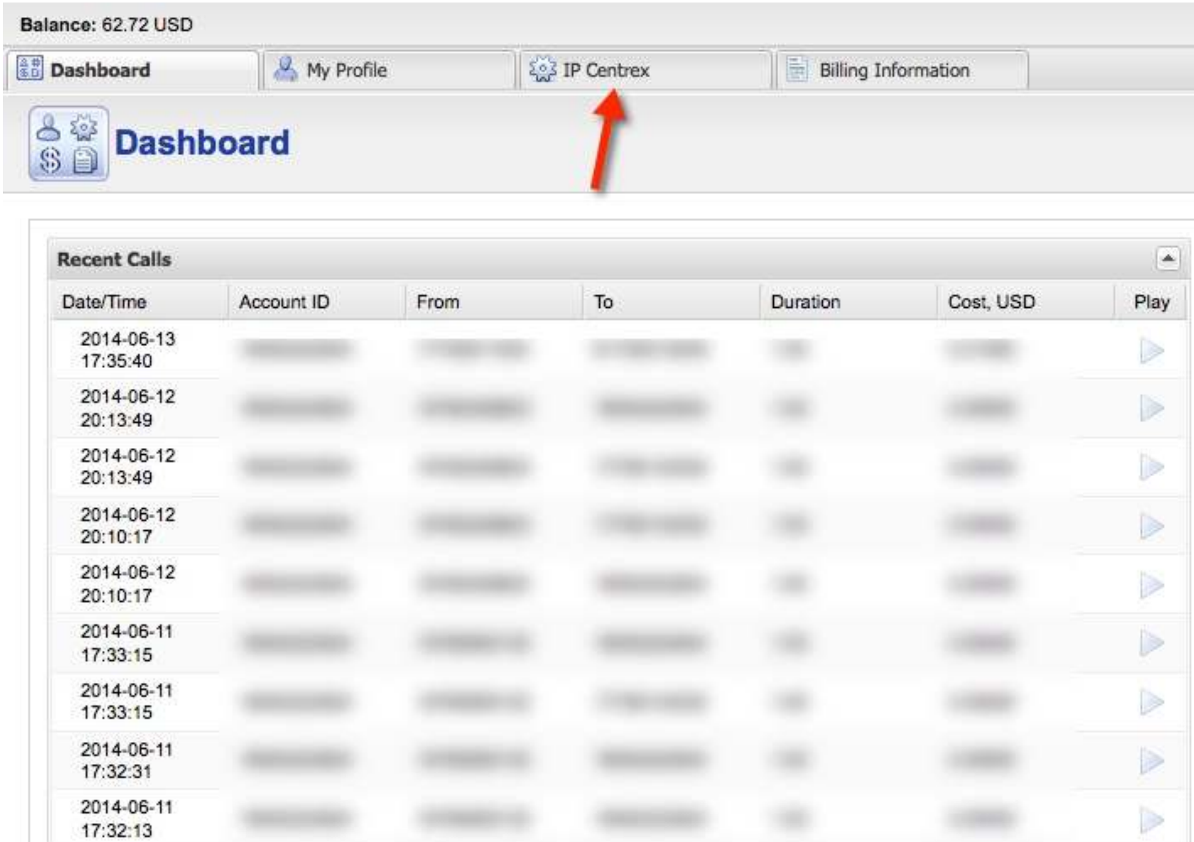
How To Set Up Your Interactive Voice Response (IVR)

