IVR Statistic Markers

Step by step guide

To do this, proceed as follows:

• Under the menu item Routing, you will find the submenu item IVR statistics marker.

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• A table listing the existing IVR statistics markers is displayed here.

Column

Name	Name of the statistics marker
Туре	Simple - used as a counter, e.g. how many times an object was passed in the routing application.
	Yes/No - used for example in customer satisfaction surveys as YES/No answer via DTMF=0/1
	Rating - used for example as a rating in customer satisfaction surveys, for example. Possible values are 0 to 9 via DTMF
Prompt File	Announcement, which is to be output at the statistics marker and played back to the caller as a question.
Action	Edit
	Delete

With New you can create more IVR statistics markers. IVR statistics markers have only one name.
 It should be chosen wisely and care should be taken when placing an IVR statistics marker in the various call flows.
 Here you have to know as an administrator what you want to have evaluated.

It's application in the IVR:

For the use of the various statistics markers as objects in the IVR, please refer to the following pages:

Page	Link
IVR Statistics Markers:	https://wiki.jtel.de/x/IwEF
IVR Statistics Markers variable:	https://wiki.jtel.de/x/8xSKAQ
Query statistics marker	https://wiki.jtel.de/x/BBWKAQ
Query statistics markers variable	https://wiki.jtel.de/x/IRWKAQ

Statistics Marker Reports

- In the associated report, both IVR statistics markers and service numbers can be selected for containment.
- Report IVR Ststistics Report: https://wiki.jtel.de/x/HwAF

In addition, you can use graphic areas to provide related information, tips, or hints to users.