Lists

The network IVR can manage lists of values. These can be used as a type of database. Every record contains up to 4 values.

A record, that represents a customer, could contain the Customer Number, Name and Telephone Number.

Note - that what the records *actually* contain - is down to your design and choice.

Lists are created by accessing the function **System Settings - Lists** in the main menu. You will see a view of the existing lists. Use **New** to create a new list. Use **Edit** and the **Entries** tab to see the data contained in the list.
A detailled description can be found in the Lists section in the administration chapter.

The use of lists and variables is explained in the example here: IVR Example Program 2 - Lists and Variables