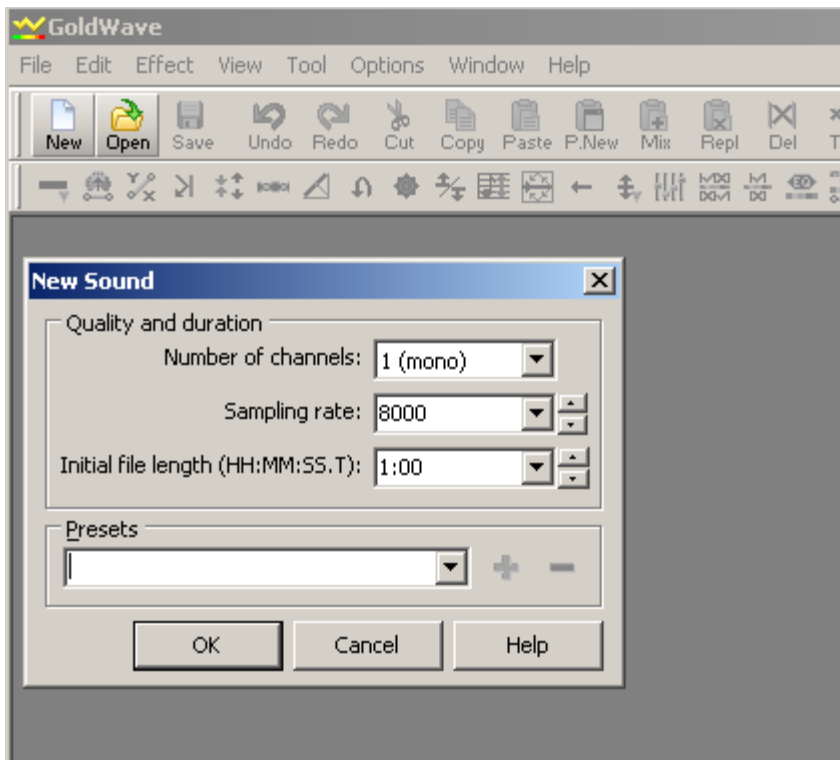


How to create IVR into 2N OfficeRoute

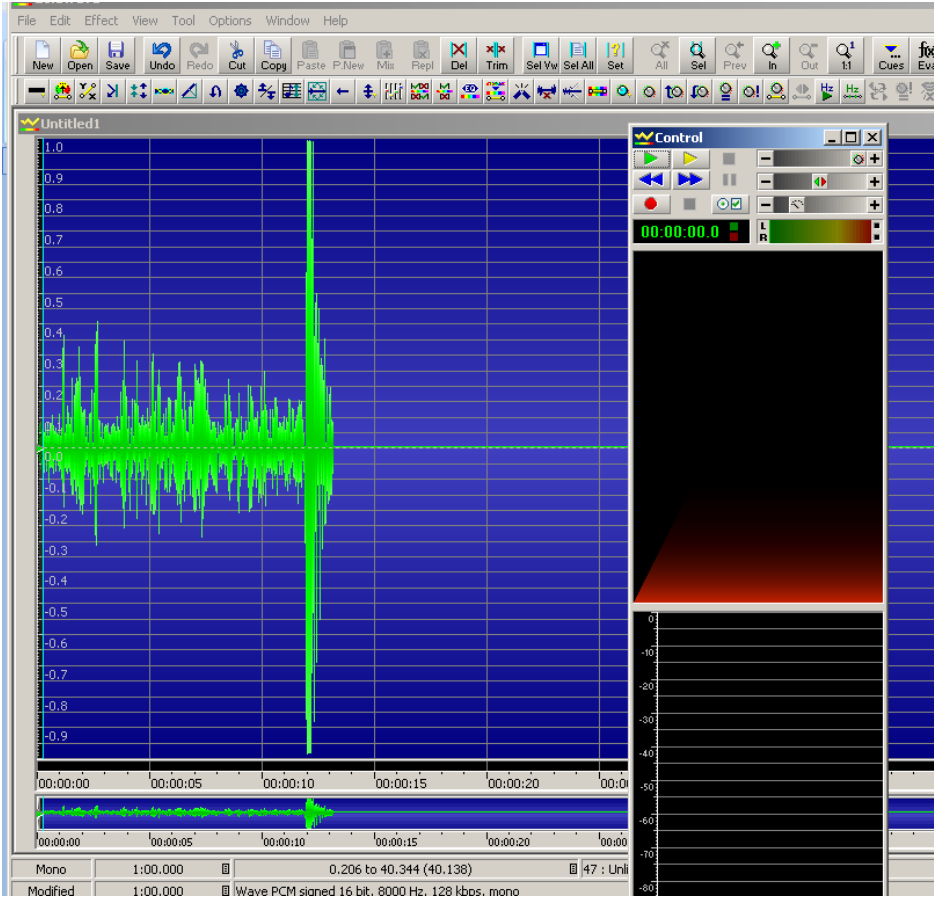
Creating voice files

The format for IVR messages into 2N