

IVR Statistics Markers

Statistics markers are objects intended to count how often a path has been traversed in an IVR call flow. They are therefore placed in a meaningful place within an IVR call flow and each is passed through with a time stamp in the database. This allows the IVR statistics marker report to determine the number of times a path containing this IVR statistics marker has been traversed.

For example, statistics markers are available if you have a call flow with self-service and possible customer advice and would like to evaluate how often the customer came out without a customer consultant and how often the customer consultant was requested.

Under the menu item **Routing**, you will find the submenu **IVR statistics marker**. A table showing the IVR statistics markers is displayed.

New allows you to create additional IVR statistics markers. IVR statistics markers have only one name. This should be selected carefully and it is cautionary to place an IVR statistics marker in different call flows. Here you have to know as an administrator what you want to evaluate. In the corresponding report, both IVR statistics markers and service call numbers can be selected for containment.