

# IPNext-MX260

## Mobile Hybrid IP-PBX System

High-performance Next Generation Mobile Hybrid IP-PBX System

### IVR Scenario Editor Features



# **AddPac**

## **AddPac Technology**

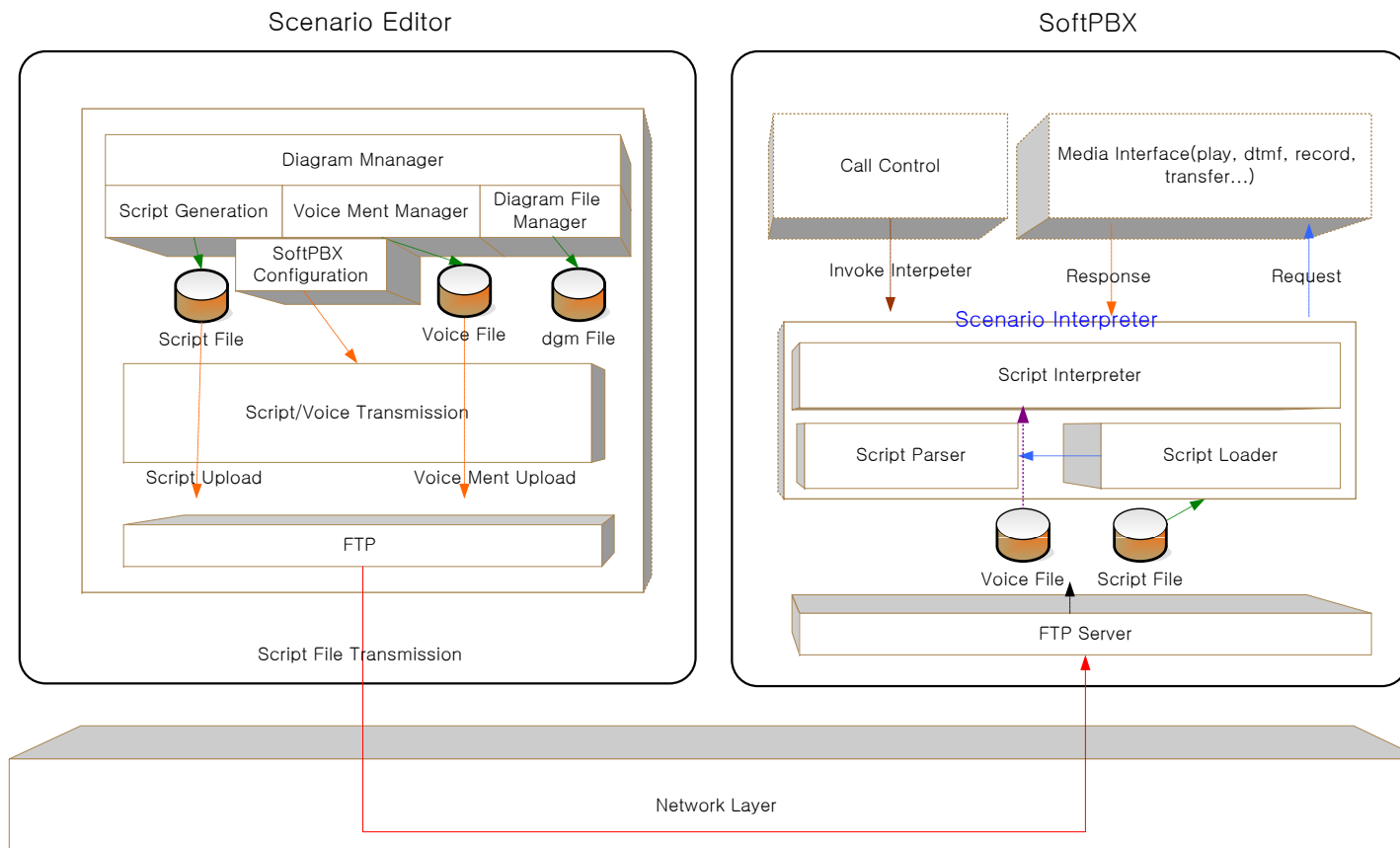
