



# AP2620IVR™

## IVR VoIP Gateway

High Performance IVR VoIP Gateway Solution

### IVR Scenario Editor Features



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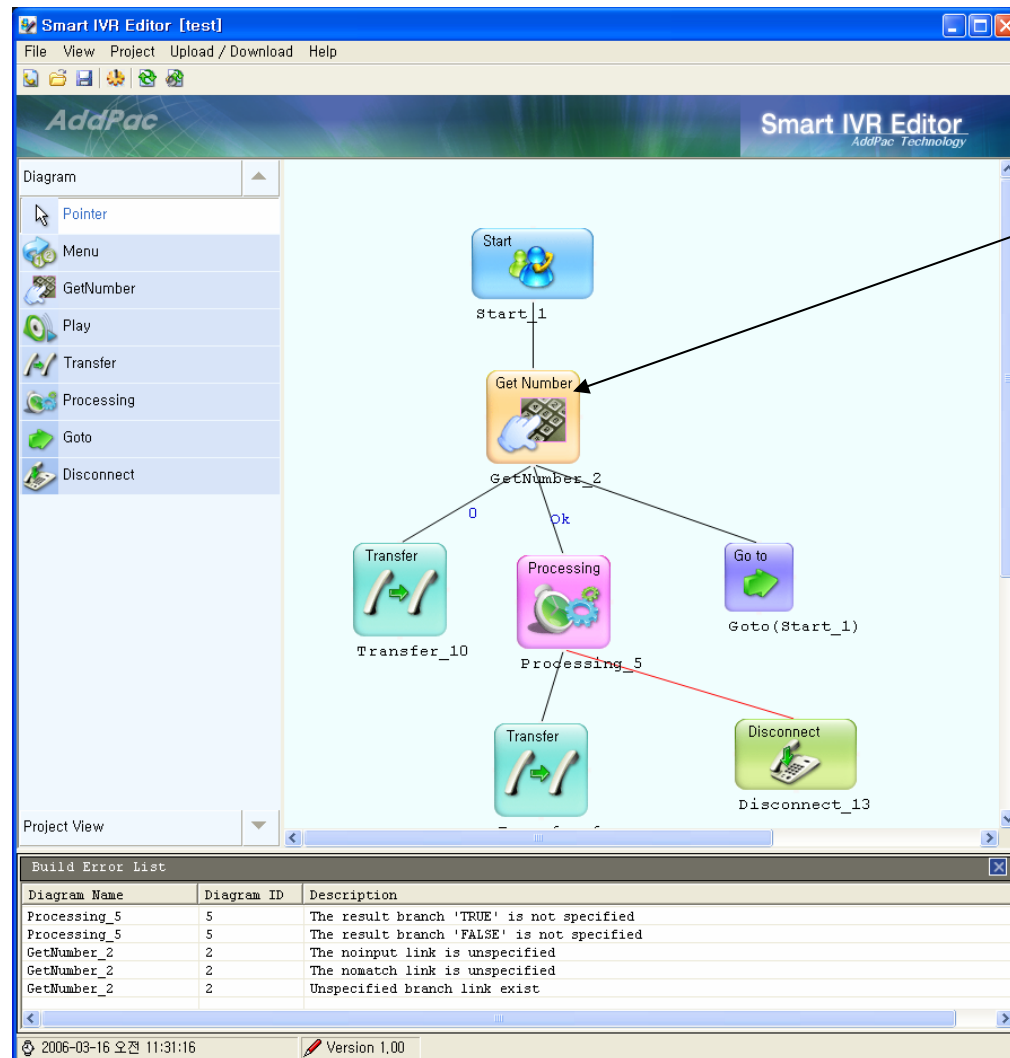
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# IVR Scenario Editor Creation

