



Quick Guide to TraiTel

Outbound IVR

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The TraiTel IVR system is designed to be easy to set up for people with basic computer knowledge.

TraiTel has a team of technical experts and it is recommended that the initial set up be made with our assistance however this is not mandatory.

One of the features of the TraiTel IVR is the ability to launch it remotely via an HTTP API, make outgoing calls, accept input from the person who answers and perform actions based on the input it receives from the person called.

The TraiTel IVR uses a set of commands that can quickly configure an IVR. Arguments are nested i.e. if you define conditions and actions, they are grouped together – these are coloured to identify them.

The comment command is useful for adding notes to your IVR menu – use comments to define sections in your IVR menus.

Each section should terminate with the End Call command i.e. if nothing else is selected or done in this section, end the call – this prevents calls running into other sections of the menu unintentionally.

Wave files for upload must be 8Kps, 16 bit mono.

A list of functions is below, example basic set ups follow.

Functions:

Between the hours – Days and times when the section is followed.

Call and branch to line – places a call then continues IVR menu at a specified place

Call PSTN – transfers call to a landline or mobile number

Call TTM or SIP – calls your TraiTel device - can also have a name tag for caller ID

Call with Holding Queue – calls a number immediately, other calls will be queued

Comment – Places information in the menu, does not perform an action

Condition on Calling Number – take an action on a specific calling number

Condition – take an action depending on the digits dialled

Connect branched calls – reconnects a branched call to its parent caller

Define conference speeddial number – defines speed dial codes for conference call inclusion

Enable On-Hold Callback – allows a caller to request a callback while on hold, request will be emailed

End Call

End Parent – end the parent call

Forward to Voicemail – enter phone number for voicemail

Goto Line #

Group Call – calls a group of numbers, groups can be defined in the sub-accounts section

Hangup, continue menu – ends the call but continues the menu

Holding Call – attempts to call a number multiple times – precede with: “Play Looping WaveFile (Interruptable)”

If SIP phone is offline

Load New Menu – loads a new IVR menu

On specific date – create a branch that applies on specific dates

Password – used to restrict access to IVR menus

Play beep – used for voicemail setup, etc.

Playback recording – play back audio from “Record for later playback”

Play Looping WaveFile (interruptable)

Play Wave File (Blocking)

Play Wave File (Interruptable)

Record Digits – records set number of digits, condition can then be applied

Record for later playback – records audio that can be played back later in the call

Record full call – send to email

Record to Email – record audio for a specified period then email (often used for vm)

Send SMS message

Stop radio stream

Stream internet radio

Submit current state to HTTP URL – submits the current state to an external HTTP script. Accepts specified responses.

Text to speech (blocking)

Text to speech (non-blocking)

Variable to speech (blocking) – reads the content of a variable, cannot be interrupted

Variable to speech (non-blocking)

Here is a screenshot of the IVR section of web-messaging. You can create, edit or delete IVR menus here. When you initially create an IVR menu it will by default be inbound. To change it to outbound, click on “[Change to Outbound IVR](#)”.

The screenshot displays the TraiTel web interface for IVR management. The top navigation bar includes icons for Home, Send Fax, Send SMS, SMS Services, Voice Services, Contacts, Reporting, Billing and Services, Settings, Developers, Email, and Log Out. The sidebar on the left lists various services under categories like Voice Hardware, VSMS, and IVR. The main content area contains a 'Create new Interactive Voice Response system' form with a 'Name' field and a 'Create' button. Below the form is a table of existing IVR menus:

Name	Created	Numbers	Edit
Example IVR	2012-05-01 12:40:03	Add Number----- Add	Edit Delete Create Duplicate

An arrow points from the text "To change to Outbound IVR click here" to a link labeled "Change to Outbound IVR" located in the 'Numbers' column of the table row.

Once you have changed the IVR menu to outbound, in the numbers column will be the word “Outbound” as incoming numbers cannot be assigned to an outbound IVR menu. Also, next to the word “Outbound” you will now have a “[Settings](#)” option.

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Voice Hardware

- Recorded Calls
- Order TraiTel Phones
- Configure SIP device
- View SIP device status

VSMS

- Set Failure Options

IVR

- Manage voice menus
- Manage password lists

Conference

- Create Conference

Interactive Voice Response

Create / Manage Menus | Create / Manage password lists | View Call Logs

The Interactive Voice Response system lets you create interactive menus that will play as people call your TraiTel Numbers. This system can assist in routing calls to appropriate TTMessengers, landlines, mobiles, and voicemail boxes. To create an interactive voice response system:

1. Create a new menu using the form below.
2. Assign one or more of your TTMessenger numbers to the menu.
3. Add content to the menu using the 'Edit' function below.

Create new Interactive Voice Response system:

Name:

Name	Created	Numbers	Edit
Outbound IVR Test	2012-06-22 14:39:57	Outbound Settings Change to inbound IVR	Edit Delete Create Duplicate

Click on this to show the initial outbound configuration options.

