IVRs

IVRs – Interactive Virtual Receptionist

An **IVR** is an Interactive Virtual Receptionist that routes callers to their desired destination. IVRs set up a menu that will play an initial recording to callers and then route their call based on their selected dial an option or an extension number (e.g., For Sales - press 1, for Service - press 2, etc.). In an IVR, Synkato routes the call to a specific location based upon what the caller dials.

Figure 01: IVR Illustration
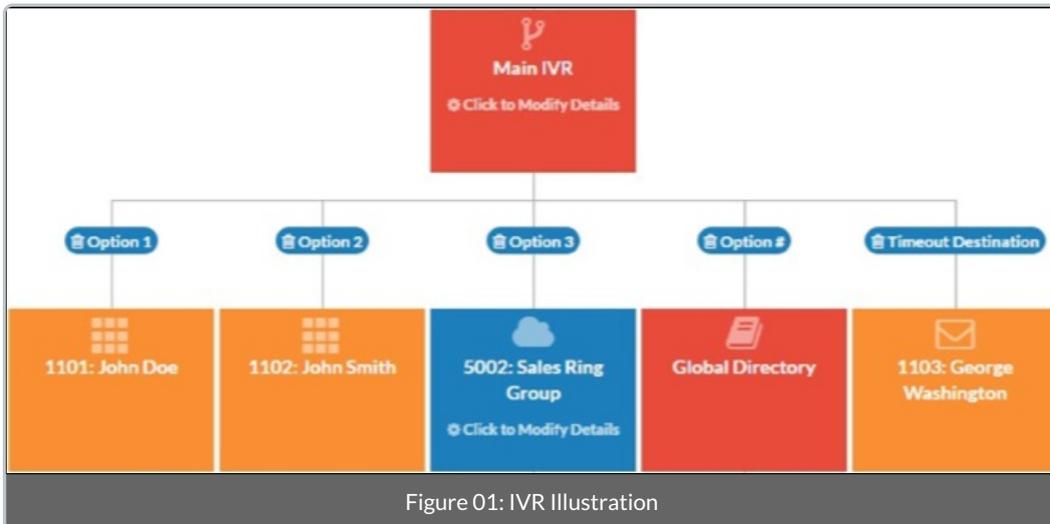
The options connected to an IVR can be routed to any other destination or call flow object. This includes extensions, ring groups, voicemail boxes, company directories or even another IVR. IVRs are able to route based on any digit (0–9), asterisk (*) and pound (#). There are also options for timeout destinations (if the caller presses nothing) or if the caller enters an invalid key.

To create a new IVR, click the [P Create IVR] button from the side bar and drag it to the desired location on the call flow tree. In the example to the right, a new IVR will be created as the first object the caller hears because it has been dragged over the [ ] box.

Figure 02: Create New IVR

After dragging the IVR onto the call flow tree, a pop-up will appear that allows the administrator to specify a name for the IVR. This name will be how the IVR is identified in the call flow tool (e.g., Main Sales IVR, Main Support IVR, Corporate IVR, etc.). The other option listed in this pop-up is the **Direct Dial to Extensions** option. If this option is checked callers are able to dial directly to an extension while listening to an IVR. To activate this option select the [✓ Direct Dial to Extensions?] checkbox on this screen. If a caller dials into the IVR, they may enter the desired party's extension at any time and their call will ring directly to the extension dialed.

To add options to an IVR, click and drag an object from the sidebar that you would like to add as a routing option. In the below example, clicking and dragging the **Support Department Ring Group** over the IVR box will allow the ring group to be added as an available route.

Figure 03: Add Available Route
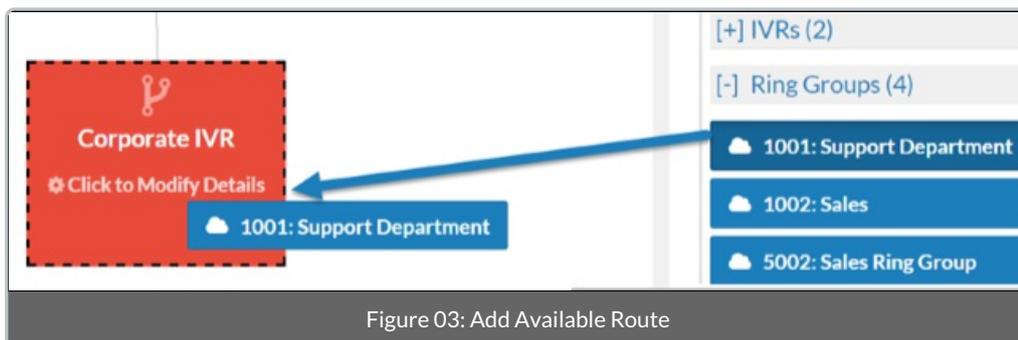
After dropping the desired destination onto the IVR, Synkato will open with a screen that allows administrators to select which digit the caller must press to route to this destination.

