

A User Guide On - **IVR Studio**

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IVR Studio

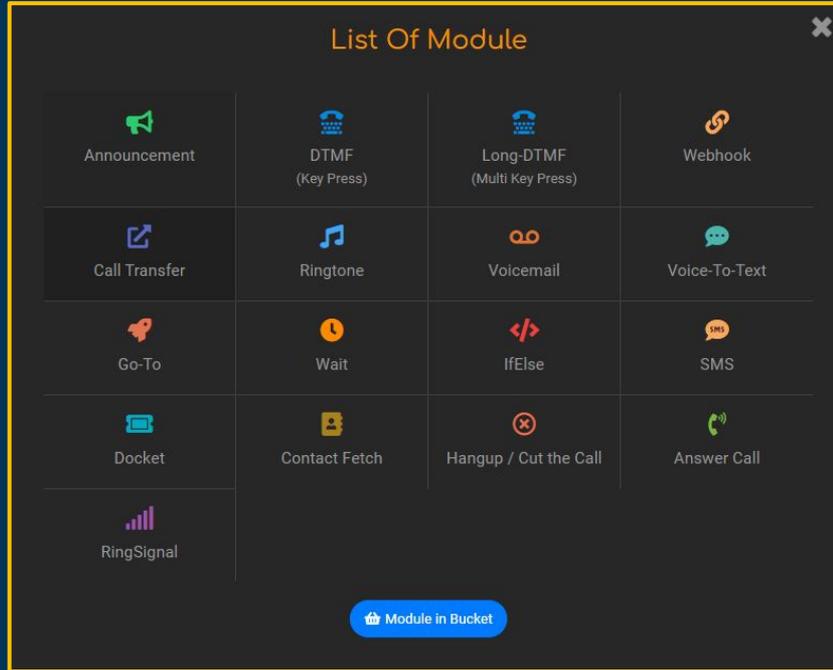
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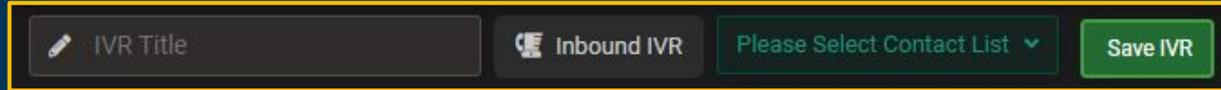
IVR Studio - List of Module



There are various modules that we can use to create an IVR flow for the business.

Here you can see them aligned in one place for the creation of the IVR.

IVR Title, Contact List, and Save IVR



IVR Title

By just clicking on the “IVR Title”, you will be able to write the IVR Title of your choice. It is mandatory to have the IVR Title, then only the “Move to Bucket” functionality will work.

Contact List

You can select the Contact List by clicking on the “Please Select Contact List”, then the drop-down will appear, and you can select the contact list of your choice from the available list.

Save IVR

Once you are done creating the IVR Flow, and all the other necessary tasks, you can Save IVR by clicking on the “Save IVR” button.

Type of Voice Generation

Type Voice Text Webhook

Choose a Static voice file as announcement

Source

Type Voice Text Webhook

You can type a text message. We will convert it into sound and play it as announcement

Content

Maximum character limit 199 Remaining character :- 199

TTS Type

Language

Type Voice Text Webhook

You can add a URL as webhook. Your URL should return as some text. We will convert it into sound and play it.

URL

TTS Type

Language

Through Voice

- Select the voice option in the field Type.
- The source can be selected from the drop-down.

Through Text

- Select the Text option in the field Type.
- In the Content field, the user can mention the notes that will be used for the ringtone.
- TTS Type can be selected from the drop-down like Basic or Premium.
- In Language, user can select the language of their choice from the drop-down.

Through Webhook

- Select the Webhook option in the field Type.
- In the URL field, the user has to enter the URL. Your URL should return as some text. We will convert it into sound and play it.
- TTS Type can be selected from the drop-down like Basic or Premium.
- In Language, user can select the language of their choice from the drop-down.

Ringtone

Ringtone

Caller will receive a ringtone when we ensure the call. Message in the ringtone can be set by 3 ways -

Basic Dynamic Tags Contact List Dynamic Tags

Title

Type Voice Text Webhook

Choose a Static voice file as announcement

Source Test

Ringtime 10 Second(s) ?

Listen Volume

Back Save

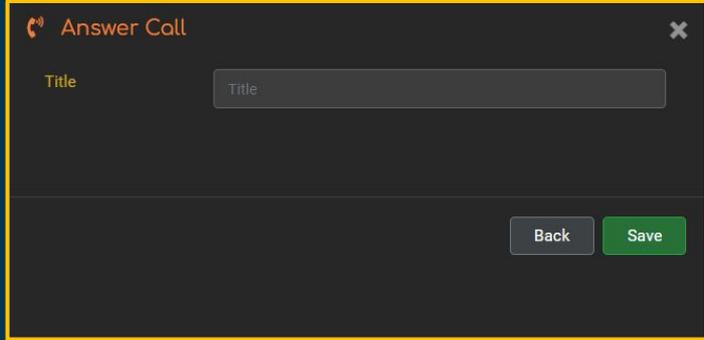
The caller will listen to the ringtone while calling the DID Number.

