

IVR and Workflow Engine

- [IVR and Workflow - Introduction](#)
- [Call Routing](#)
- [Objects](#)
- [Variables](#)
- [Lists](#)
- [Routing Applications](#)
 - [Create routing application](#)
 - [Build an Example Self-Service](#)
 - [Editing Routing Applications](#)
 - [Working with the Routing Editor](#)
- [IVR Statistics Markers](#)
 - [IVR Statistic Markers](#)
- [Routing Plans](#)
 - [Creating a Routing Plan and Rules](#)
 - [Editing a Routing Plan and Rules](#)
- [Object Reference](#)
 - [ACD / Automatic Call Distribution](#)
 - [ACD Group Information](#)
 - [AcdEvent Create Advanced](#)
 - [Branch Holiday](#)
 - [Branch Opening Hours](#)
 - [Branch Percentage](#)
 - [Branch Sequence](#)
 - [Callback Create](#)
 - [Cockpit-Variable](#)
 - [Comparison](#)
 - [Connect](#)
 - [Connect PBX Users](#)
 - [Connect with Recording](#)
 - [Cost free queueing](#)
 - [Declare Variable](#)
 - [E-Mail](#)
 - [End Call Actions](#)
 - [GOSUB](#)
 - [GOTO](#)
 - [Hangup](#)
 - [http Request](#)
 - [Input Digits DTMF](#)
 - [Input Digits DTMF + ASR](#)
 - [Input Menu DTMF](#)
 - [Input Menu DTMF ASR](#)
 - [Input Menu DTMF Variable List](#)
 - [Jump to Target](#)
 - [Junk Call Test](#)
 - [Language Change](#)
 - [Last Call Information](#)
 - [List Functions](#)
 - [List Lookup](#)
 - [Log Entry](#)
 - [Loop](#)
 - [Number Suppressed](#)
 - [Offhook](#)
 - [OnFaxTone Actions](#)

- Origin AT-Details
- Origin AT-Prefix
- Origin CH-Details
- Origin CH-Prefix
- Origin D-Area Code
- Origin D-State
- Play Recording(s)
- Play Tarif
- Play Variable
- Play Voice
- Query Statistics-Marker
- Query Statistics-Marker (Variable)
- Recording
- Recording Opt-In
- Recording Opt-Out
- Re-Enter ACD
- Refuse Call
- REST Query Advanced
- RETURN
- Ringing
- Run Script
- Save addit. Info and Userdata
- Save Recording(s)
- Set Statistics-Marker
- Set Statistics-Markers (Variable)
- SMS
- Start
- String functions
- Switch Service-Number
- Switch Service-Number (Variable)
- Target
- Task Reschedule
- User search
- Users Profiles Runner
- Variable Dump
- Wait