IVR Example Program 1

The IVR system comprises routines which are executed according to defined rules. The creation of these routines is known as "programming" the IVR.

How to program the IVR is illustrated using an example. We recommend, that you create this example program using your own system.

The following call flow is to be implemented:

- When a particular service number is called, the caller should hear a prompt.
- Next, the caller should be connected to a destination, for example a service technician.
- If the destination is not available, the system should record a voice message from the caller.
- The message should be sent to a particular email address.