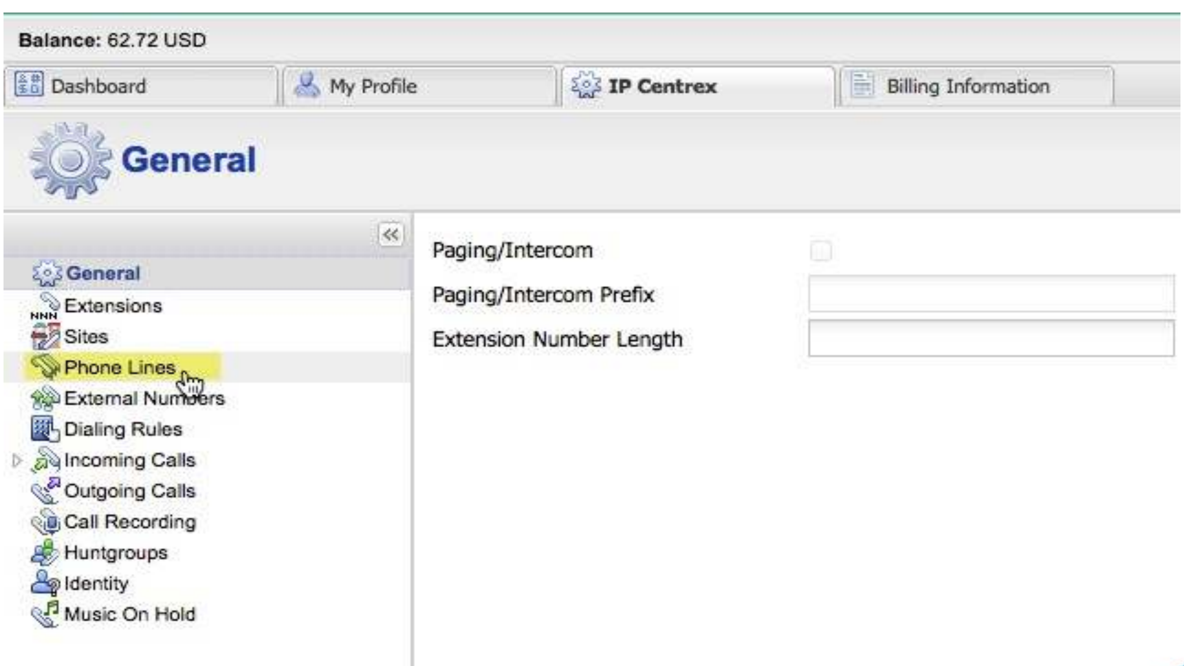
CallForwarding.com

Connecting Your Business to The World

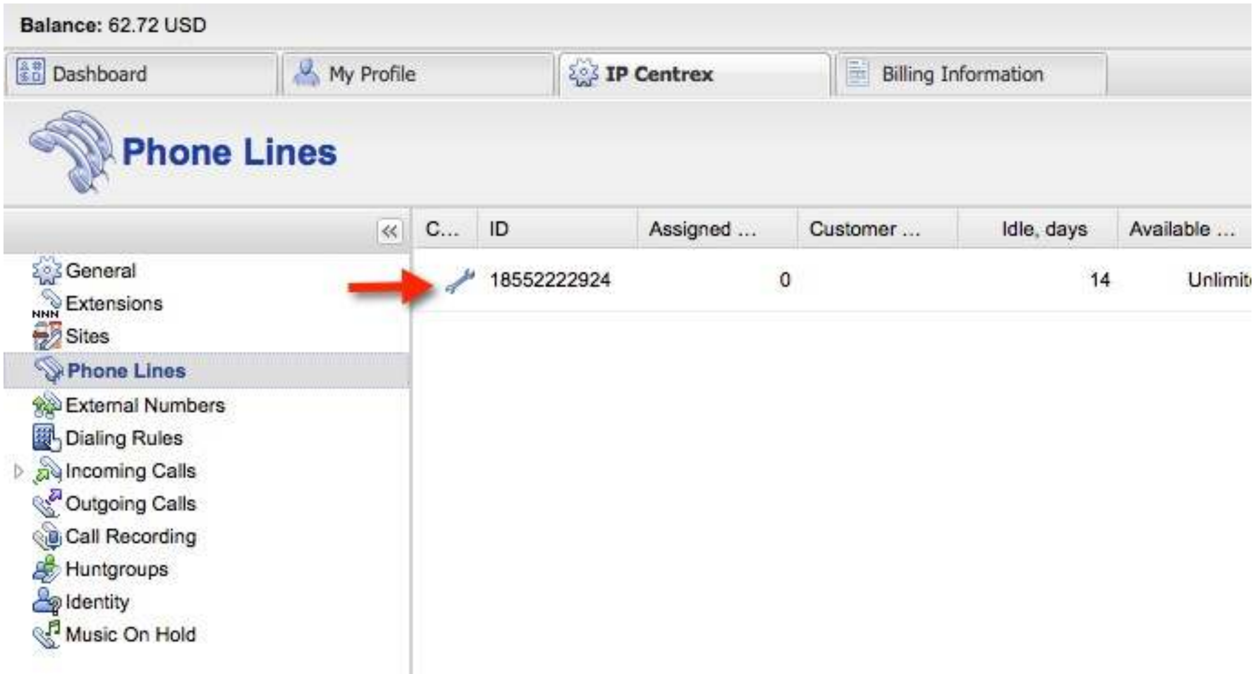
1. Begin by logging into your Customer Care Portal. This will bring a screen with all of your account information. Click on the **IP Centrex** tab.