2012, Sales and Marketing

# Contents

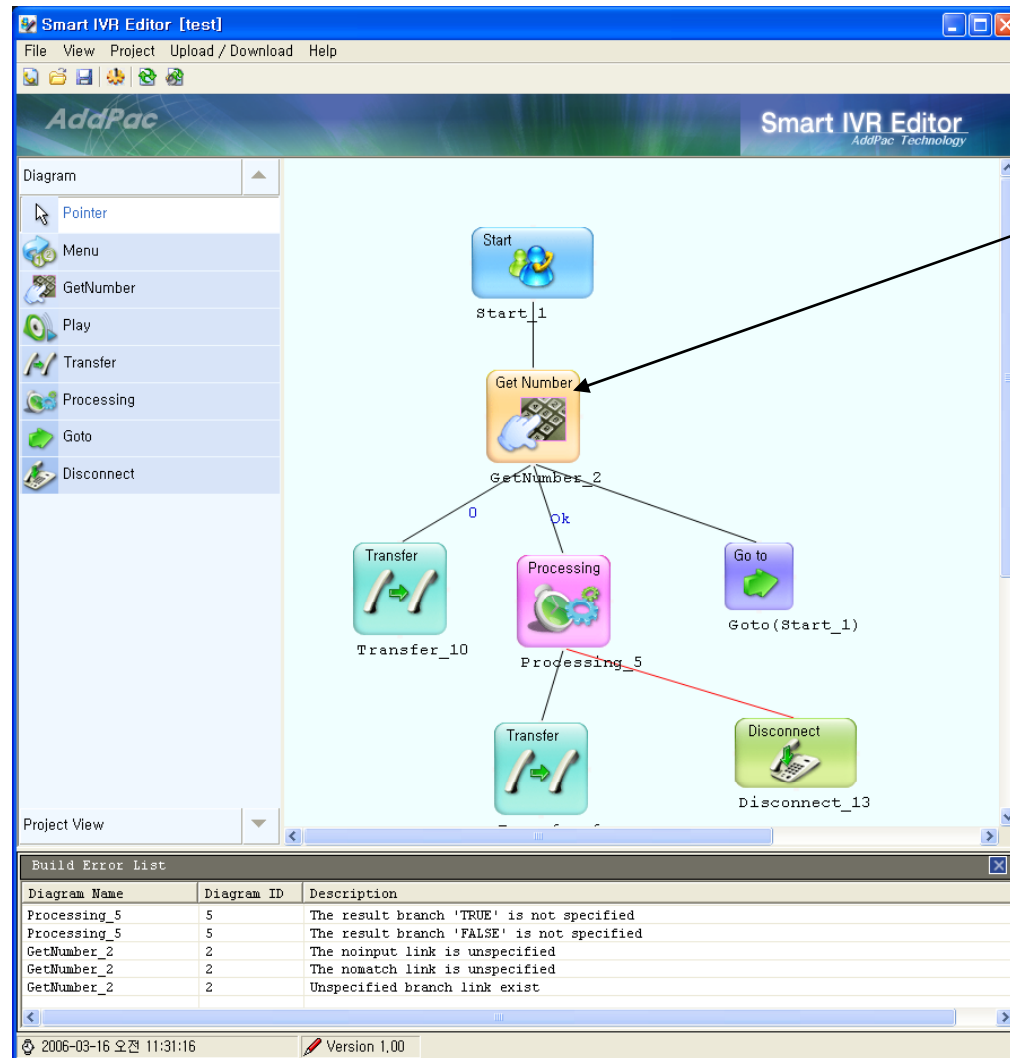
- IVR Scenario Editor Architecture
- IVR Scenario Editor Creation
- IVR Editor Component Property
- IVR Scenario Management
- Common Voice File Management