Here, we are showing how a Voice Ringtone can be set up

- The user has to provide the Title.
- In Type, you will generate the ringtone through various mediums. ([More Details](#))
- Ringtime is the time for which the ringtone will be played. It can be selected in seconds as per the requirement.
- Listen Volume can be adjusted by sliding the bar.
- Then click on the Save button.

You can use dynamic tags and contact list dynamic tags to make your IVR more customized.

Answer Call



The screenshot shows a dark-themed dialog box titled "Answer Call" with a close button (X) in the top right corner. Inside the dialog, there is a label "Title" followed by a text input field containing the word "Title". At the bottom right of the dialog, there are two buttons: a grey "Back" button and a green "Save" button.

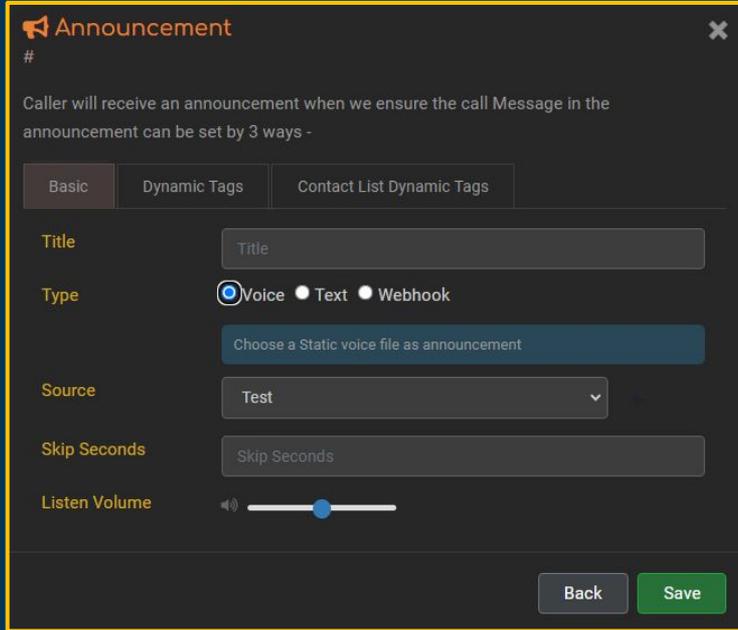
It is to trigger the Answer Call Action.

Whenever you are setting up the IVR, this should be your 1st Module.

All the modules will be set up between Answer Call & Hangup.

Give the Title of your choice for the Answer Call Module, then click on the Save button.

Announcement



The screenshot shows a configuration window titled "Announcement" with a close button (X) in the top right corner. Below the title is a hash symbol "#". A descriptive text states: "Caller will receive an announcement when we ensure the call Message in the announcement can be set by 3 ways -". There are three tabs: "Basic" (selected), "Dynamic Tags", and "Contact List Dynamic Tags". The form includes the following fields:

- Title:** A text input field with the placeholder "Title".
- Type:** Radio buttons for "Voice" (selected), "Text", and "Webhook". Below the radio buttons is a button labeled "Choose a Static voice file as announcement".
- Source:** A dropdown menu with "Test" selected.
- Skip Seconds:** A text input field with the placeholder "Skip Seconds".
- Listen Volume:** A slider control with a speaker icon on the left and a blue dot on the slider.

At the bottom right of the form are two buttons: "Back" and "Save".

The announcement module plays the message you want your caller to listen to.

Here are the steps for setting up the Voice Announcement-

- The user has to provide the Title.
- Select the Voice option in the field Type. ([More Details](#))
- Select the Source from the available options from the dropdown menu.
- If we have made the changes in the Announcement, and we want the caller to listen to it, then we add Skip Seconds. Till then, the user will not be able to operate the IVR.
- Listen Volume can be adjusted by sliding the bar.
- Then click on the Save button.

You can use dynamic tags and contact list dynamic tags to make your IVR more customized.

DTMF

DTMF_V1.0.1 (Key Press)

Basic | Dynamic Tags | Contact List Dynamic Tags

Title

Key Values

1 2 3

4 5 6

7 8 9

* 0 #

Specify key press from caller.
Allowed values are 0 to 9, *, #

Time Out: 10 Seconds

No Input Looping: 0

Invalid Input Looping: 0

Listen Volume

DTMF(Dual Tone Multi Frequency) -

- It helps to create the IVR key functions by assigning some department name or product features on the keys(1-9, *,#)

Here are the steps for creating DTMF-

- In the Title, you can enter the name for it.
- In Key Values, you have to select the keys for assigning some specific role or feature to it.
- Time Out means the user has to input the key before the preset time, otherwise the call will be disconnected.
- No Input Looping is the number of times a user is asked for input if there is no response from the user during the 'Time Out.'
- Invalid Input Looping is the number of times a user is asked for input if a user has input an invalid key.
- Listen Volume can be adjusted by sliding the bar.

You can use dynamic tags and contact list dynamic tags to make your IVR more customized.