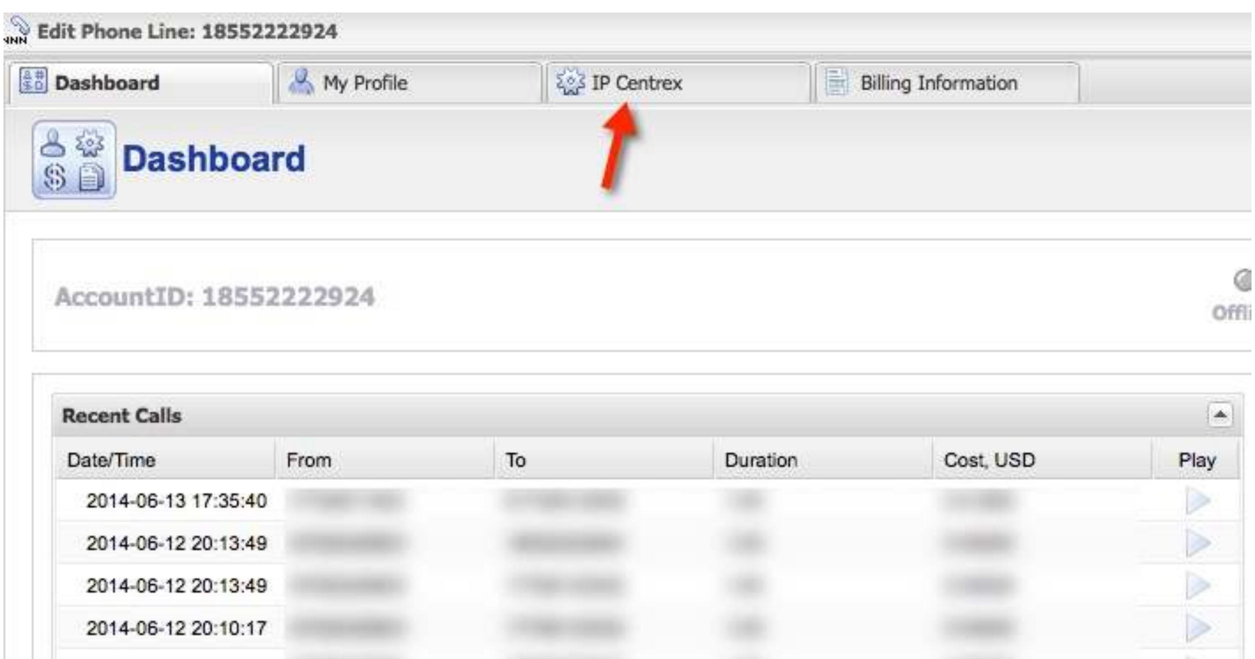
2. Click **Phone Lines.**



3. You should now see a list of all your phone numbers. Click on the **Configure Icon (blue wrench)** next to the phone number you would like to edit.