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Interactive Voice Response

Dialing options:
 Configure how often this menu should retry a number that is busy or not answering, as well as how long to wait inbetween retries

Initiate IVR Menu via HTTP
 Instructions on how to initiate an outbound IVR call via an HTTP request. You may also configure custom variables to be passed from HTTP to the IVR menu here.

Sample Invitation Form
 A sample HTML form demonstrating the HTTP Initiation procedure. **Note: This form is Live and will initiate a call on request**

Results reported by HTTP
 Allows you to configure a URL where the results of an outbound IVR call are sent, including all custom variables, all variables collected during the call, as well as whether the call succeeded or not, the cause of the error if it failed, and the number of attempts to dial the number.

Dialling options is fairly basic, you simply set how many times the destination number will be retried if the call fails and the time period (in seconds) between retries. (300 / 60 = 5 minutes).

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Configure DialOut options for Outbound IVR Test

Dialling Options:
It is often necessary to automatically retry a call when an error occurs. For example, the line may be busy, or was answered by an answering machine. In these cases, you may specify how often the system retries the destination number.

When a call fails, retry times, and wait seconds between each retry.

[Initiate IVR Menu via HTTP](#) gives basic instructions on how to initiate an outbound IVR call via an HTTP request and identifies the apiid of the menu. You can also define custom variables that will be passed to the IVR menu.

The dialout IVR can be initiated via an HTTP GET query. Simply send an HTTP GET query to <http://api.traitel.com/ivrout.pl>.

The following key/value pairs are required:

user *your TraiTel username*
pass *your TraiTel password*
apiid *1 – this identifies the outbound IVR menu to be called. If there are two outbound IVR menus the apiid of the second will be 2, etc.*
dest *the destination number to be dialled.*

e.g. <form method=GET name="Form_Name" action=http://api.traitel.com/ivrout.pl">
 <input type=hidden name="apiid" value="1">
 <input type=text name ="user" value="yourusername">

 <input type=password name="pass" value="yourpassword">

 <input type=text name="dest" value="numbertobedialled">
 etc.

The screenshot shows the TraiTel web interface. The top navigation bar includes links for Home, Send Fax, Send SMS, SMS Services, Voice Services, Contacts Reporting, Billing and Services, Settings, Developers, Email, and Log Out. The sidebar on the left lists various services under categories: Voice Hardware (Recorded Calls, Order TraiTel Phones, Configure SIP device, View SIP device status), VSMS (Set Failure Options), IVR (Manage voice menus, Manage password lists), and Conference (Create Conference). The main content area is titled 'Interactive Voice Response' and contains the following text:

Dialing options
Configure how often this menu should retry a number that is busy or not answering, as well as how long to wait inbetween retries

[Initiate IVR Menu via HTTP](#)
Instructions on how to initiate an outbound IVR call via an HTTP request. You may also configure custom variables to be passed from HTTP to the IVR menu here.

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Initiate dialout via HTTP
The dialout IVR can be initiated via an HTTP 'GET' query. Simply send an HTTP GET to <http://api.traitel.com/ivrout.pl>

The following key/value pairs are required:

<i>user</i>	<i>Your TraiTel username</i>
<i>pass</i>	<i>Your TraiTel password</i>
<i>apiid</i>	<i>1</i>
<i>dest</i>	<i>The destination number to dial, in international format. For example 61212345678 for Australia; 6441234123 for a number in NZ.</i>

You may also specify additional values that will be available for playback in the IVR menu.
Currently defined variables:

Define a new variable:
Name:

Sample Initiation Form provides a basic **working** script to demonstrate the above initiation procedure.

Enter your TraiTel username, password and a destination number to receive a demonstration.

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Sample form:

This is an example form to initiate an IVR call. This form works and may be used for testing purposes. The source code is also available below.

TraiTel Username:

TraiTel Password:

Destination Number:

Sample code:

```
<FORM METHOD=POST NAME="ivr_sample"
ACTION="http://api.traitel.com/ivrout.pl">
<INPUT TYPE=HIDDEN NAME="apiid" VALUE="1">
TraiTel Username: <input type=text name="user"
value=""><BR>
TraiTel Password: <input type=password name="pass"
value=""><BR>
Destination Number: <input type=text name="dest"
value=""><BR>
<INPUT TYPE=SUBMIT VALUE="Initiate!" name="init">
```


Results reported by HTTP allows you to set a URL where the results of an outbound IVR call are sent, including all variables set or collected as well as whether the call succeeded or not, the cause of the error if it failed and the number of attempts to dial the number.

You can also define retry attempts in the event your HTTP server cannot be reached or does not respond successfully.