Figure 04: Select Routing Number
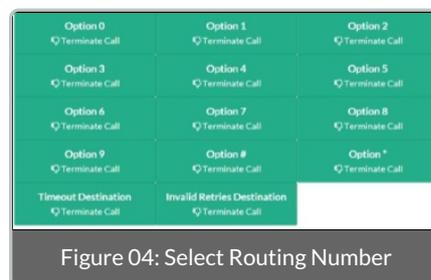
Any digit between (0–9) as well as the asterisk (*) and pound (#) keys are all available options. Note that there is also an option to set a **Timeout** and **Invalid Retries** destination for when a caller does not press anything or presses an invalid key that has no destination set.

Once a digit for the option has been selected, the destination is added as a new level in the call flow tree. Repeat this process to add multiple routing destinations to the IVR as shown in the figure below.

NOTE:	Be sure to set a **Timeout** and **Invalid Retries Destination** for all IVRs. If one is not set, the call will be terminated when the maximum timeout or maximum invalid retries limit has been reached.

Figure 05: Updated Call Flow Diagram
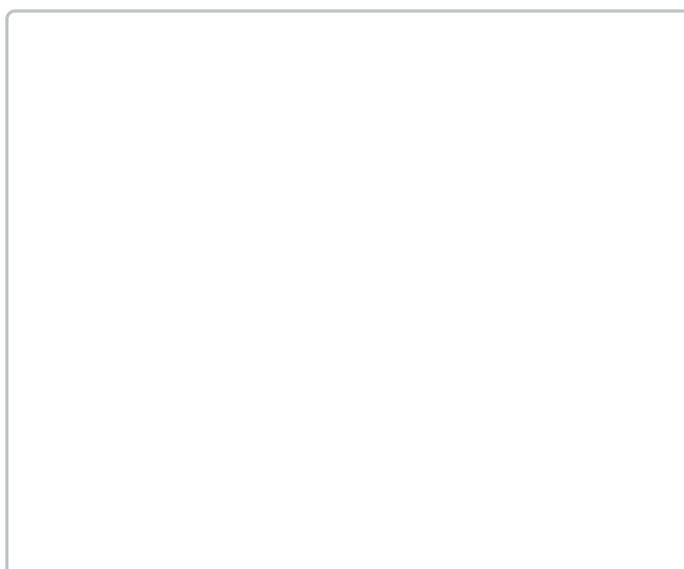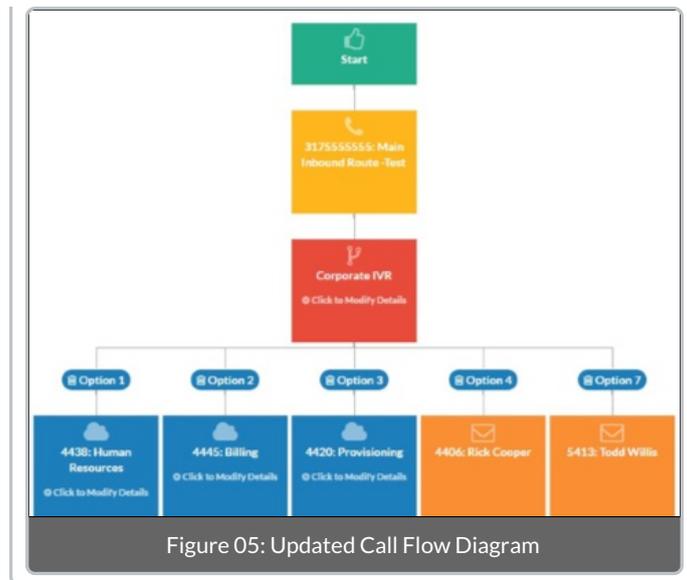
Available Voice Message Options

After the IVR has been created and configured with the desired options, click the IVR in the call flow tool to open the **IVR Info** menu. This menu allows administrators to further configure the IVR and choose which voice messages will be played to callers. The available options are detailed as follows.

Recording Greeting

Click the [Recording] button to select a recording to play when callers reach this IVR. The recordings here must be first built under the **System Admin > Announcements** menu. Be sure to include an explanation of all available IVR options, such as Press 1 for Sales, 2 for Support, etc.

Invalid Retries

This value is the number of times the IVR will allow the caller to press an incorrect key before going to the designated fail-over destination. For example, an IVR has options configured to the 1, 2, and 3 keys. A caller dials in and continually presses 4.

Maximum Invalid Retries Recording

The recording set here will play when the maximum amount of "Invalid Retries" has been hit. Recordings here must be first built under the **System Admin > Announcements** menu.

Invalid Retry Recording

Checking the [Invalid Retry Recording? ✓] box will allow a recording to play after each incorrect digit is pressed. Recordings here must be first built under the **System Admin > Announcements** menu. If no recording is set, the "Recording Greeting" will be replayed each time an invalid key is pressed.

Timeout

The **Timeout** is the value in seconds that the IVR waits for the caller to select an option. This value can be set anywhere between 0–60 seconds.

Timeout Retries

The **Timeout Retries** value is number of times the IVR will allow the caller to timeout before going to the designated fail-over destination or terminating the call.

Max Timeout Retries Recording

The recording that will play when the maximum amount of timeouts has been reached. Recordings here are pulled from the **System Admin > Announcements** menu.

Timeout Retry Recording

Checking the [Timeout Retry Recording ?] box will allow the recording to play each time the timeout limit has been reached. Recordings here must be first built under the **System Admin > Announcements** menu.

When done modifying these options, be sure to select the [Save IVR] button to save your changes.