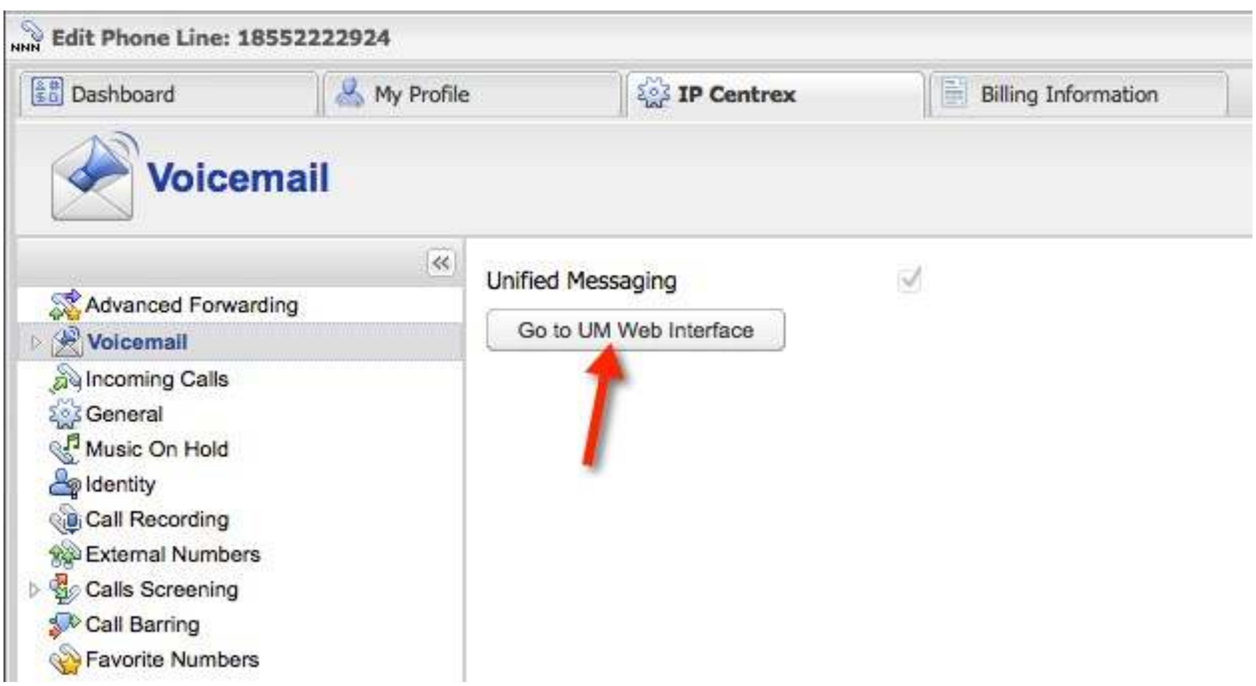


4. This brings up the dashboard page for the number you're going to edit. From here, click on the **IP Centrex** tab again.

