Quick Guide to TraiTel 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.

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 e.g. "Business Hours section begins here" – 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.

The Between the hours command allows you to define days and times when certain actions will take place – this is often used to define business hours sections, any calls outside of the days/hours will by default be after hours.

Calls that come in can be greeted by an auto attendant where the caller is presented with options (Play Wave File (Interruptable), Record Digits, Conditions, etc.) or go to a reception phone or call group (Call TTM or SIP, Group Call)

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

Virtual numbers – TraiTel virtual numbers are free and 5 are allowed per sub-account. By default each sub-account created should have a virtual number. You can subscribe to additional virtual numbers by selecting **Voice** then **Subscribe to Virtual Numbers**. By assigning a virtual number to an IVR menu, you can call that menu directly from your TraiTel phone for testing purposes or set up the diversion for a phone to go to that menu thereby increasing the range of options available if the call is not answered.

There are 3 main sections in your TraiTel account that can interact to provide a more versatile IVR set up – the sub-accounts section, the configure SIP device section and the Manage voice menus section (IVR).

The sub-accounts section is required for creating sub-accounts for each VoIP device so each can log in individually. This section also has a "Manage Groups" section whereby if you use the "Group Call" or "Holding Call" command you can define which numbers (phones) will be called and can add or delete numbers here as required without having to edit the IVR menu itself.

The Configure SIP device section allows you to set up diversions and timeouts as well as extension numbers, music on hold and default audio settings. The diversion and timeout section allows you to interact back to IVR menus if required e.g. to run voicemail to email so your voicemail messages are sent to your email address as a wave file attachment.

And lastly the IVR section itself. 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)

