IVR SET UP FORM

To set up your IVR we need you to complete the form on the next page, please double check this before sending to our support team as changes to this may incur a charge.

The form should be filled out as follows:

Key - This is the number pressed and needs to match the script in your IVR recorded message.

Menu Name - This is the name of where its being transferred to - e.g. Press 1 for Sales - the menu name would be 'Sales'

Destination - This is the extension number or external UK number that you would like the call to go through to when this key is pressed

Announcement File Name - If you would like the caller to hear an additional announcement after they have pressed the key, please confirm the file name of the recording that you have sent over here.
For example - Customer presses 1 for sales, you may then want them to hear something like 'you are now being transferred to the sales team'. In this column, please put the file name of the recording you have sent over for this option (e.g rec_2.wav)

KEY	MENU NAME	DESTINATION	Announcement File name (see above)
1			
2			
3			
4			
5			
6			
7			
8			
9			
0			
*	Replays announcement		

IVR Script

Please advise which of the two options below you would like to use -

❏ I have attached the recordings to the email sent with this form and they are in wav or mp3 format

❏ I would like you to arrange for the following script to be recorded

If you would like us to arrange for the script to be recorded please provide the full script below (please ensure this is written very clearly or typed). Please ensure all options match the details given on the IVR set up table above.

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If you would like additional announcements to be recorded for after the caller has pressed the options (for example - customer presses 1 and then hears 'You are now being transferred to our sales team' please provide details of these recordings below:

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