

Using an External Speed Dial as a Bridge to a Call Flow

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If you want to go to an **Internal Call Flow** that is not tied to an **External DID** you can utilize an **External Speed Dial** as a bridge to a **Call flow**. Follow the steps outlined below:

Create a **Call Flow** attached to an **internal Number**. You can name it anything and use an unused extension.

Figure 01: Create a New Call Flow

Figure 02: Selected Extension

Extension/Number	Display Name
1030	Accounting
8899	Internal Only
1019	Sales
1010	Sales Main
1011	Sales Overflow

While in the call flow that you have created, **Create an new External Speed Dial** by dragging a **New External Speed Dial** to an **IVR Object** already in a call flow. This will act as a bridge object in the call flow. In the creation dialog, the **Extension** may be any unused extension; however, in the **External Destination** put the extension of the **Internal Call Flow** you would like to reach.

Figure 03: New External Speed Dial Menu Option

Figure 04: IVR New External Speed Dial Option

Figure 05: Create New Misc Destination Dialog Box

When the **IVR Destinations** dialog box is displayed, select **+New Destination**. For the custom destination enter the number you would like to be used as the selector. In this case you could use the number associated to the **Internal Call Flow** you actually want to reach.

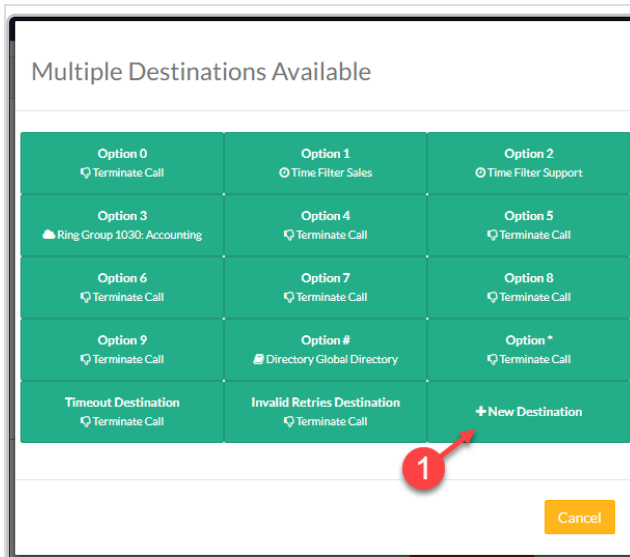


Figure 06: Multiple Destinations Available Dialog Box

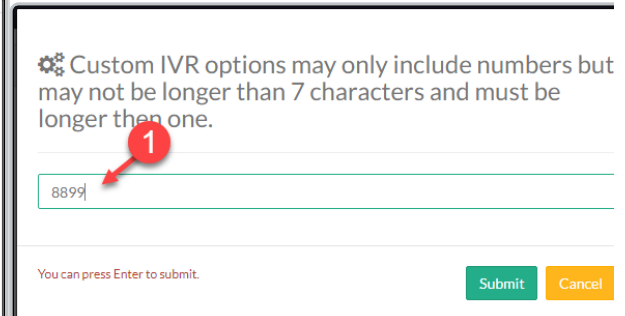


Figure 07: Custom IVR Options Dialog Box