No Input Looping Voice

Type Voice Text Webhook

You can type a text message. We will convert it into sound and play it as announcement

Content

Maximum character limit 199 Remaining character :- 199

TTS Type Basic

Language Hindi

Invalid Looping Voice

Type Voice Text Webhook

You can add a URL as webhook. Your URL should return as some text. We will convert it into sound and play it.

URL

TTS Type Basic

Language Hindi

Starting Voice

Type Voice Text Webhook

Choose a Static voice file as announcement

Source Static Test + ↺

Here, you can see the DTMF for three categories which are:-

- **Starting Voice** - This is an announcement set to instruct the user which key needs to be pressed to move further in IVR.
- **No Input Looping Voice** - Announcement that plays when the user has not entered any key during the 'Time Out.'
- **Invalid Looping Voice** - Announcement that plays when the user has pressed invalid input.

Long DTMF

Long-DTMF_V1.0.1 (Multi Key Press)

Basic Dynamic Tags Contact List Dynamic Tags

Title

Key Input Strategy Fixed Length Key Based Termination

Enter Length

Time Out Seconds ?

No Input Looping ?

Invalid Input Looping ?

Listen Volume

Long DTMF(Dual Tone Multi Frequency) -

- To take long key inputs from the user, we use long DTMF. For example- Taking inputs for Mobile No., OTP, Card Number, etc.

Here are the steps for creating DTMF-

- In Title, you can enter the name for it.
- In key Input Strategy, you have to select either Fixed Length or Key Based Termination.
- Enter Length is the Length of input allowed to a recipient during a call. If you ask to enter the Mobile Number, the length allowed will be 10 digits.
- Time Out means the user has to input the key before the preset time, otherwise the call will be disconnected.
- No Input Looping is the number of times a user is asked for input if there is no response from the user during the 'Time Out.'
- Invalid Input Looping is the number of times a user is asked for input if a user has input an invalid key.
- Listen Volume can be adjusted by sliding the bar.

You can use dynamic tags and contact list dynamic tags to make your IVR more customized.

No Input Looping Voice

Type Voice Text Webhook

You can type a text message. We will convert it into sound and play it as announcement

Content

Maximum character limit 199 Remaining character :- 199

TTS Type Basic

Language Hindi

Starting Voice

Type Voice Text Webhook

Choose a Static voice file as announcement

Source Static Test + ↺

Here, you can see the DTMF for three categories which are:-

Invalid Looping Voice

Type Voice Text Webhook

You can add a URL as webhook. Your URL should return as some text. We will convert it into sound and play it.

URL

TTS Type Basic

Language Hindi

- **Starting Voice** - This is an announcement set to instruct the user which key needs to be pressed to move further in IVR.
- **No Input Looping Voice** - Announcement that plays when the user has not entered any key during the 'Time Out.'
- **Invalid Looping Voice** - Announcement that plays when the user has pressed invalid input.

Voicemail

Voicemail

Basic | Dynamic Tags | Contact List Dynamic Tags

Title: [Title]

Terminate Strategy: Both Time Key Based Termination

Enter Time (in seconds): []

Select Termination Key: #

Back Save

A voicemail module can be added in the IVR Flow if the customer is calling outside the business working hours. Then they will be able to record the message and then the Agent will callback to the customer.

Here are the steps to set up the Voicemail-

- Give the title of your choice.
- Terminate Strategy is further divided into two types:-
 - Time
 - Key Based Termination
- In Time-Based Termination, you can choose the desired time in seconds, the customer has to record it within the specific time(in seconds).
- In Key Based Termination, the customer has to enter the desired key which is set up for its termination. You can select the specific key from the drop-down for your IVR.
- Users have the advantage of selecting the termination either by one of them or through both methods.
- Then click on the Save button.

You can use dynamic tags and contact list dynamic tags to make your IVR more customized.

Voice-To-Text

The screenshot shows a configuration window for the 'Voice-To-Text' module. It has three tabs: 'Basic', 'Dynamic Tags', and 'Contact List Dynamic Tags'. The 'Dynamic Tags' tab is active. Under this tab, there are three input fields: 'Title' (with a placeholder 'Title'), 'Voice-file', and 'Language' (with a dropdown menu showing 'Hindi'). At the bottom right of this section are 'Back' and 'Save' buttons. Below this window, a separate box shows a 'Voicemail Input#3' field containing the dynamic tag `{{#3%Voicemail%}}`. A white arrow points from the 'Dynamic Tags' tab to this field.

Voice-To-Text module is one of the best modules of the IVR Studio. It helps to create the text file from the voice file uploaded.

Here are the steps to set up the Voice-to-Text module-

- Give the specific Title of your choice to it.
- This module will only work if set below the Voicemail module.
- In Voice-File, paste the Dynamic tag of the Voicemail module. It can be found Dynamic Tag tab.
- In Language, you can select the language of your choice like English, Hindi, or other Indian Regional Languages.
- Then click on the save button.

You can use dynamic tags and contact list dynamic tags to make your IVR more customized.

