

## 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.

©Traitel Telecommunications Ltd 2012 Telephone: (61) (2) 9032 2700 Web: <a href="http://www.traitel.com.au">http://www.traitel.com.au</a> Email: <a href="mailto:customer-service@traitel.com.au">customer-service@traitel.com.au</a>

## **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)

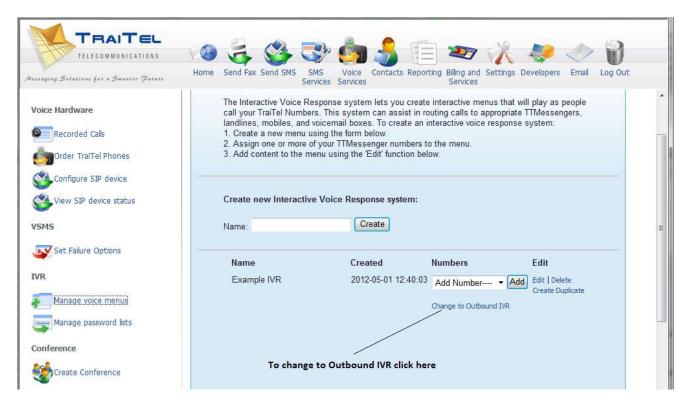
Text to speech (non-blocking)

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

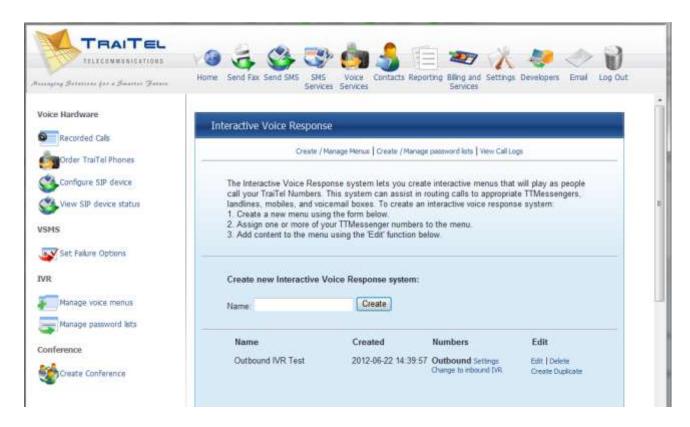
Variable to speech (non-blocking)

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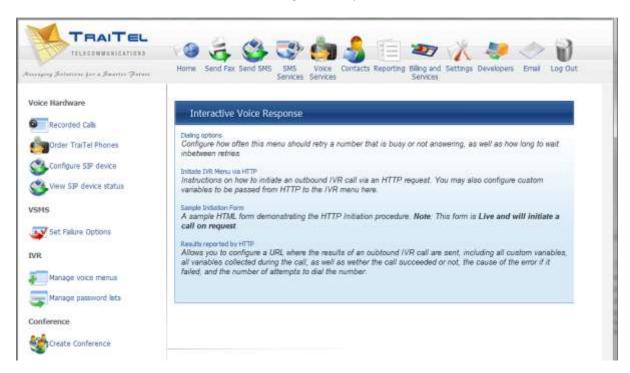
Here is a screenshot of the IVR section of web-messaging. You can create, edit or delete IVR menus here. When you initially create an IVR menu it will by default be inbound. To change it to outbound, click on "Change to Outbound IVR".



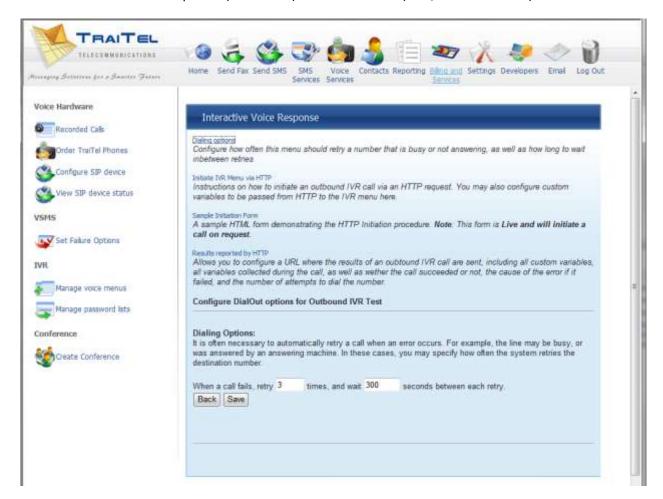
Once you have changed the IVR menu to outbound, in the numbers column will be the word "Outbound" as incoming numbers cannot be assigned to an outbound IVR menu. Also, next to the word "Outbound" you will now have a "Settings" option.



Click on this to show the initial outbound configuration options.



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).



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 <a href="http://api.traitel.com/ivrout.pl">http://api.traitel.com/ivrout.pl</a>.

