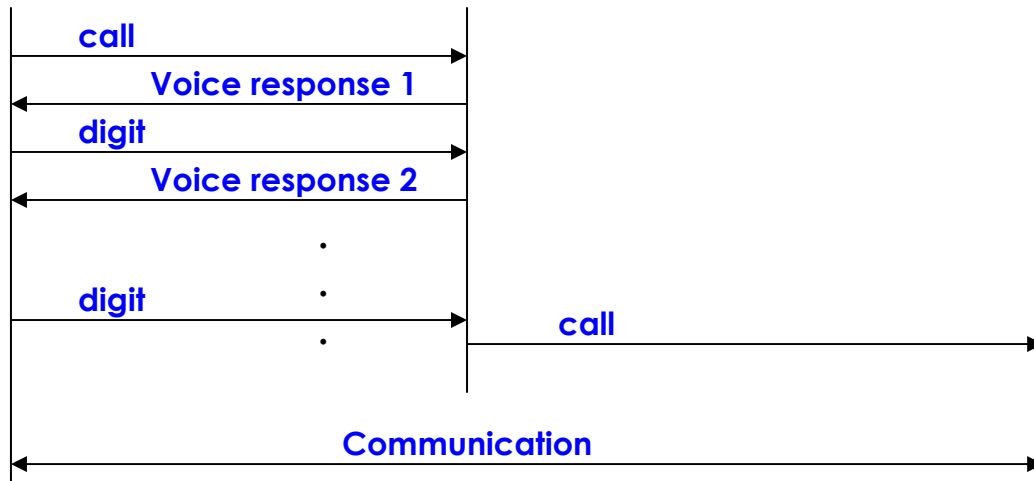
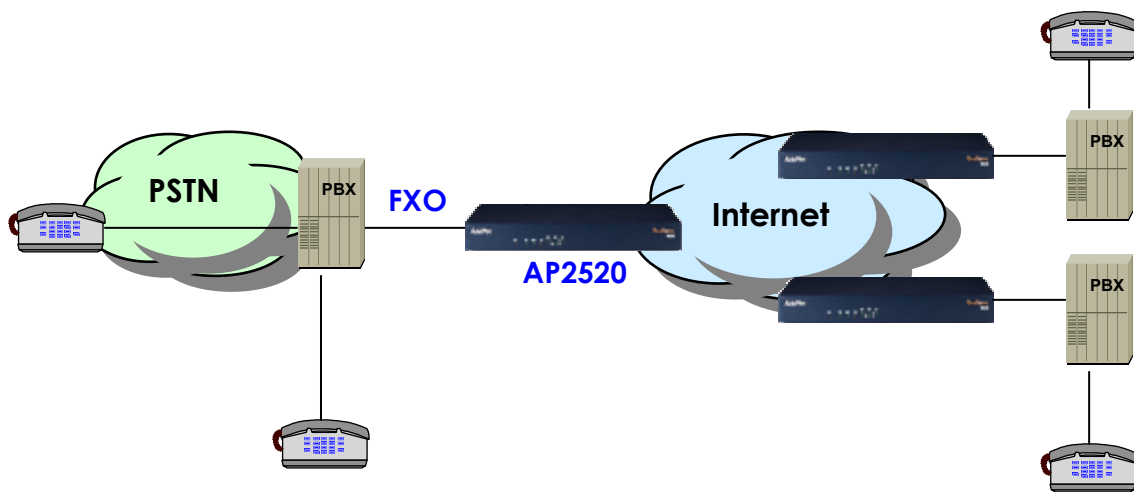

Category	S/W Release Version	Date
General	6.068	24. Mar. 2003

IVR(Interactive Voice Response) Function

This function performs the interactive voice response according to predefined voice announcement procedure or algorithm. The script file used for the announcement procedure is edited in PC and can be downloaded into VoIP gateways by FTP protocol. The voice prompt data files used in each state are recorded and edited in PC directly and uploaded into VoIP gateways also. The formats of voice prompt file supported in IVR function are g7231-6.3K, g7231-5.3K, g729, g711-ulaw, g711-alaw, g726-32K, g726-16K.