Go-To

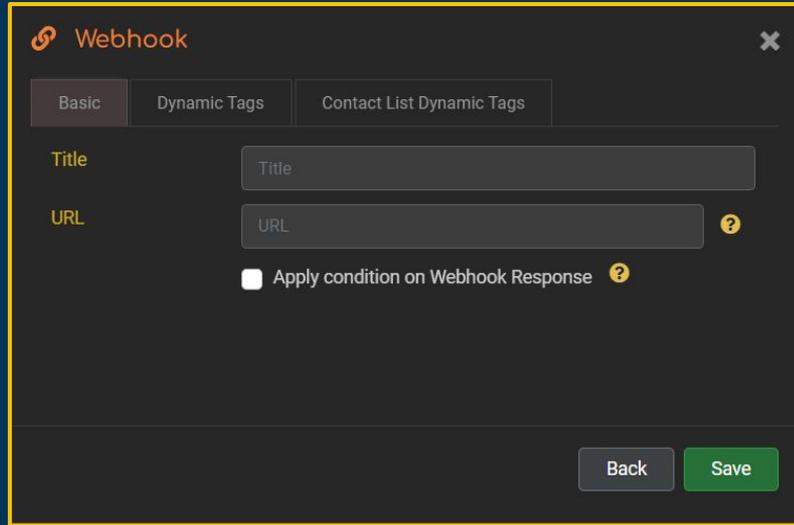
The screenshot shows a configuration window titled "Go-To". It has a title bar with a close button. The main area contains three fields: "Title" (text input), "Target Node" (dropdown menu), and "Max Loop" (text input). Below the "Target Node" dropdown, a list of options is displayed: "#3 Department Selection", "#3 Department Selection", "#4 Sales", "#5 Support", and "#6 Accounts". The "#6 Accounts" option is highlighted in blue. At the bottom right, there are "Back" and "Save" buttons. A white arrow points from the "Target Node" dropdown to the list of options.

Go to function lets you jump to any node in an IVR instead of recreating it on another node.

Here are the steps to set up the Go-To module-

- Give the Title of your choice to it.
- From Target Node, you can select the node which the user wants the customer to jump. Once the user clicks on it, a drop-down will appear, and can select the target node/department.
- Max Loop is the number how many times you want to allow a user to jump on the node.

Webhook



The screenshot shows a configuration window titled "Webhook" with a close button (X) in the top right corner. Below the title bar are three tabs: "Basic", "Dynamic Tags", and "Contact List Dynamic Tags". The "Basic" tab is selected. It contains the following fields and options:

- Title:** A text input field with the placeholder text "Title".
- URL:** A text input field with the placeholder text "URL" and a help icon (?) to its right.
- Apply condition on Webhook Response:** A checkbox that is currently unchecked, with a help icon (?) to its right.

At the bottom of the window are two buttons: "Back" and "Save".

The Webhook Module of the IVR Flow is used to trigger the URL or API's in between the calls.

We can give the Title Name and URL address in the desired fields.

If you check the “Apply Condition on Webhook Response” button, then the conditions tab will be open for you and you can add various conditions as per your requirement.

You can use dynamic tags and contact list dynamic tags to make your IVR more customized.

Call Transfer

Call Transfer

Call will be transferred to the selected department

Basic Ringtone Webhook Sticky Agent Agent Transfer Dynamic Tags ContactList DT

Title

Connect To

Group Static Select Agent Group

Group Agent AM CLI Agent + Add Agent Groups Create New Agent

Strategy One by one

Ringtime 10 Second(s)

Retry Count 0

Queue Wait Time 15 Second(s)

Listen Volume

Allow CLI

(Note: Select CLI priority wise.)

Back Save

The Call Transfer Module can be used to transfer the call to the correct department for the Customer if they had a call to the wrong department.

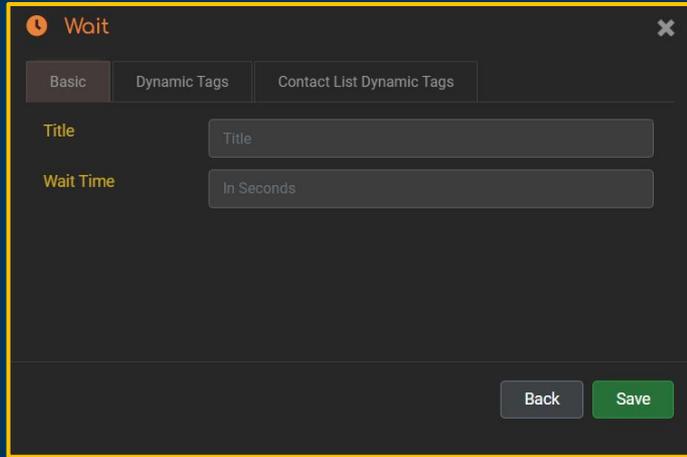
It will save lots of time for the customer, here the Agent will transfer the call to a different department within a few seconds for the customer.

