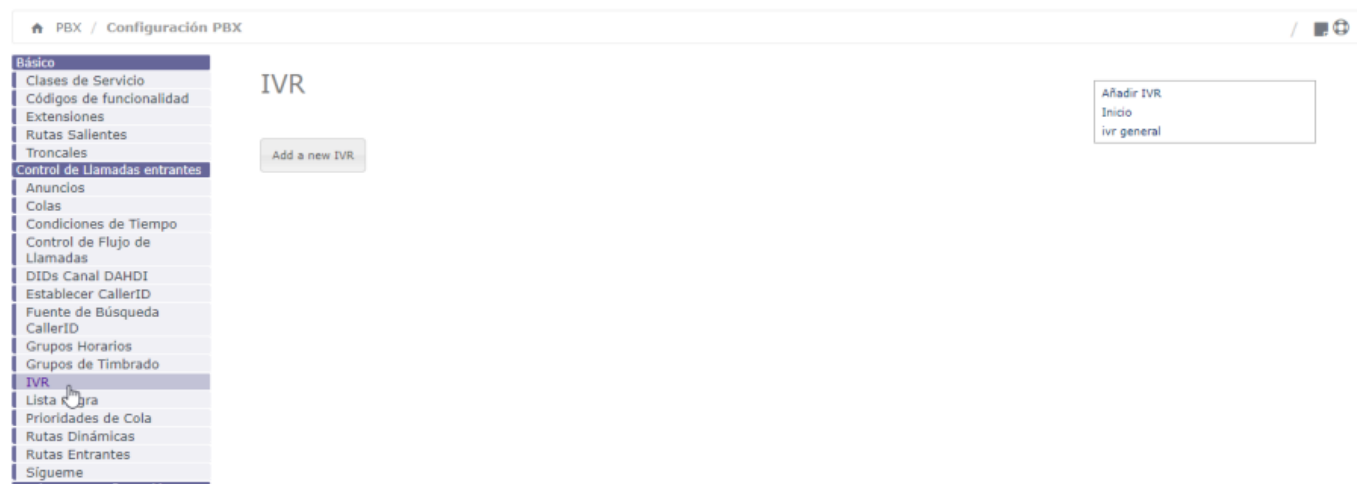


IVR

IVR viene de Interactive Voice Response o respuesta de voz interactiva. Vendría a definirse como una especie de operadora que permite a los clientes interactuar con la misma a través de menús de voz configurables y seleccionables por el cliente mediante los botones del teléfono



Añadir IVR

- IVR General Options

IVR Name [?]IVR Description [?]

- IVR Options (DTMF)

Anuncio [?]

Ninguno ▼

Direct Dial [?]

Disabled ▼

Tiempo de espera [?]

10

Invalid Retries [?]

3 ▼

Invalid Retry Recording [?]

Default ▼

Append Announcement on Invalid [?]☐Return on Invalid [?]☐Invalid Recording [?]

Default ▼

Invalid Destination [?]

== choose one == ▼

Timeout Retries [?]

3 ▼

Timeout Retry Recording [?]

Default ▼

Append Announcement on Timeout [?]☐Return on Timeout [?]☐Timeout Recording [?]

Default ▼

Timeout Destination [?]

== choose one == ▼

Return to IVR after VM [?]☐

- IVR Entries

Ext [?]

digits pressed

Destination

== choose one == ▼

Return [?] Eliminar☐ [?]

Submit

Referencias

- <https://www.youtube.com/watch?v=VXeDDLCTQCK>

- <http://www.opendireito.com/maximizando-el-uso-de-ivr-parte-1/>
- <http://www.opendireito.com/maximizando-el-uso-de-ivr-parte-2/>

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