

Call Routing

Routing, i.e. the guidance of calls for your organisation is an important task in the network IVR. It enables callers to hear the correct prompts and information at the correct time, and to be connected to the right agents.

Routing consists of

- Objects, that represent events and actions.
- Variables, that store information about the call.
- Lists, in which data (for example from customers or calls) can be saved.
- Routing applications, which bring these things into a relationship with one another, and thus define a call flow.
- Routing plans, which define which routing applications will be active on a service number at a particular time.

Routing applications are created using the graphical service creation environment. This is accessed when using the **Edit** function in the version control list of the routing application. How to create a routing application and use the editor is explained in the section [IVR Example Program 1](#).

Note: The routing objects *GOTO*, *GOSUB* and *RETURN* can be used to call another routing application and return to the calling application. This enables the creation of more modular applications, instead of having all functions in one routing application. To learn more on this topic, please consult the reference for each of the three named object types.