We have various functionalities in this which are-

- User can give the Title of their choice.
- In Connect to, users can select Group, Agent, CLI Agent as per their needs, Status or dynamic, and Agent Group from the drop-down. One can create a New Agent as well.
- In strategy, the user can select Call Transfer either “One by One” or “To All”.
- Ringtime is the time for which the ringtone will be played. It can be selected in seconds as per the requirement.
- Queue Wait Time can be selected in seconds as per the requirements.
- Listen Volume can be adjusted by sliding the bar.
- Allow CLI means to select the CLI number from the drop-down.

You can use dynamic tags and contact list dynamic tags to make your IVR more customized.

Wait



The screenshot shows a configuration window titled "Wait" with a close button (X) in the top right corner. Below the title bar are three tabs: "Basic", "Dynamic Tags", and "Contact List Dynamic Tags". The "Basic" tab is selected. Under the "Basic" tab, there are two input fields: "Title" with the placeholder text "Title" and "Wait Time" with the placeholder text "In Seconds". At the bottom right of the window are two buttons: "Back" and "Save".

The Wait Module of the IVR Flow helps in adding the wait functionality between the two modules and also takes input from the customer.

It will help the Customer to have ample time to enter the details as asked in the IVR Flow.

You can use dynamic tags and contact list dynamic tags to make your IVR more customized.

IfElse

IfElse

Basic | Dynamic Tags | Contact List Dynamic Tags

Title

+ Add Cases

1	Parameter	isNumber	X
2	Parameter	isString	X
3	Parameter	isEmail	X
4	Parameter	isMobile	X

Back Save

IfElse Module of the IVR Flow is used specifically for adding the conditions to the IVR with various cases.

Like, if we want to have different IVRs for different days of the week, then we can do it with the help of this IfElse Module.

You can use dynamic tags and contact list dynamic tags to make your IVR more customized.

SMS

The screenshot shows the SMS configuration interface. It features a dark theme with a yellow border. At the top, there's a title bar with 'SMS' and a close button. Below the title bar are three tabs: 'Basic', 'Dynamic Tags', and 'Contact List Dynamic Tags'. A blue button '+Create/Update Sms Settings' is located below the tabs. The main area contains several form fields: 'Title' (text input), 'Route' (dropdown menu), 'Sender Id' (dropdown menu), 'Send To' (dropdown menu), 'Language' (dropdown menu), and 'SMS Content' (text area). At the bottom right, there are 'Back' and 'Save' buttons.

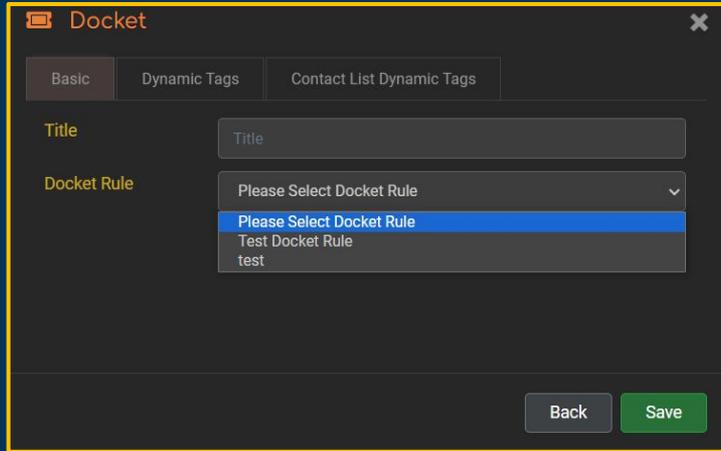
The main purpose of the SMS Module of the IVR Flow is- If we want to deliver the message to the caller in between the call regarding any Update, Coupon Code, and Reference Number for the call.

Here are the fields that need to be filled-

- The user has to give the Title for the SMS.
- Route means the nature of SMS, the user can fill as per the requirement from the drop-down - Enterprise, Transactional, and Promotional.
- Like the SMS head when the user receives an SMS, Airtel(Service Provider)
- Users have the option to select either English or choose Unicode.
- SMS Content - Here, the agent has to mention the "SMS Content" which will be sent to the customer.

You can use dynamic tags and contact list dynamic tags to make your IVR more customized.

Docket



The screenshot shows a 'Docket' configuration window with three tabs: 'Basic', 'Dynamic Tags', and 'Contact List Dynamic Tags'. The 'Basic' tab is active. It contains a 'Title' text input field and a 'Docket Rule' dropdown menu. The dropdown menu is open, showing three options: 'Please Select Docket Rule' (highlighted in blue), 'Test Docket Rule', and 'test'. At the bottom of the window, there are 'Back' and 'Save' buttons.