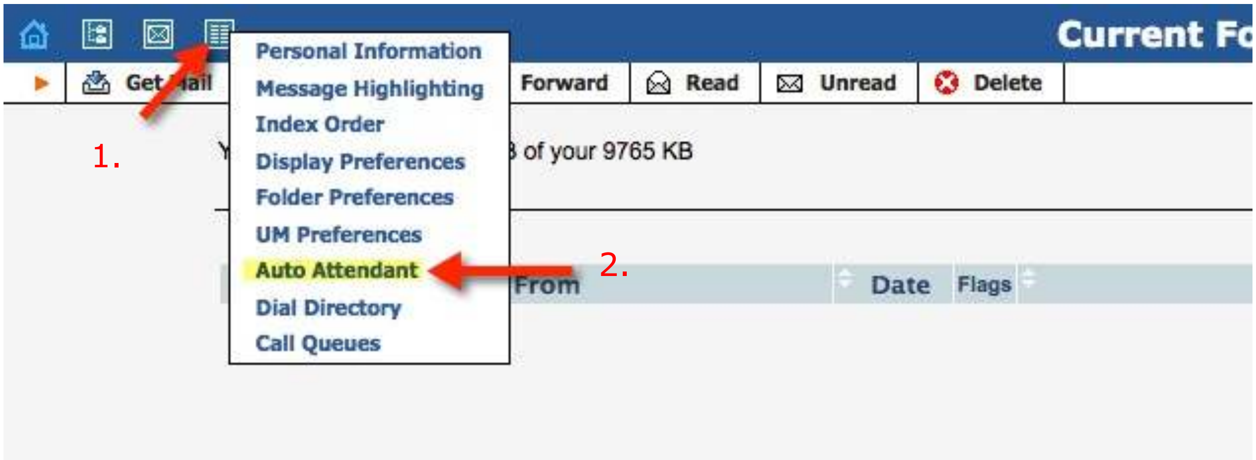


5. Click on the **Voicemail** tab on the left-hand side.

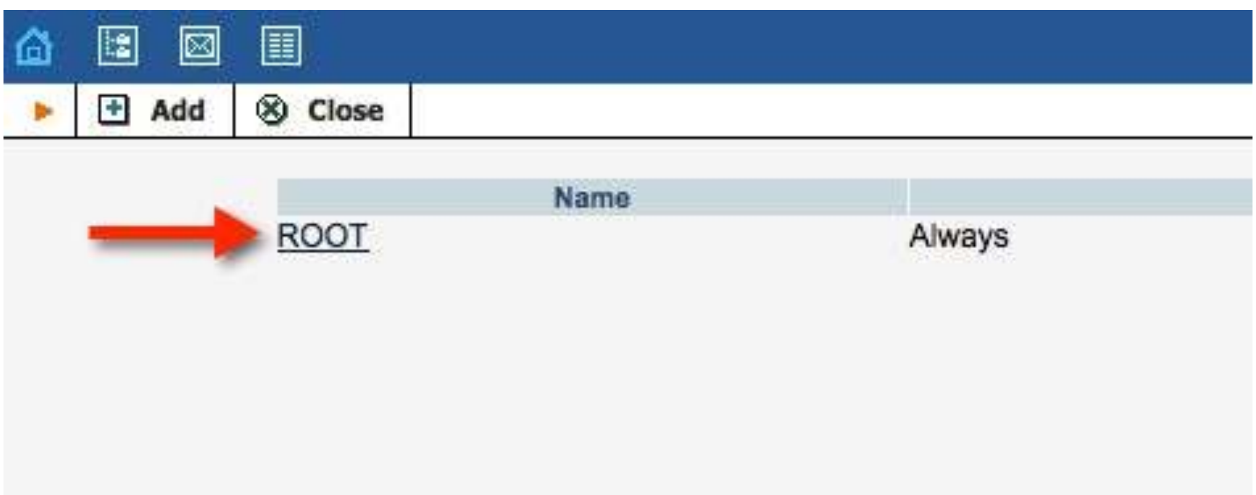
6. Click on the **Go To UM Web Interface** button. If you're unable to do so, that means your Unified Messaging is not enabled. Please contact support@callforwarding.com and one of our representatives will enable this feature for you.



7. You should now see your UM Folder. Hover your mouse over the box in the corner and select **Auto Attendant**.



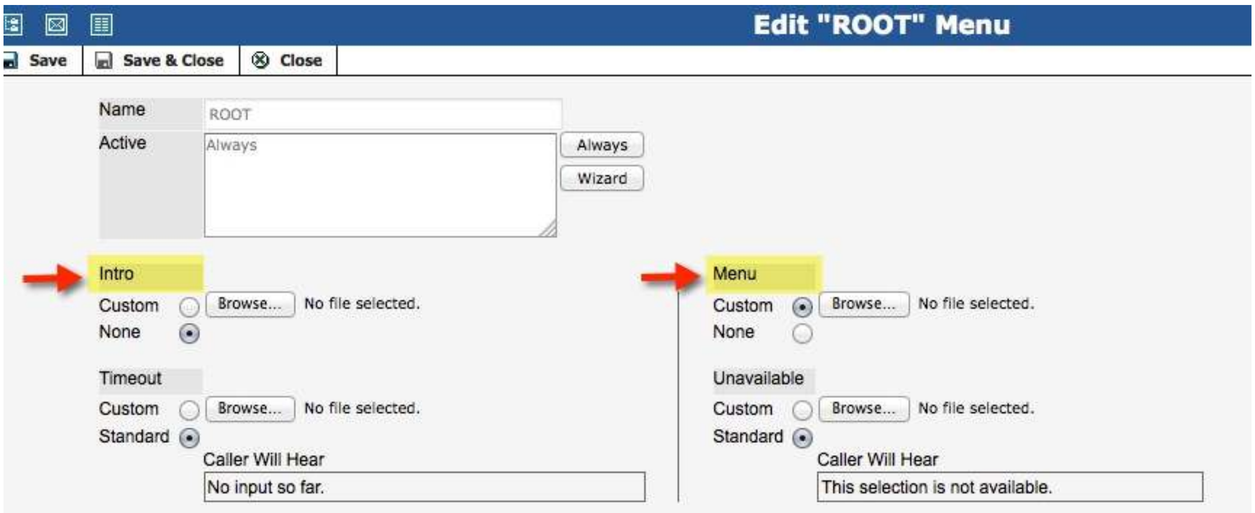
8. Select **Root**.