The screenshot shows the TraiTel web interface. The top navigation bar includes links for Home, Send Fax, Send SMS, SMS Services, Voice Services, Contacts, Reporting, Billing and Services, Settings, Developers, Email, and Log Out. The left sidebar contains a menu with categories: Voice Hardware (Recorded Calls, Order TraiTel Phones, Configure SIP device, View SIP device status), VSMS (Set Failure Options), IVR (Manage voice menus, Manage password lists), and Conference (Create Conference). The main content area is titled 'Results reported by HTTP' and contains the following text: 'Allows you to configure a URL where the results of an outbound IVR call are sent, including all custom variables, all variables collected during the call, as well as whether the call succeeded or not, the cause of the error if it failed, and the number of attempts to dial the number.' Below this is a 'Result Reporting:' section stating: 'When a call completes, the resulting values input during the calls may be sent back to your application via HTTP. To enable this feature, simply complete the form below.' A 'Variables that will be sent in HTTP reporting:' section lists: requestid (The request ID returned by the HTTP call to /ivrout.pl), number (The dialed phone number), account (your TraiTel account username), apid (This menu's API ID (in this case, 1)), success (Non-zero indicates the call was answered and the menu delivered), fail (Non-zero indicates the menu could not be delivered), and errortype (A human-readable description of the error). It also notes 'tries' as the number of times the call was attempted, and that these are drawn from the IVR menu. Below this, it says 'These are drawn from the User-Defined HTTP variables above:'. A form field for 'Send results via HTTP to:' is present, with a note 'Must include http:// or https://'. An 'HTTP reporting retries:' section states: 'If the HTTP server cannot be reached or does not respond successfully, the report will be resent. You may customize how the report should be resent here'. A form shows 'After a failure, wait 300 seconds and try up to 3 times'. 'Back' and 'Save' buttons are at the bottom.

Here is a screenshot of an example outbound IVR menu, where a number is dialled, upon answer a message is played to the recipient to either confirm or cancel an appointment. The information received is then forwarded to a script on a server, and a thank you message played before the call is terminated.

The screenshot displays the Traitel Telecommunications web interface. The top navigation bar includes links for Home, Send Fax, Send SMS, SMS Services, Voice Services, Contacts, Reporting, Billing and Services, Settings, Developers, Email, and Log Out. The left sidebar contains various management tools such as Recorded Calls, Order Traitel Phones, Configure SIP device, View SIP device, Variable to speech, Record Digits, Condition, Submit Current State, Set Failure to HTTP URL, Goto, *End of Condition, Manage voice menus, Manage password lists, Conference, Create Conference, and Room-Connect. The main content area is titled 'Interactive Voice Response' and shows the configuration for 'Outbound IVR Test'. The configuration includes options for creating or managing password lists, creating or restoring snapshots, and viewing call logs. The main configuration area is a table with 17 lines of actions:

Line	Action
1	{X} {Edit} {Insert Before} Read the content of message
2	{X} {Edit} {Insert Before} Record up to 1 digits into Appointment
3	{X} {Edit} {Insert Before} If Appointment = "1" then do:
4	{X} {Edit} {Insert Before} HTTP Submit: http://yourdomain.com/appointment_manager.cgi? action=confirm
5	{X} {Edit} {Insert Before} Goto line # 16
6	{X} {Edit} {Insert Before} End Call
7	{X} {Edit} {Insert Before} Insert new action
8	{X} {Edit} {Insert Before} If Appointment = "2" then do:
9	{X} {Edit} {Insert Before} HTTP Submit: http://yourdomain.com/appointment_manager.cgi? action=cancel
10	{X} {Edit} {Insert Before} Goto line # 16
11	{X} {Edit} {Insert Before} End Call
12	{X} {Edit} {Insert Before} Insert new action
13	{X} {Edit} {Insert Before} Goto line # 1
14	{X} {Edit} {Insert Before} Play Thank you goodbye. (Blocking) [Download]
15	{X} {Edit} {Insert Before} Add action
16	{X} {Edit} {Insert Before} End Call
17	{X} {Edit} {Insert Before} End Call

It is recommended that you create a back up copy of your IVR menu, particularly if you are editing it. This will allow you to restore your menu in the event of any errors. The below screenshot shows how:

The screenshot displays the TraiTel web interface for managing IVR menus. The main content area is titled "Interactive Voice Response" and shows the current menu being edited: "Outbound IVR Test". Under the "Options" section, there is a link for "Create or Restore Snapshot". A red-bordered box highlights the "Snapshots" section, which contains the following text:

Snapshots:
Using this tool, you may create backup copies of your menu, and restore them when needed. TraiTel Recommends making a backup copy of your menu once it is designed, and before and after each edit thereafter. This provides a simple way to restore a menu after an unwanted or accidental edit.

Your snapshots:

Create snapshot:
Description:

At the bottom of the main content area, there are two buttons: "Add action" and "End Call".

On the left sidebar, under the "IVR" section, there is a link for "Manage voice menus". A callout box points to the "Create or Restore Snapshot" link in the "Options" section and contains the text: "To create or restore a back up copy of your IVR menu, click here".

Another callout box at the bottom left points to the "Add action" button and contains the text: "This window will open. Enter a name for a new copy or select from a list of saved menus."

Please test your IVR through to ensure correct operation before going live. For assistance, please contact TraiTel Telecommunications.