Example Call Group set up, found under "Settings", "Sub-Accounts". Can be just one phone.
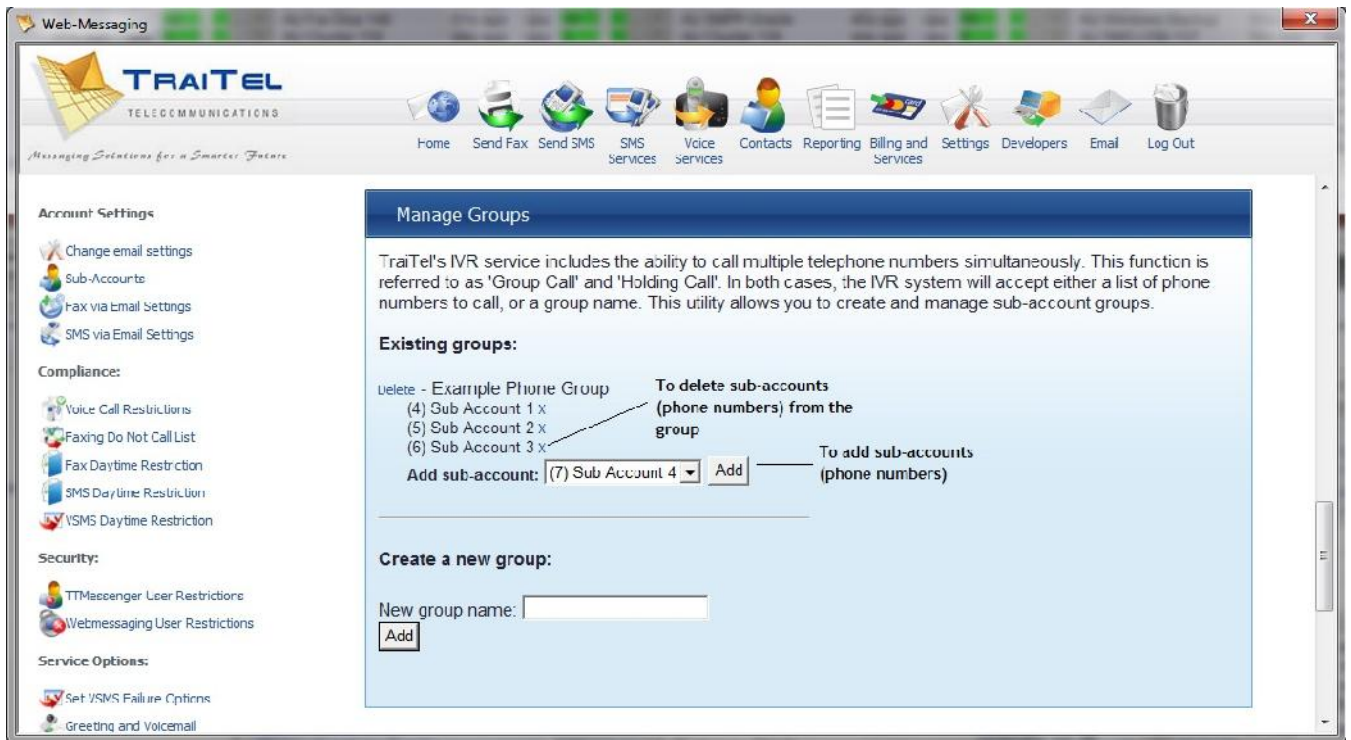
Here is a screenshot of the IVR section of web-messaging. You can create, edit or delete IVR menus here.
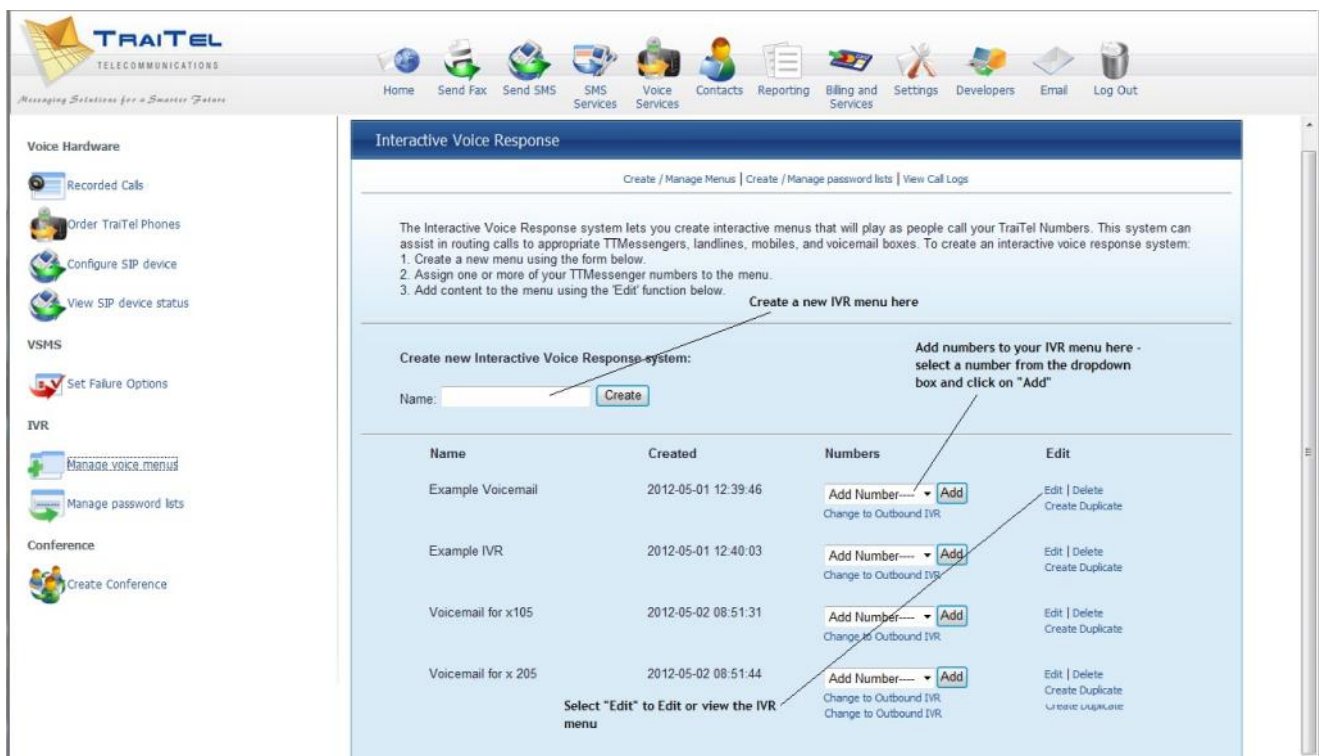
Example IVR voicemail to email set up. If a virtual number is assigned to the IVR, your TraiTel VoIP device can be set to divert to the IVR so your voicemail messages are emailed to you rather than being only accessible from your phone. The below example also gives the option of being transferred to reception.