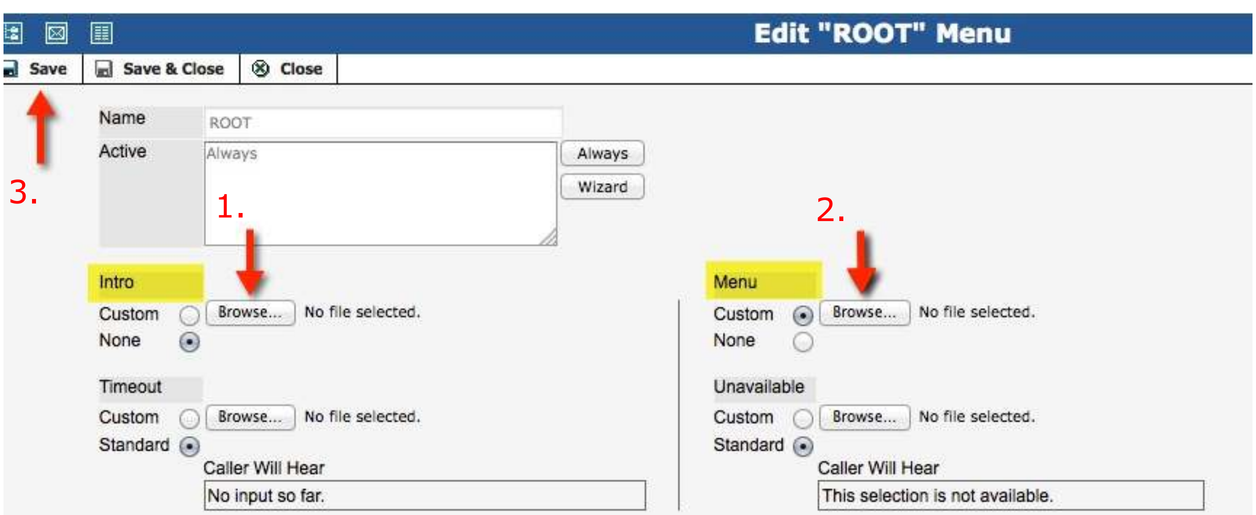
9. This is the IVR Setup Menu.

9a. The **Menu section** allows your customers to press keys that are recognized while the recording is being played. An example would be "Press 1 for Sales. Press 2 for Support."

9b. The **Intro** section allows you to upload a message that your customers must listen to before making a selection. An example would be, "Thank you for calling. Our hours of operations are Monday through Friday, 9:00am – 5:00pm."



9c. To upload an audio file, simply click **Custom** and then **Browse** under the Menu or Intro tab and select the audio file you wish to upload. **<u>The file must be in .MP3 format.</u>** Select **Custom** and **Save** after your file has uploaded.



10. Now, it’s time to set up your command options and ring-to phone numbers.

> 10a. The **Event** column shows all of the different command options that your customers can select. We can make commands for all of the keys on the dial pad of your phone. For example, if your recording says “Press 1 for Sales” then you’ll want Event number 1 to ring to your sales department or a specific sales representative.
>
> 10b. The **Action** column is where we tell the system what to do for each Event. There are two options you can use:
>
> > 1. **Transfer** – Use this to transfer to an Extension or Hunt Group that we have built in the system for you.
> >
> > 2. **Transfer to E.164** - Use this to transfer to an actual phone number. E.164 is simply the format we use when entering phone numbers. Type the number with the country code first and then the number.

Event	Action	Destination	Max Size	Play Before Action	File
Not Active	Unavailable				Browse... No file selected.
1	Unavailable				Browse... No file selected.
2	Unavailable				Browse... No file selected.
3	Unavailable				Browse... No file selected.
4	Unavailable				Browse... No file selected.
5	Unavailable				Browse... No file selected.
6	Unavailable				Browse... No file selected.
7	Unavailable				Browse... No file selected.
8	Unavailable				Browse... No file selected.
9	Unavailable				Browse... No file selected.
*	Unavailable				Browse... No file selected.
0	Unavailable				Browse... No file selected.
#	Unavailable				Browse... No file selected.
Timeout	Unavailable				Browse... No file selected.
Fax	Unavailable				Browse... No file selected.

11. You can also have your customers listen to a message before taking an action. For example, your customers might hear “Please hold for the transfer” before the call is transferred to a specific individual or department.

Select **Play Before Action**, and upload the audio file your customer will listen to. This file must be saved as an MP3.

12. When you are finished, click **Save and Close.**