office Route is 8bit, 8kHz, mono, Alaw

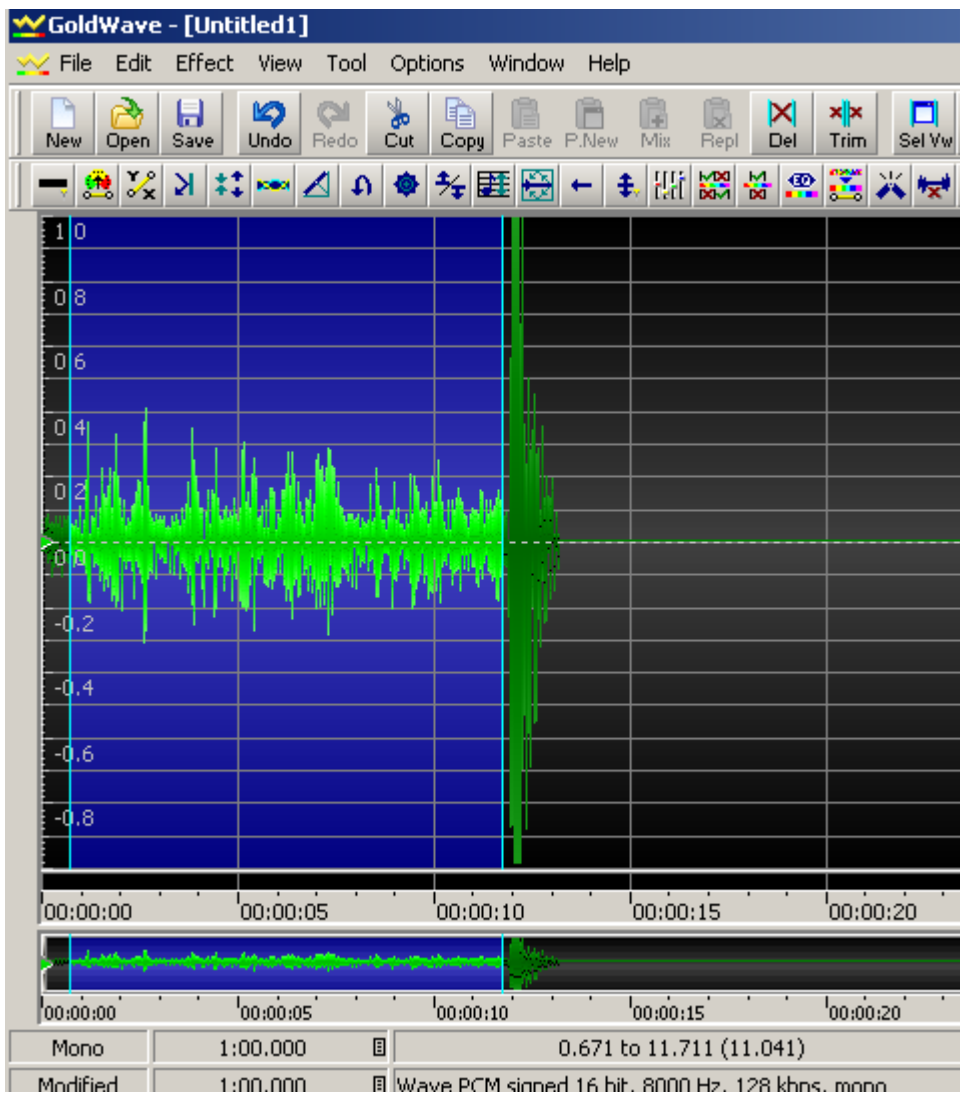
You can record it (or edit recorded samples) in GoldWave audio editor (<http://www.goldwave.com/>)