Here is a screenshot of the timeout and diversion fields found under **Voice**, **Configure SIP device** – if you assign a TraiTel virtual number to your IVR, you can call that menu simply by entering that number in the "Divert to:" field.
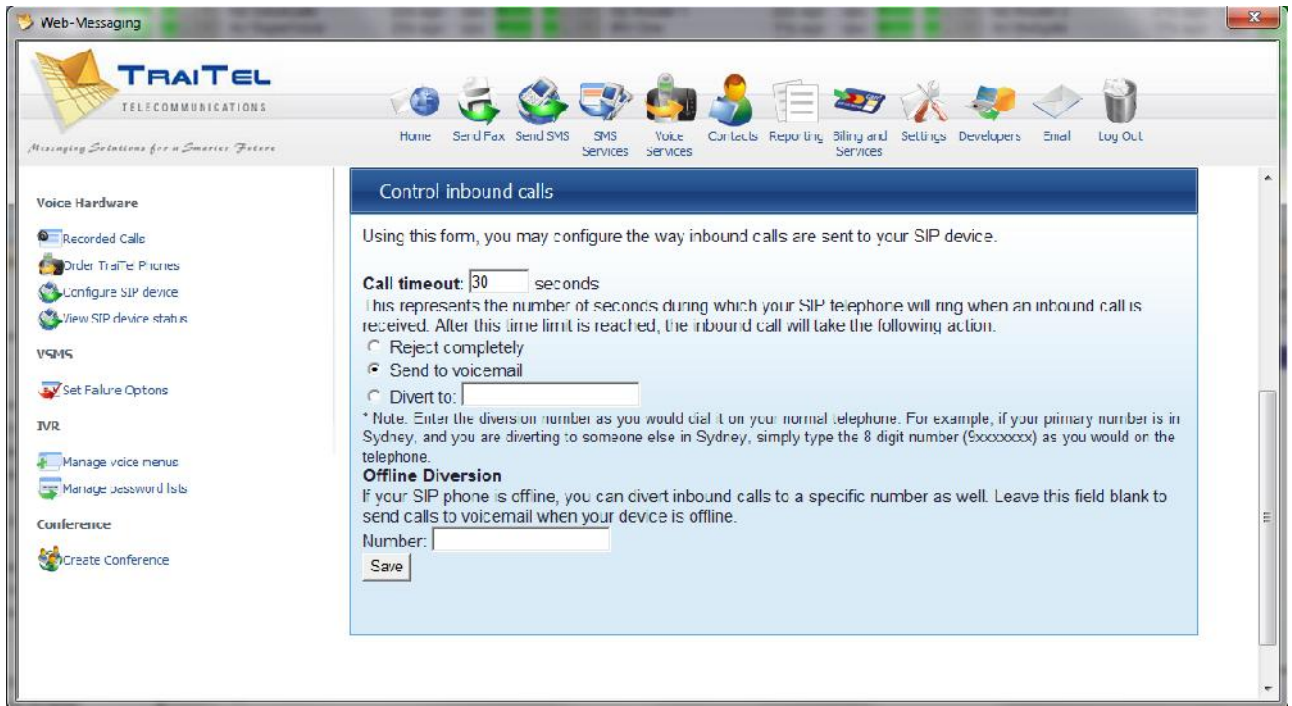
The following are screenshots of an example IVR showing basic options. Clearly, more complex IVRs are possible however this shows a number of basic options that provide versatility.

The screenshot below shows the initial holiday check – multiple dates can be inserted here, or it can be omitted altogether.

 After that comes the business hours section. If a public holiday falls on a particular day; e.g. ANZAC day, then one can simply edit the "Between the hours" line and untick that day – callers on that day will receive the afterhours message. Remember to retick the day box after the holiday or it will apply every week.

The next section shows an auto attendant – this is a wave file that you would record giving a welcome message and advising of options. The options shown are examples only some of what is possible.

Option 1 shows a call group being called. This can be one phone, if the reception phone changes regularly, for example, it can be changed easily using the call group above, in the sub-accounts section so the IVR does not need to be edited. Or you can call a group of phones.

The second screenshot shows another option – ring one phone, if that is not answered then ring another, etc. If the call is not answered it will go to the voicemail menu above however in your set up you can direct the call wherever you wish.

Option 3 is to simply ring a single number, say a reception phone.

The third screenshot shows a fourth option if the caller knows the extension – the digits are recorded and actioned appropriately.