The main purpose of the Docket Module in the IVR Flow are as follows-

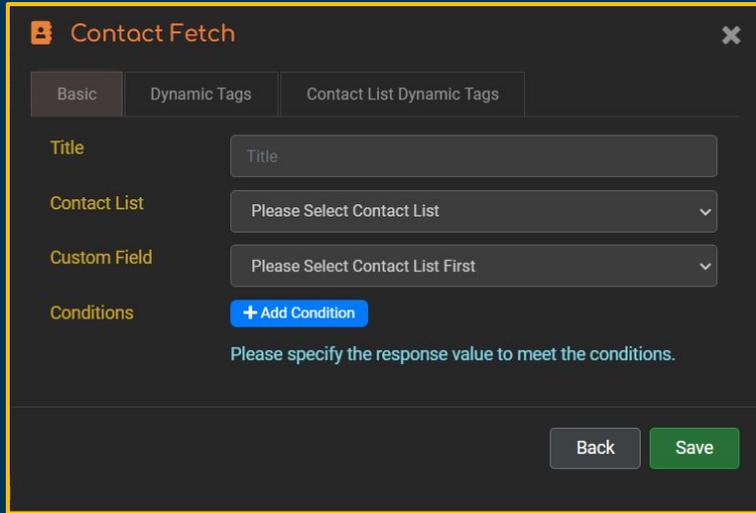
- Generate coupon code during the call.
- Create a call ticket during the call.

You can give the Title to the Docket.

You can select the Docket rule from the drop-down.

You can use dynamic tags and contact list dynamic tags to make your IVR more customized.

Contact Fetch



The screenshot shows a configuration window titled "Contact Fetch" with a close button (X) in the top right corner. The window has three tabs: "Basic", "Dynamic Tags", and "Contact List Dynamic Tags". The "Basic" tab is selected. The form contains the following fields:

- Title:** A text input field with the placeholder text "Title".
- Contact List:** A dropdown menu with the placeholder text "Please Select Contact List".
- Custom Field:** A dropdown menu with the placeholder text "Please Select Contact List First".
- Conditions:** A section with a blue button labeled "+ Add Condition" and a text prompt "Please specify the response value to meet the conditions." below it.

At the bottom right of the window, there are two buttons: "Back" and "Save".

Contact Fetch Function of the IVR Module is as follows-

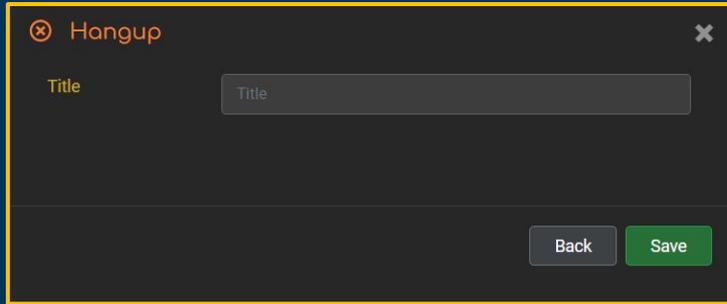
We can add Custom Fields like First Name, Last Name, Address, Phone Number, and Email.

We can also add the conditions, as required.

For Example, If you want to fetch some contact for a particular city, we can do it from here. We can set the Contact List for three cities Jaipur, Udaipur, and Jodhpur.

You can use dynamic tags and contact list dynamic tags to make your IVR more customized.

Hangup



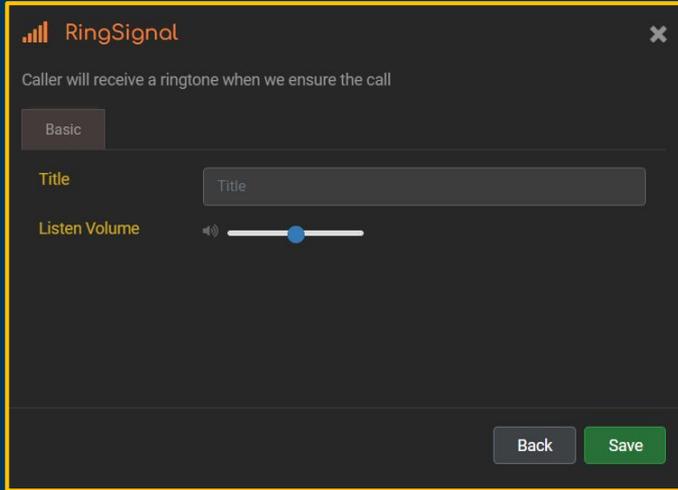
The screenshot shows a configuration window for the 'Hangup' module. The window has a title bar with a close button (X) and the text 'Hangup'. Below the title bar, there is a label 'Title' followed by a text input field containing the word 'Title'. At the bottom of the window, there are two buttons: 'Back' and 'Save'.

The Hangup Module is used in the IVR Flow to cut the call, basically when the call is about to finish.

It is also a default module when you start building an IVR flow.

It is usually used at the end of the IVR Flow.

RingSignal



The screenshot shows a configuration window titled "RingSignal" with a close button (X) in the top right corner. Below the title, there is a status bar with a signal strength indicator and the text "RingSignal". The main content area contains the following elements:

- A sub-header: "Caller will receive a ringtone when we ensure the call"
- A tab labeled "Basic"
- A "Title" field with a text input containing the word "Title"
- A "Listen Volume" control with a speaker icon and a horizontal slider bar with a blue knob.
- At the bottom, there are two buttons: "Back" and "Save".

The Ring Signal Module is used at the beginning of the call before the start of the Announcement Module.

It helps to prepare the customer to listen to the Announcement carefully.

The caller will receive a ringtone after dialing the DID Number.