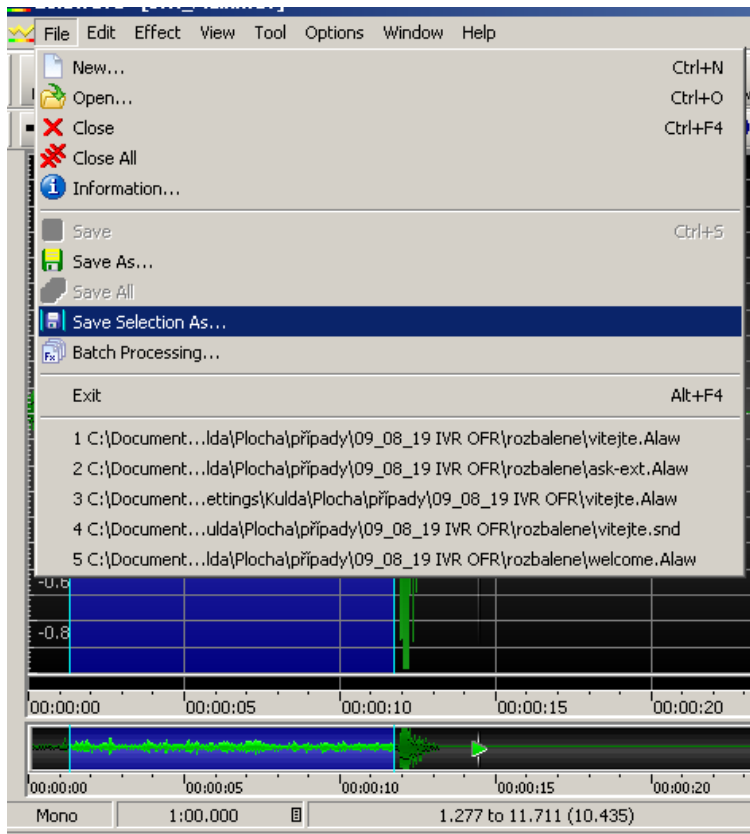
Record a new message



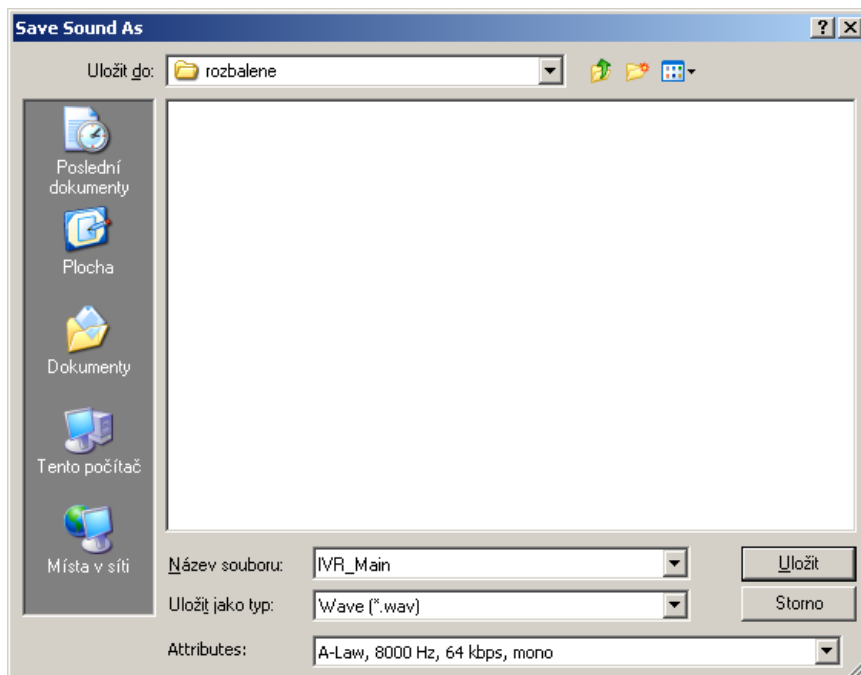
Highlight the part of the recorded voice which you can save



Choose File – Save Selection as...



Choose Attributes as A-Law, 8000Hz, 64kbps, mono



Rename type of file from *.wav to *.Alaw

Path: J:\Plocha\případy\09_08_19 IVR OFR\rozbalene

Menu: Nástroje Nápořádá

Address bar: Složky

Path: J:\Kulda\Plocha\případy\09_08_19 IVR OFR\rozbalene

Název	Velikost	Typ	Změněno
ask-ext.Alaw	35 kB	Soubor ALAW	30.3.2009 17:00
cc-7.Alaw	21 kB	Soubor ALAW	30.3.2009 17:00
development-3.Alaw	21 kB	Soubor ALAW	30.3.2009 17:00
financial-6.Alaw	21 kB	Soubor ALAW	30.3.2009 17:00
internal-9.Alaw	23 kB	Soubor ALAW	30.3.2009 17:00
IVR_Main.wav	82 kB	Zvuk ve formátu W...	4.9.2009 13:26
marketing-8.Alaw	15 kB	Soubor ALAW	30.3.2009 17:00
message-0.Alaw	20 kB	Soubor ALAW	30.3.2009 17:00
operator-5.Alaw	20 kB	Soubor ALAW	30.3.2009 17:00
production-4.Alaw	21 kB	Soubor ALAW	30.3.2009 17:00
sales-1.Alaw	18 kB	Soubor ALAW	30.3.2009 17:00
script.disa	3 kB	Soubor DISA	4.9.2009 10:50
script.disa~	3 kB	Soubor DISA~	4.9.2009 10:19
techsupport-2.Alaw	17 kB	Soubor ALAW	30.3.2009 17:00
vitejte.Alaw	19 kB	Soubor ALAW	19.8.2009 18:34
welcome.Alaw	19 kB	Soubor ALAW	30.3.2009 17:00

Creating an IVR script:

Record all messages in audio files. Messages must be in ISDN A-law raw format. Create IVR script named *script.disa*, according to the following example. Put all messages and *script.disa* to one zipped file using *tar.gz*. Files must be zipped without folders. This file package should be stored in the internal FLASH memory. After upgrade to this version it is necessary to upload package of voicemail messages (in Telephony services > Devices > DISA lines > Upload DISA/IVR package to internal flash).