# IVR Scenario Editor Architecture



# IVR Scenario Editor Creation

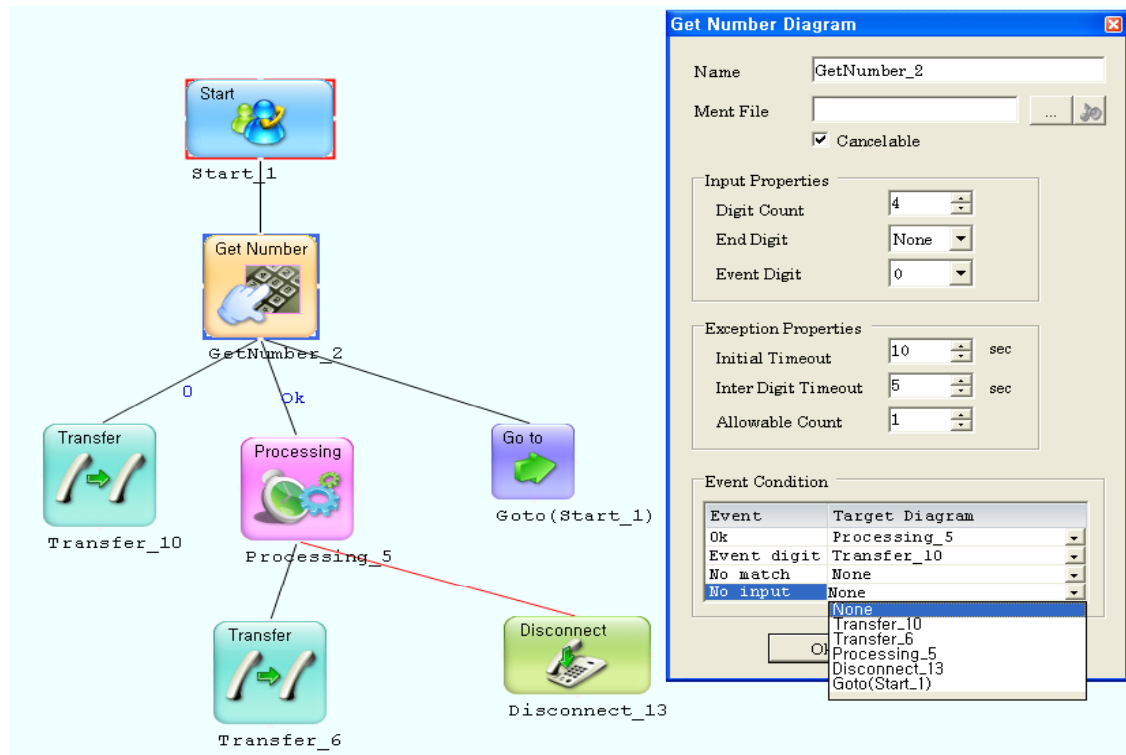


Component

# IVR Scenario Editor Creation

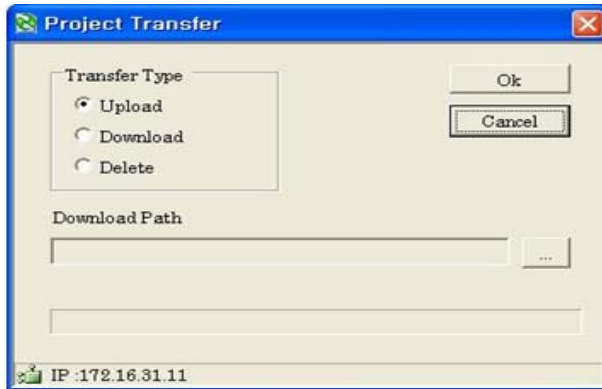
- GUI based IVR Scenario Editor
- Support Pre-defined Component (DTMF Input, Call Transfer, Voice File Play, etc)
- Support Project Template File for Easy Modification and Reference.
- Support Pre-Defined IP-PBX System API and Additional Customization API
- Support IVR Scenario Creation Error Debugging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

# IVR Editor Component Property

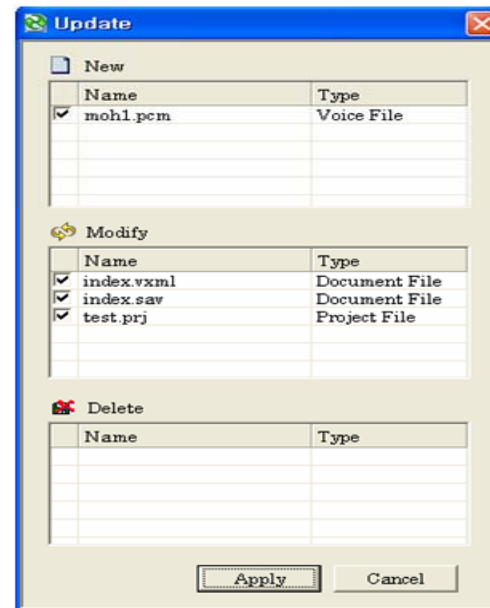


- Support the Property Setting for Component Flow Diagram (Input Event, Exception Properties, Event Condition)
- Provides the different IVR Component Flow depend on Event Condition

