

IVR and Workflow - Introduction

IVR


The IVR enables you to create interactive voice response services, and associate these with service numbers in your account.

IVR = Interactive Voice Response = Interactive Voice Services

With the IVR you can configure all aspects of services running on your service numbers and view statistics and analyse logs.

The programming and configuration of the IVR requires use of various functions in the system, for example Prompt Management, Number Management and Routing.

To become familiar with all aspects of the IVR, you should read this complete section.

 Please use your web browser to create and edit the routing application (interactive voice response services).

Workflow

The workflow designer used in the IVR also allows you to create workflows which operate on media events, such as SMS, chats, emails and other items.

Programming Examples

The typical tasks involved programming the Network IVR are explained with some examples.

- See this section for more details: [HowTo / Examples](#)
- See particularly this example for starters: [IVR Example Program 1](#)