The following key/value pairs are required:

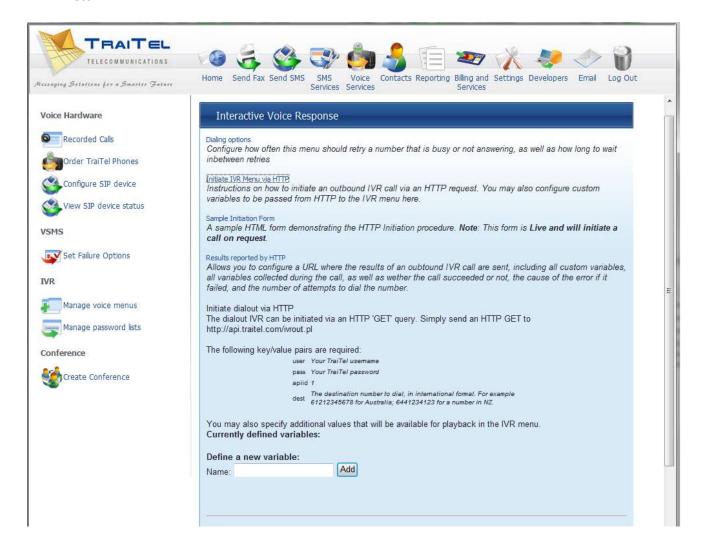
user your TraiTel username pass your TraiTel password

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.

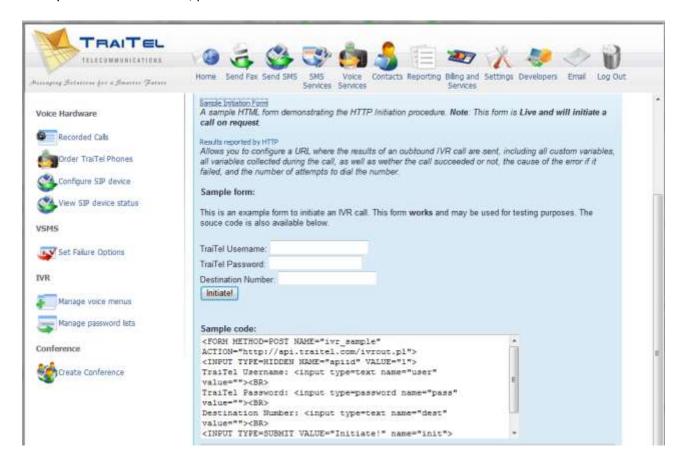
dest the destination number to be dialled.

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"><br/>
 <input type=password name="pass" value="yourpassword"><br/>
 <input type=text name="dest" value="numbertobedialled">
 etc.



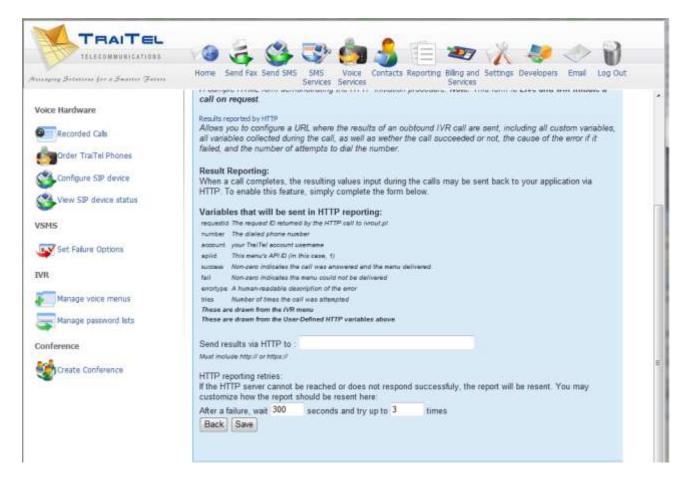
Sample Initiation Form provides a basic *working* script to demonstrate the above initiation procedure.

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

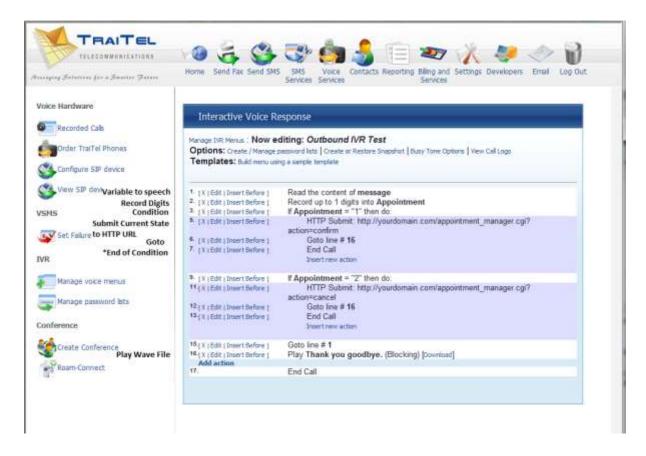


Results reported by HTTP allows you to set a URL where the results of an outbound IVR call are sent, including all variables set or collected as well as whether the call succeeded or not, the cause of the error if it failed and the number of attempts to dial the number.

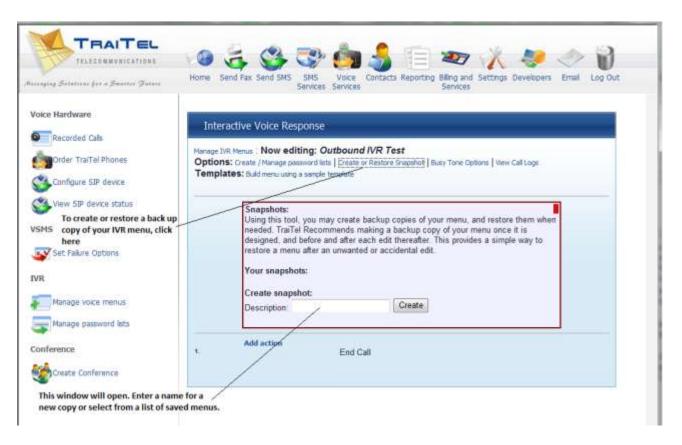
You can also define retry attempts in the event your HTTP server cannot be reached or does not respond successfully.



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.



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:



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