## AP2620IVR VoIP Gateway



Component

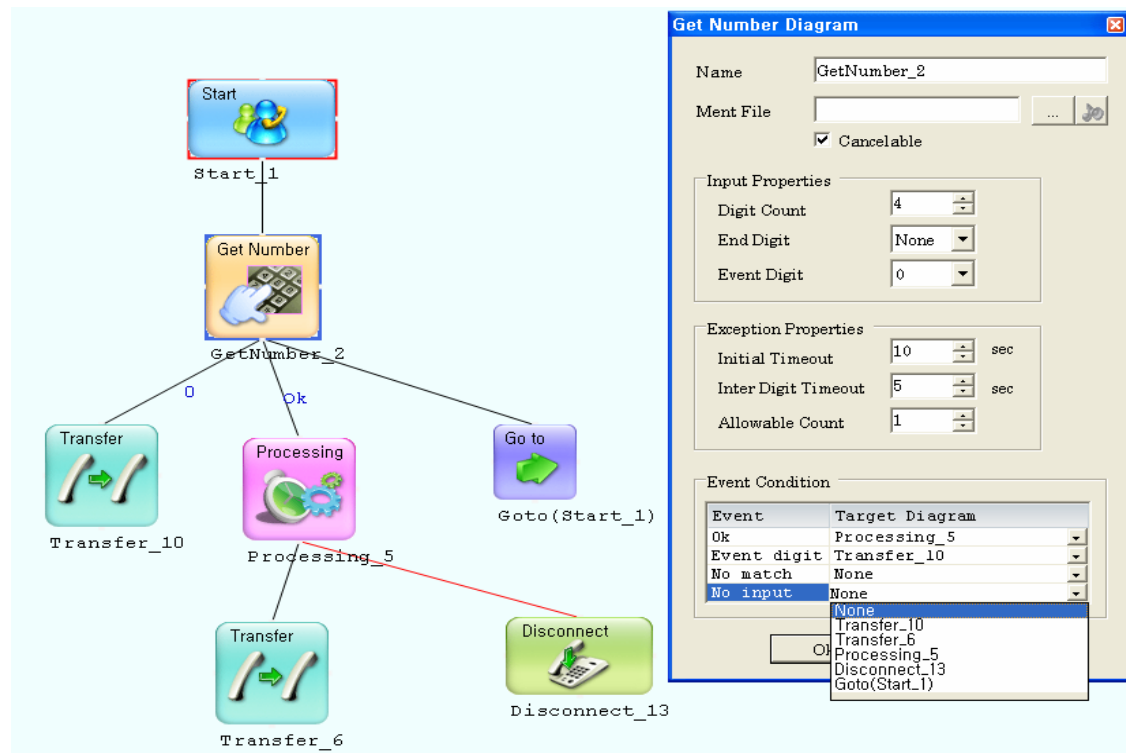
# IVR Scenario Editor Creation

## AP2620IVR VoIP Gateway

- GUI based IVR Scenario Editor
- Support Pre-defined Component (DTMF Input, Call Transfer, Voice File Play, etc)
- Support Project Template File for Easy Modification and Reference.
- Support Pre-Defined IP-PBX System API and Additional Customization API
- Support IVR Scenario Creation Error Debugging Features

# IVR Editor Component Property

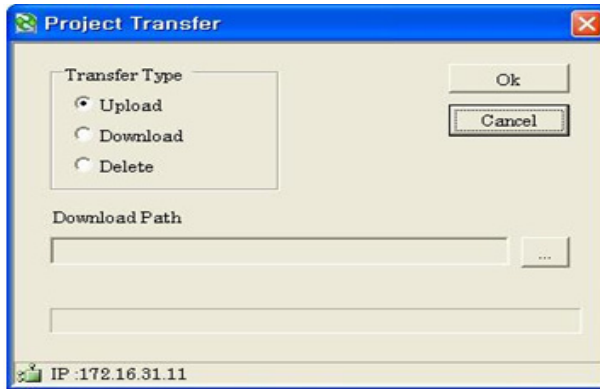
## AP2620IVR VoIP Gateway



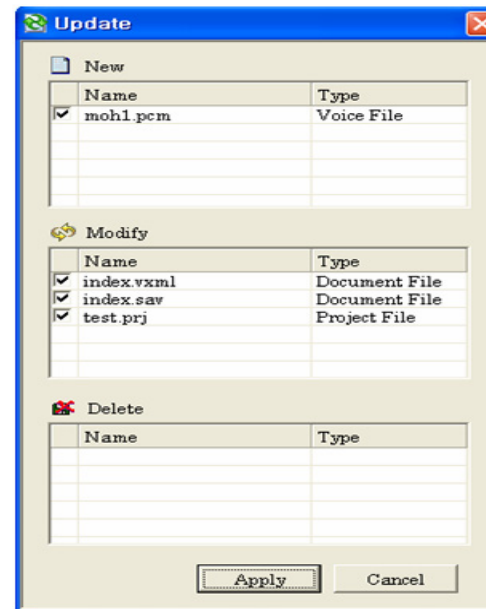
- Support the Property Setting for Component Flow Diagram (Input Event, Exception Properties, Event Condition)
- Provides the different IVR Component Flow depend on Event Condition

