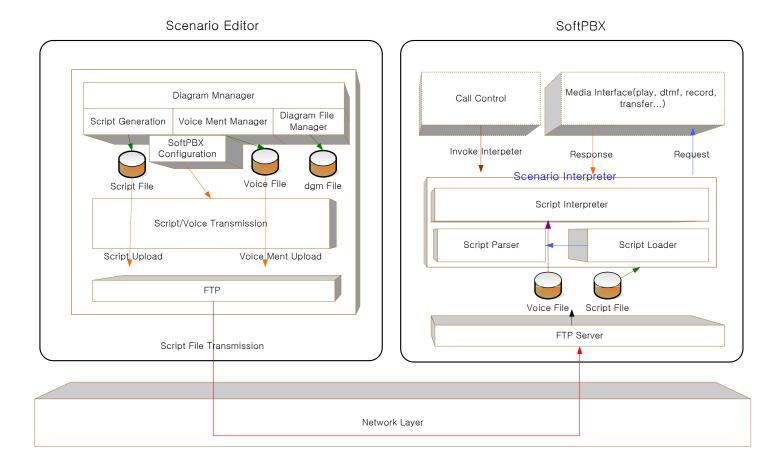
AddPac Technology

2012, Sales and Marketing

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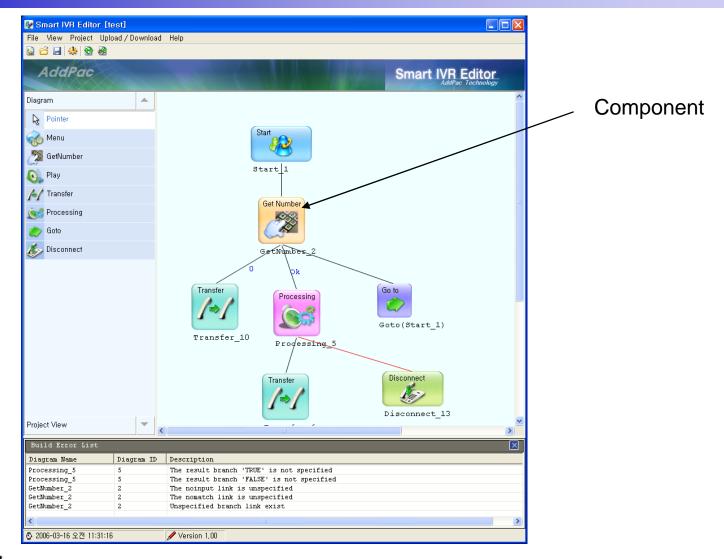
- IVR Scenario Editor Architecture
- IVR Scenario Editor Creation
- IVR Editor Component Property
- IVR Scenario Management
- Common Voice File Management

#### **IVR Scenario Editor Architecture**



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#### **IVR Scenario Editor Creation**

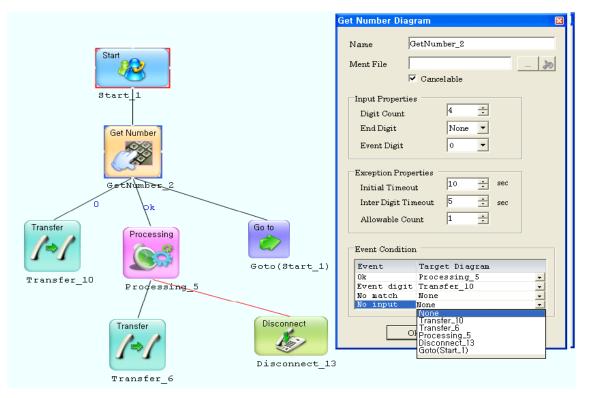




### **IVR Scenario Editor Creation**

- GUI based IVR Scenario Editor
- Support Pre-defined Component (DTMF Input, Call Transfer, Voice File Play, etc)
- Support Project Template File for Easy Modification and Reference.
- Support Pre-Defined IP-PBX System API and Additional Customization API
- Support IVR Scenario Creation Error Debugging Features

# **IVR Editor Component Property**



- Support the Property Setting for Component Flow Diagram (Input Event, Exception Properties, Event Condition)
- Provides the different IVR Component Flow depend on Event Condition



# IVR Scenario Management

Project Transfer		😵 U	pdate		
Transfer Type	Ok		New		
<ul> <li>Upload</li> <li>Download</li> <li>Delete</li> </ul>	Cancel	9	Name mohl.pcm	Type Voice File	
Download Path		\$	Modify		
		বর	index.sav	Type Document Fil Document Fil Project File	
IP 172.16.31.11			Delete		
Project Transfer			Name	Type	
			£	Apply Cancel	

Project Update

- IVR Scenario Script File can be upload or download to (from) IP-PBX. ullet
- IVR Scenario Script File Version Control (Update, Add and Delete) ullet
- Register Service with Smart Multimedia Manager ullet



# Voice Announcement File Management

Contents	Category	File Path	Туре	
Hello. Please dial the target extension nubmer. if you are not aware of	Auto attendant		 pcm	
Thank you, hold on please. You are being connected to the operator	Auto attendant		 pcm	
Thank you, hold on please. You are being connected	Auto attendant		 pcm	•
You have dialed a wong number. Please dial the correct number	Auto attendant		 pem	-
You have not dialed the number properly	Auto attendant		 pcm	-
You are being connected	Dial service		 pcm	-
Sorry, please dial the extension number again	Dial service		 pcm	-
Sorry, the extension nubmer you have dialed does not exist	Dial service		 pcm	-
The limitation on the number of times that an extension number is di	Dial service		 pcm	•
Parking to	Dial service		 pcm	-
Please press the password	Conference		 pcm	•
The limitation on the number of times that an extension number is di	Conference		 pcm	•
You are being connected	Conference		 pcm	
You have not dialed the nubmer properly	Conference		 pcm	
The password is invalid	Conference		 pcm	-

Voice File Upload

• Voice Announcement File Upload and Download for Backup



# **IPNext IP-PBX Series**

# Thank you!

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