IVR Commands

WAIT

- waits without starting audio message
- parameters:
 - TIMEOUT – waiting interval
- example:
 - WAIT TIMEOUT=1s

CALL ANSWER

- picks the incoming ringing call up
- parameters: none

CALL RINGING

- changes the incoming call's status to RINGING, e.g. if the call is received from SIP (VoIP) side, calling party receives SIP message 180 Ringing and hears a ringing tone
- parameters: none

CALL PROGRESS

- changes the incoming call's status to RINGING with the voice channel connected, e.g. if the call is received from SIP (VoIP) side, calling party receives SIP message 183 Session progress and any audio file could be played to him
- parameters: none

CALL HANGUP

- hangs up a current call
- parameters: none

AUDIO

- plays an audio file (message)
- parameters:
 - SRC – file name (file must be coded in A-law format); be careful to write a correct path
 - BARGEIN - {TRUE|FALSE} – if TRUE and a DTMF code is received, playing of the audio file is immediately cancelled and script jumps to the next line
- example:
 - AUDIO SRC=Welcome.Alaw BARGEIN=TRUE

WAIT DTMF

- waits to receive a DTMF code and stores it in the variable DTMF
- parameters:
 - TIMEOUT – maximal time waiting for DTMF
 - MAXCNT – maximal count of digits (characters) waiting for

ENDCHAR – the end-of-receive character
STRIPENDCHAR - {TRUE|FALSE} – if TRUE, the end character will not be stored to the DTMF variable
- example:
WAIT_DTMF TIMEOUT=10s MAXCNT=1 STRIPENDCHAR=FALSE
- waits for only one character

TRANSFER

- transfers call to the certain number
- parameters:
DEST – the number a calling party should be transferred to
- example:
TRANSFER DEST=100
- transfers call to line 100
TRANSFER DEST=\$DTMF
- transfers call to a line number, stored in DTMF variable

GOTO

- jumps to the certain row of the script
- parameters:
DESTID – a row ID
- example:
GOTO DESTID=begin
- jumps to the row that has parameter ID=begin

GOTO_IF

- conditional jump – jumps if variable gets a certain value
- parameters:
DESTID – a row ID
VAR – a variable to be compared to
VALUE – a value to be compared to
- example:
GOTO_IF VAR=DTMF VALUE=1 DESTID=sales
- if the DTMF variable has value 1, jump to the row with ID=sales

An Example of the IVR Script (script.disa):

```
WAIT TIMEOUT=1s
CALL_ANSWER
WAIT ID=begin TIMEOUT=1s
AUDIO SRC=1-Welcome.Alaw BARGEIN=TRUE
WAIT_DTMF TIMEOUT=10s MAXCNT=1 STRIPENDCHAR=FALSE
GOTO_IF VAR=DTMF VALUE=1 DESTID=czech
GOTO_IF VAR=DTMF VALUE=2 DESTID=english
GOTO_IF VAR=DTMF VALUE=3 DESTID=deutsch
GOTO_IF VAR=DTMF VALUE=4 DESTID=espagnol
GOTO DESTID=begin
```

```
WAIT ID=czech TIMEOUT=1s
AUDIO SRC=menu-czech.Alaw BARGEIN=FALSE
GOTO DESTID=begin
```

WAIT ID=english TIMEOUT=1s
AUDIO SRC=menu-english.Alaw BARGEIN=TRUE
WAIT_DTMF TIMEOUT=10s MAXCNT=1 STRIPENDCHAR=FALSE
GOTO_IF VAR=DTMF VALUE=1 DESTID=sales
GOTO_IF VAR=DTMF VALUE=2 DESTID=nobody
GOTO_IF VAR=DTMF VALUE=3 DESTID=nobody
GOTO_IF VAR=DTMF VALUE=4 DESTID=nobody
GOTO_IF VAR=DTMF VALUE=5 DESTID=operator
GOTO DESTID=begin

WAIT ID=sales TIMEOUT=1s
AUDIO SRC=sales.Alaw BARGEIN=FALSE
TRANSFER DEST=202
GOTO DESTID=begin