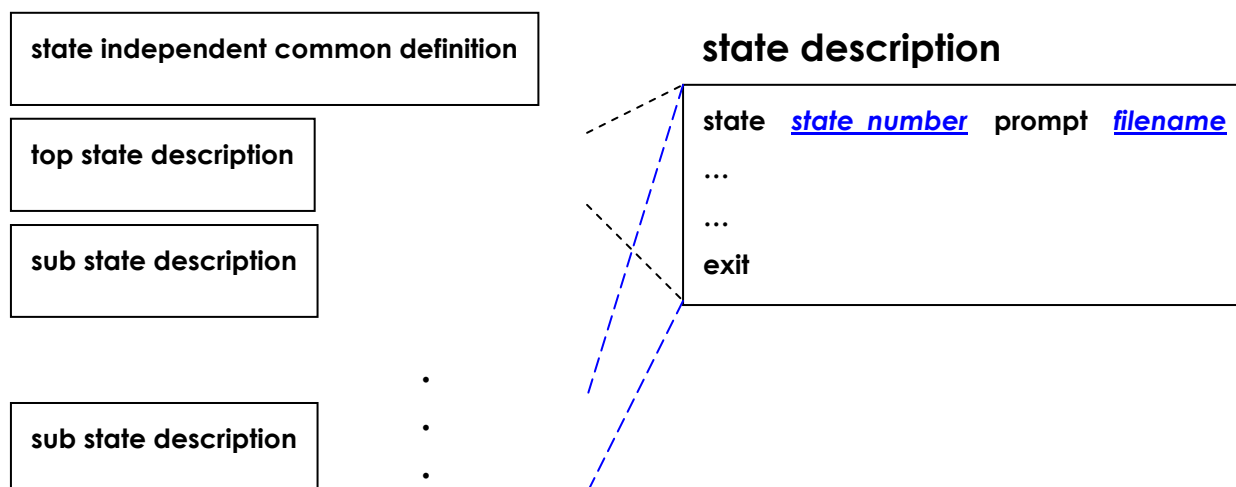
For IVR service, AddPac VoIP gateway provides the additional maximum 4MB flash memory space.

This feature is applied to AP2520G VoIP gateway model currently and will be applied to AP2xxx, AP3xxx VoIP gateway series later.

Concept

IVR Script

- Script



- Format

```

! comment
! case sensitive
!
!      common definition
!
codec codec name           ! define announcement  codec type
!
!      top state description
!
state state number prompt filename      ! state begin digit
      digit char      state state number ! go to state(state number)
                        dial dial number   ! dialing(dial number)

play  connecting filename      ! optional connecting announcement
      digit-none filename      ! optional none digit announcement
      digit-invalid filename   ! optional invalid digit announcement repeat
      repeat-count           ! optional replay prompt max count
wait  wait-sec              ! optional max wait time to receive a digit
exit                                ! state end
!
!      sub state description
!

```

- **Argument**

<u>codec_name</u>	: g711alaw <u>g711ulaw</u> g7231r53 g7231r63 g729 g726r32 g726r16
<u>state_number</u>	: integer
<u>filename</u>	: audio file name of *.ars (max length of 32)
<u>digit_char</u>	: 0 – 9 * #
<u>dial_number</u>	: digit string
<u>repeat-count</u>	: non-negative integer (default 0)
<u>wait-sec</u>	: non-negative integer (default 0)