# IVR Scenario Management

## AP2620IVR VoIP Gateway



**Project Transfer**

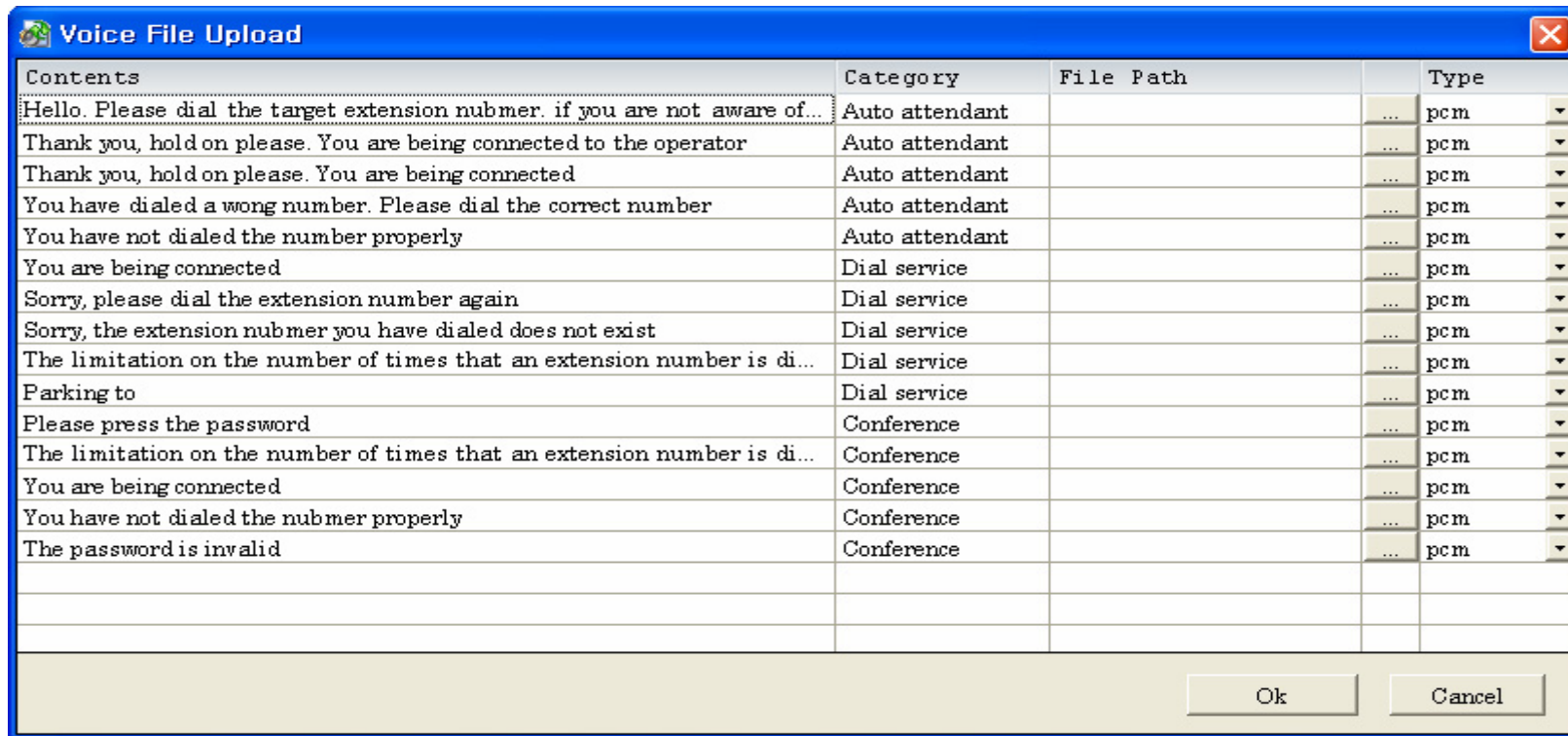


**Project Update**

- IVR Scenario Script File can be upload or download to (from) IP-PBX.
- IVR Scenario Script File Version Control (Update, Add and Delete)
- Register Service with Smart Multimedia Manager

# Voice Announcement File Management

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The screenshot shows a 'Voice File Upload' dialog box with a table of voice announcement files. The table has four columns: Contents, Category, File Path, and Type. The 'Contents' column lists various voice prompts, the 'Category' column lists categories like 'Auto attendant', 'Dial service', and 'Conference', the 'File Path' column is empty, and the 'Type' column lists 'pcm' for all entries. There are 'Ok' and 'Cancel' buttons at the bottom right.

Contents	Category	File Path	Type
Hello. Please dial the target extension nubmer. if you are not aware of...	Auto attendant		pcm
Thank you, hold on please. You are being connected to the operator	Auto attendant		pcm
Thank you, hold on please. You are being connected	Auto attendant		pcm
You have dialed a wong number. Please dial the correct number	Auto attendant		pcm
You have not dialed the number properly	Auto attendant		pcm
You are being connected	Dial service		pcm
Sorry, please dial the extension number again	Dial service		pcm
Sorry, the extension nubmer you have dialed does not exist	Dial service		pcm
The limitation on the number of times that an extension number is di...	Dial service		pcm
Parking to	Dial service		pcm
Please press the password	Conference		pcm
The limitation on the number of times that an extension number is di...	Conference		pcm
You are being connected	Conference		pcm
You have not dialed the nubmer properly	Conference		pcm
The password is invalid	Conference		pcm

Voice File Upload

- Voice Announcement File Upload and Download for Backup

# AP2620IVR VoIP Gateway

Thank you!

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