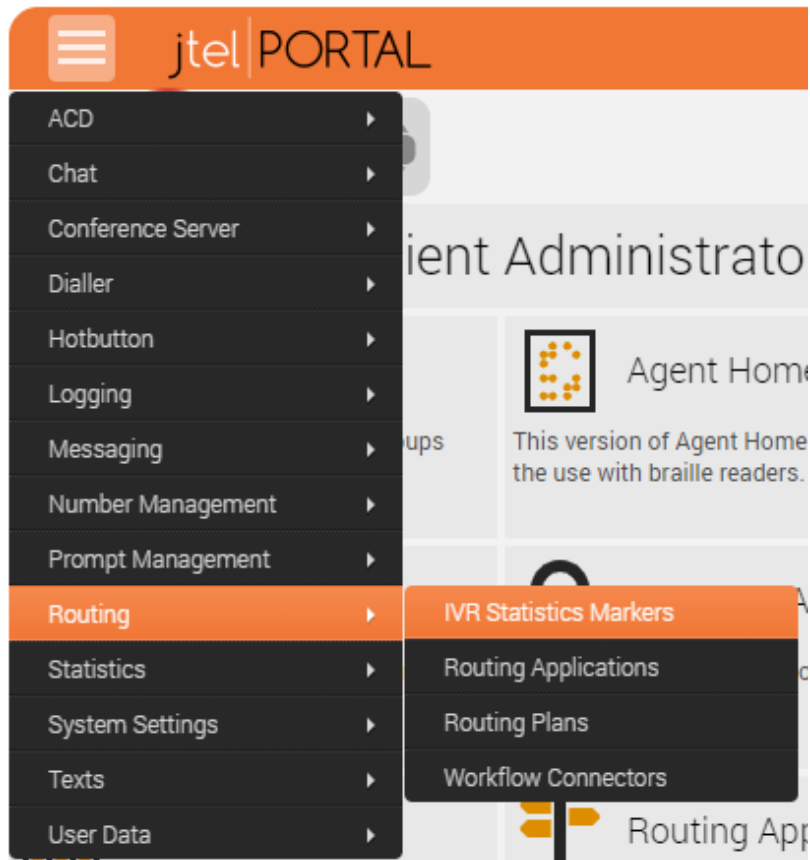


IVR Statistic Markers

Step by step guide

To do this, proceed as follows:

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



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

Column	Meaning
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Name	Name of the statistics marker
Type	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/lwEF
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 Statistics Report: <https://wiki.jtel.de/x/HwAF>

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