naming rule

script file : ivr.cfg

audio files : <prompt_file.aud>

Related command

- **File related**

# ivr-erase	: delete IVR files
# ivr-write	: write IVR files
# ivr-run	: run IVR script file

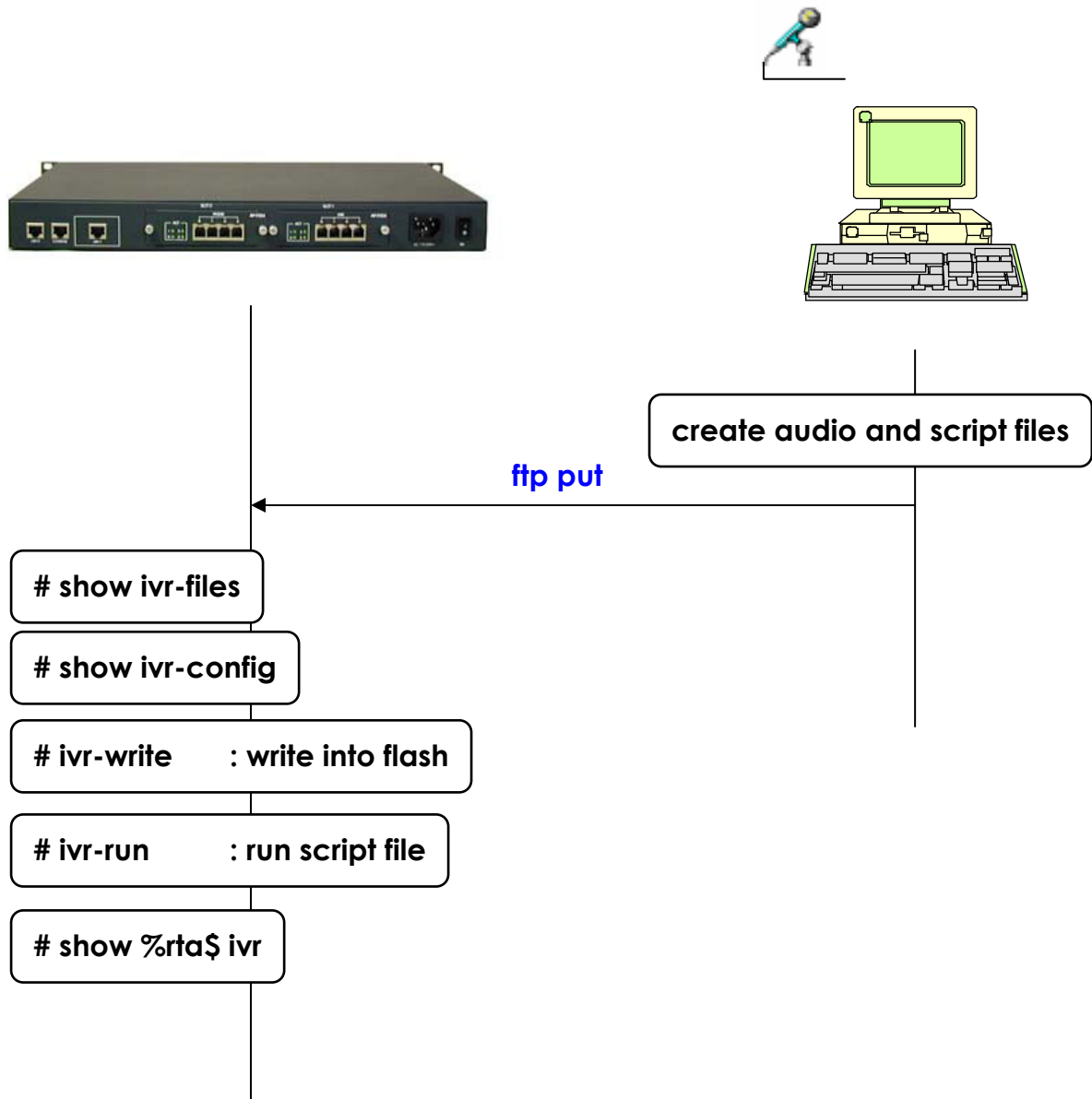
show ivr-config : IVR config information

show ars-files : ARS data file information

- **Voice-port related**

AP2520(config-voice-port-0/0)# ivr	: enable IVR feature
AP2520(config-voice-port-0/0)# no ivr	:disable IVR feature (default)

Work Flow



Script Example

- indirect call

prompt

- filename: `prompt_file.ars`
- "Hello, please dial 1 for aaa, 2 for bbb, 3 for ccc, ... "

digit-none

- filename: `dgt_none_file.ars`
- "Please dial * for re-listen"

```
! sample script (ivr.cfg)
codec g711ulaw
!
state 0      prompt prompt_file.ars
digit 1      dial 12345
digit 2      dial 6789
digit 3      dial 6790
digit *      state 0
play digit-none dgt_none_file.ars
repeat 1
wait 3
exit
!
```

- direct call

prompt

- filename: [prompt_file.ars](#)
- "Hello, please dial 100 for aaa, 101 for bbb, 102 for ccc, ... "

digit-none

- filename: [dgt_none_file.ars](#)
- "Please re-listen"

```
! sample script (ivr.cfg)
codec g711ulaw
!
state 0      prompt prompt\_file.ars
play  digit-none dgt\_none\_file.ars
repeat 1 wait 3
exit
!
```

- end of file -