Edit/Delete the Module



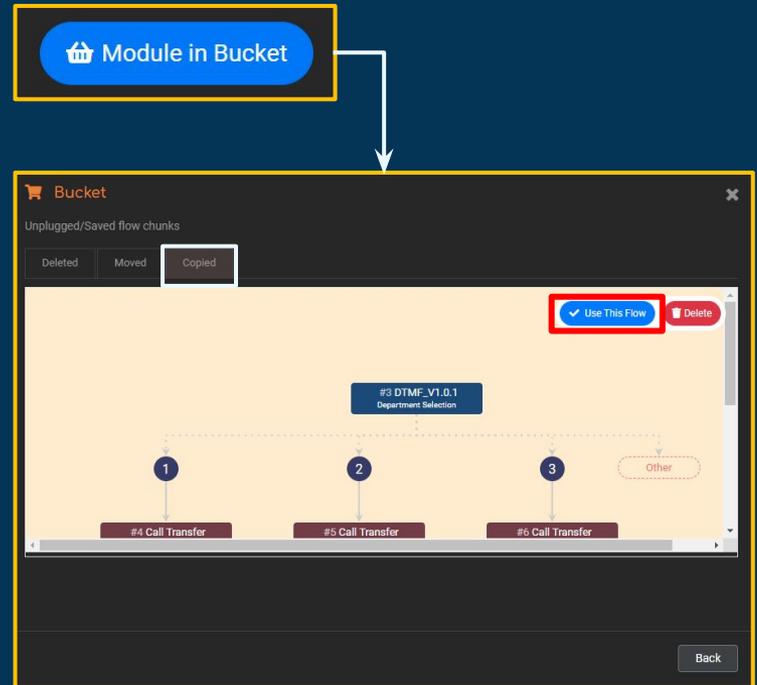
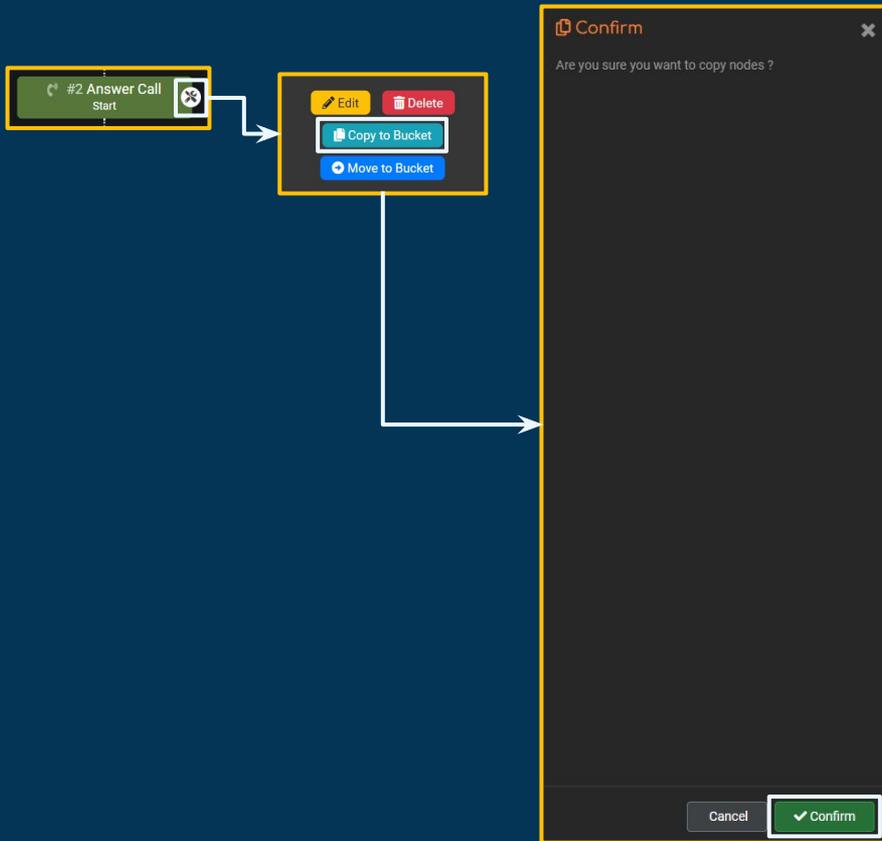
Edit: With this functionality, we can edit the features of the existing IVR Flow Module with ease.

By clicking on the Edit button, the module will be open again in editable format, and the Admin/Agent can make changes to the Module.

Delete: With time, if you are thinking that any module is not needed in the IVR Flow, then clicking the Delete button on that particular module, will delete the Module.

Disclaimer: If you delete a module, the whole node of that tree attached to that module will also get deleted.