At the end are two return commands, one for when a valid extension number is not dialled, the call will be directed to reception (line 45) or if no valid selection is made after the initial welcoming message, it will be played over again to the caller.

The fourth screenshot show the afterhours section i.e. anything that falls outside the business hours defined above.

Again, the options shown are possibilities only, 1 is to leave a voicemail message and 2 is to call a mobile phone.
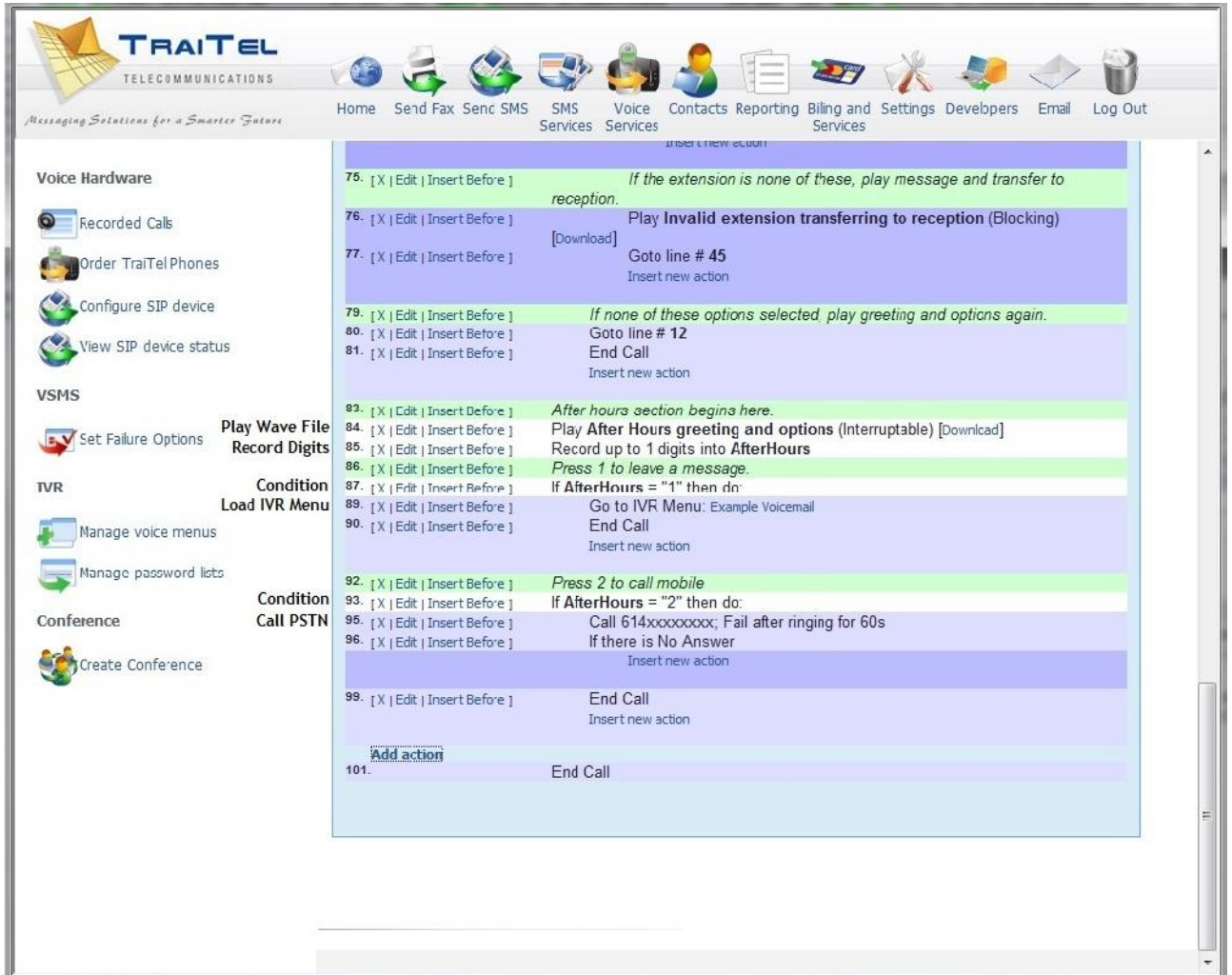
Note: Please note the way the arguments (sections) are nested, you will see the text and colours align and are terminated with "End Call" – see above the text and colour of the "Call" function aligns with the "End Call" function. If arguments are not nested properly this can cause malfunction.

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.