

# ONSIM IVR SETUP FORM

Please complete this form accurately as changes made after the initial setup may incur additional charges.

## 1. Keypad Routing Table

Map your keypad options to their destinations. Ensure the "Key" matches the numbers mentioned in your recorded script.

Key	Menu Name (e.g., Sales)	Destination (Ext. or UK Number)	Announcement File Name (Optional)
1			
2			
3			
4			
5			
6			
7			
8			
9			
0			
*	Replay Menu	N/A	

What is an Announcement? This is a short recording played after a key is pressed (e.g., "Connecting you to Sales..."). If using this, enter the file name of your recording above (e.g., rec\_2.wav).

---

## 2. Audio Recording Options

Please select one of the following two options:

- Option A: I have attached the recordings to the email with this form. Files are in WAV or MP3 format.
- Option B: I would like ONSIM to arrange professional recordings based on the script below.

### 3. IVR Script & Transfer Messages

If you require ONSIM to arrange recordings, please provide the full, clear script below. Please ensure it is correct as changes made after it has been submitted will incur additional charges.

Main Menu Script:

*(e.g., "Thank you for calling [Company]. For Sales, press 1, for Support, press 2...")*

---

#### **Transfer Announcements (Optional):**

*(e.g., "You are now being transferred to our Sales team")*

---

#### **Final Checklist**

- All "Key" options match the details in the routing table.
- All destination numbers are clearly written or typed.
- Recordings (if provided) are separate files and not one long file.

Please email this completed form to: [support@onsim.uk](mailto:support@onsim.uk)