# IVR Scenario Management



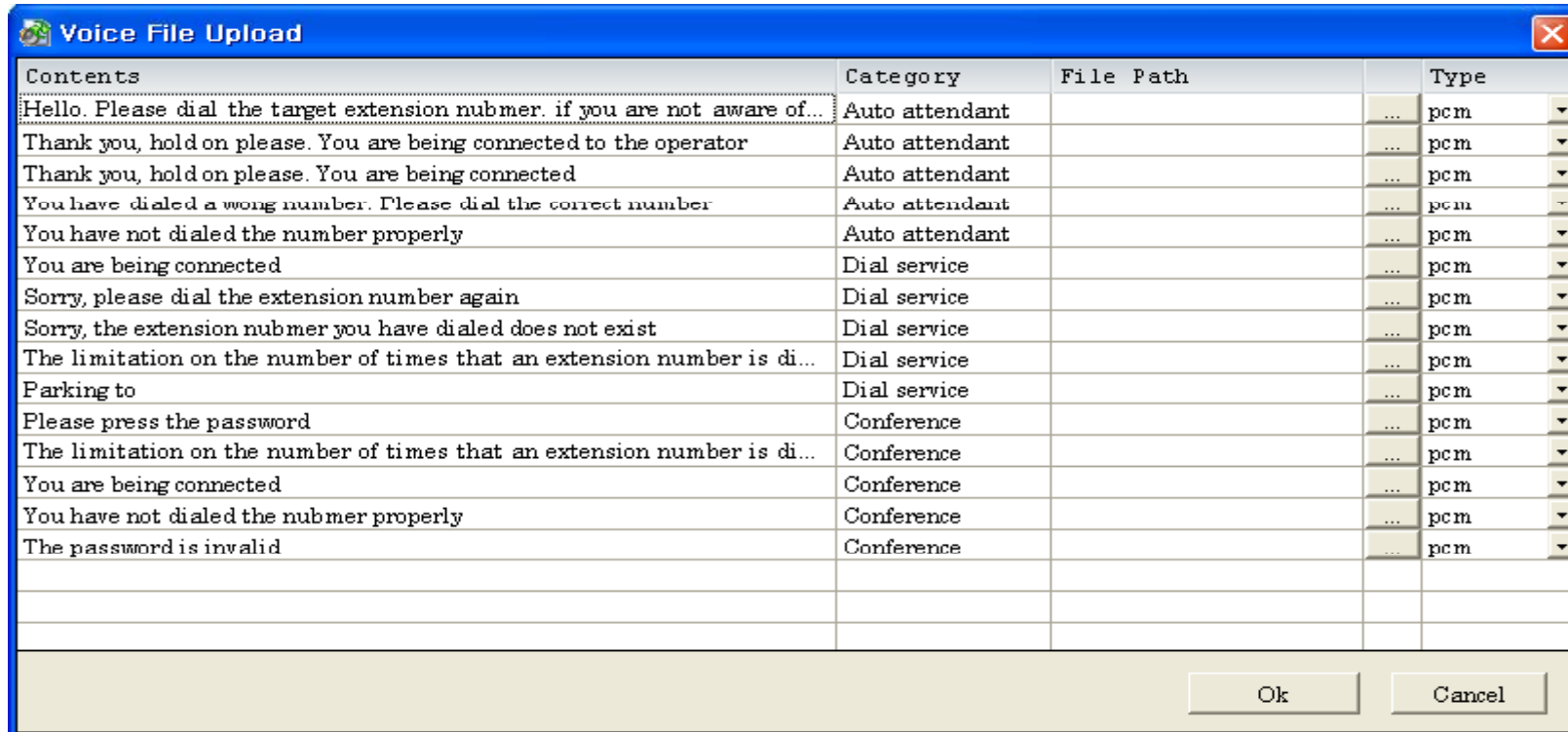
**Project Transfer**



**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



The screenshot shows a window titled "Voice File Upload" with a close button in the top right corner. The window contains a table with four columns: "Contents", "Category", "File Path", and "Type". The "File Path" column is currently empty. The "Type" column contains "pcm" for all entries, with a small downward arrow next to each value. At the bottom of the window, there are "Ok" and "Cancel" buttons.

| 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



# IPNext IP-PBX Series

# Thank you!

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