WAIT ID=nobody TIMEOUT=1s
AUDIO SRC=nobody.Alaw BARGEIN=FALSE
GOTO DESTID=begin

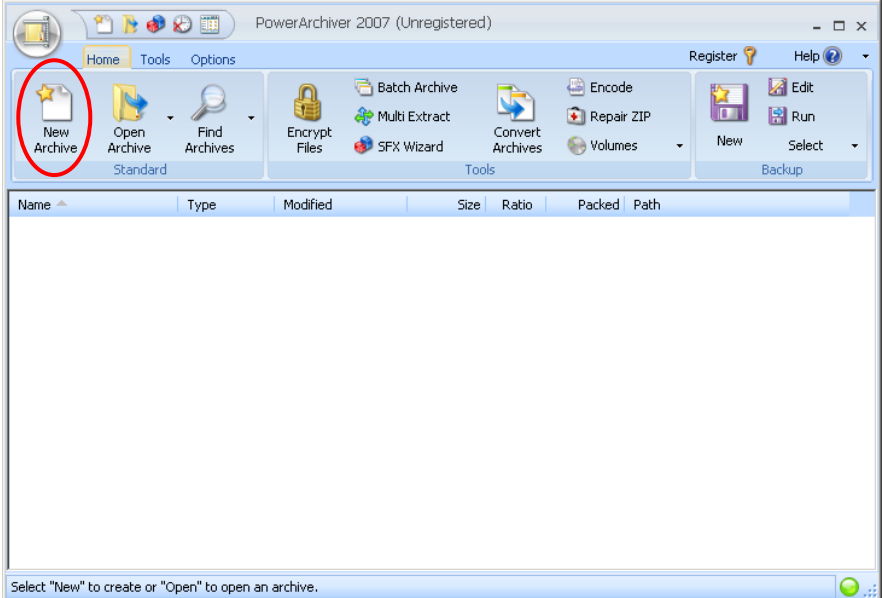
WAIT ID=operator TIMEOUT=1s
AUDIO SRC=operator.Alaw BARGEIN=FALSE
GOTO DESTID=begin

WAIT ID=deutsch TIMEOUT=1s
AUDIO SRC=deutsch.Alaw BARGEIN=FALSE
GOTO DESTID=begin

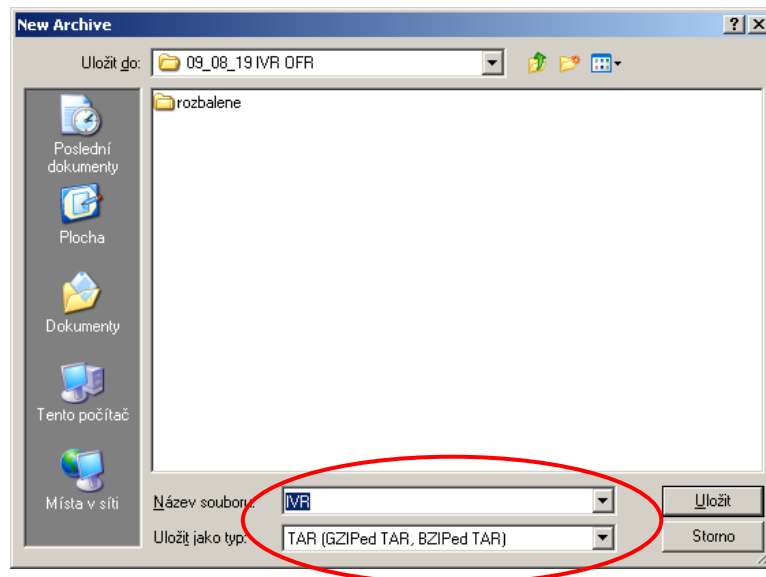
WAIT ID=espagnol TIMEOUT=1s
AUDIO SRC=espagnol.Alaw BARGEIN=FALSE
GOTO DESTID=begin

Creating IVR package *.tar.gz

Open Power Archiver 2007 (<http://powerarchiver.brothersoft.com/powerarchiver2007-10.2>) and Create a new archive



Enter name for new archive and choose Type of archive TAR



Find folder with IVR files (script, audio files)