Copy to Bucket



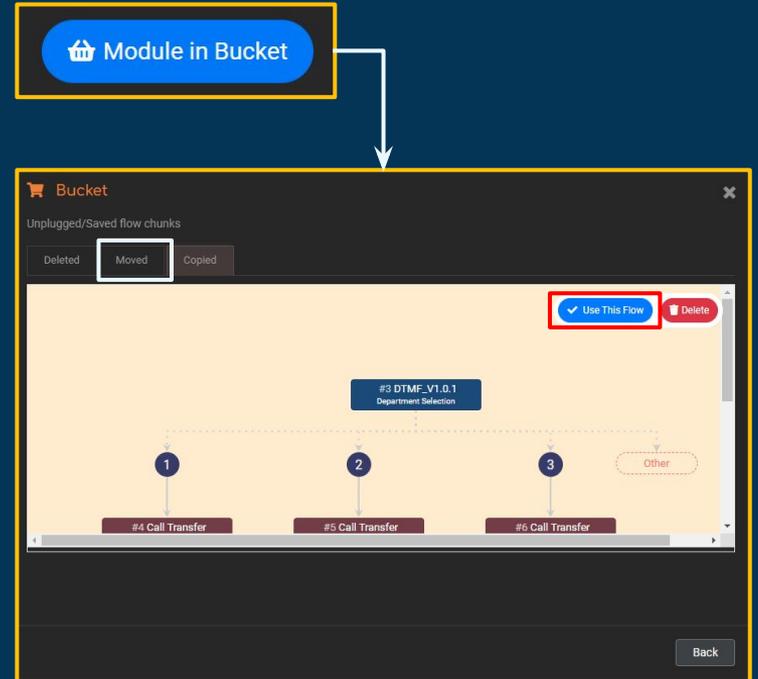
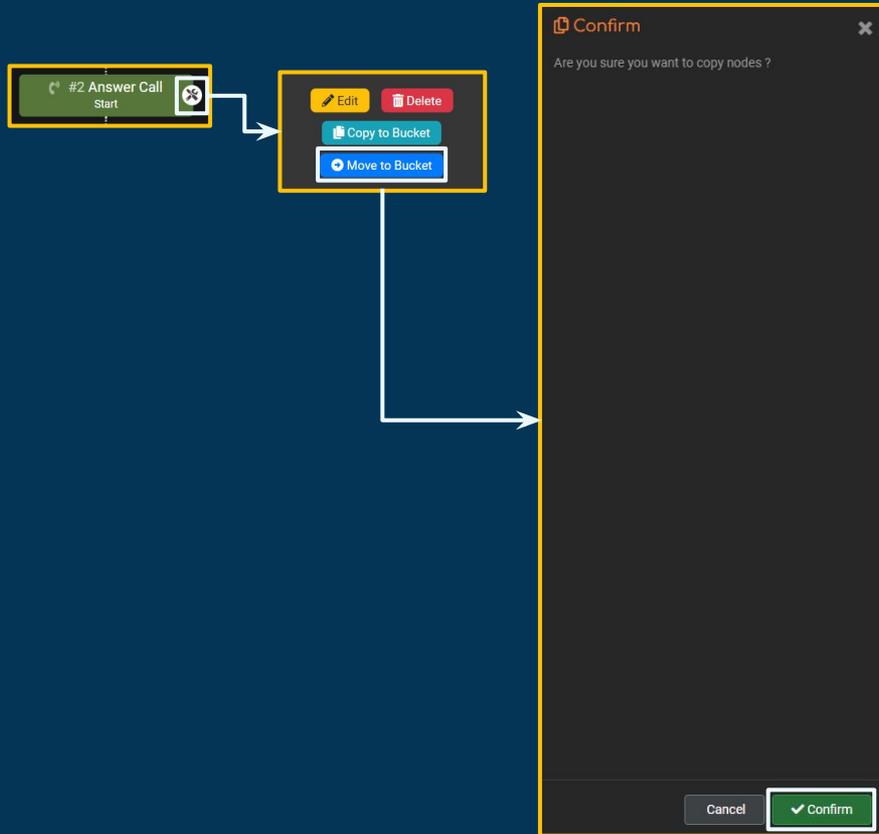
Copy to Bucket

Copy to Bucket is one of the important functionality if you want to copy the same IVR flow to any particular node of the IVR Flow, then click on the button that is on the top right side of the node and then just click on the Copy to Bucket button, and it will confirm with you by opening a different dialog box. Once you have confirmed, then it will be copied into the Clipboard.

For the place you want it to add, just click on the (+) symbol, then the list of IVR Modules will be opened, and at the bottom click on the “Module in Bucket” button, then select the Copied tab, then click on “Use this Flow”, the complete flow will appear as it is at the desired place of your choice.

Disclaimer: One needs to save IVR before copying any node.

Move to Bucket



Move to Bucket

Move to Bucket is also one of the important functionalities if you want to move the same IVR flow to any particular node of the IVR Flow, then click on the button that is on the top right side of the node and then just click on the Move to Bucket button, and it will confirm with you by opening a different dialog box. Once you have confirmed, then it will be moved to the Clipboard.

For the place you want it to add, just click on the (+) symbol, then the list of IVR Modules will be opened, at the bottom click on the “Module in Bucket” button, select the Moved tab, then click on “Use this Flow”, the complete flow will be removed from the previous place and appear as it is at the desired place of your choice.

It will only work if the IVR Title is saved. If it is not saved, then give your IVR flow a name and hit save.