IPNext-MX250
Mobile Hybrid IP-PBX System

High-performance Next Generation Mobile Hybrid IP-PBX System

IVR Scenario Editor Features
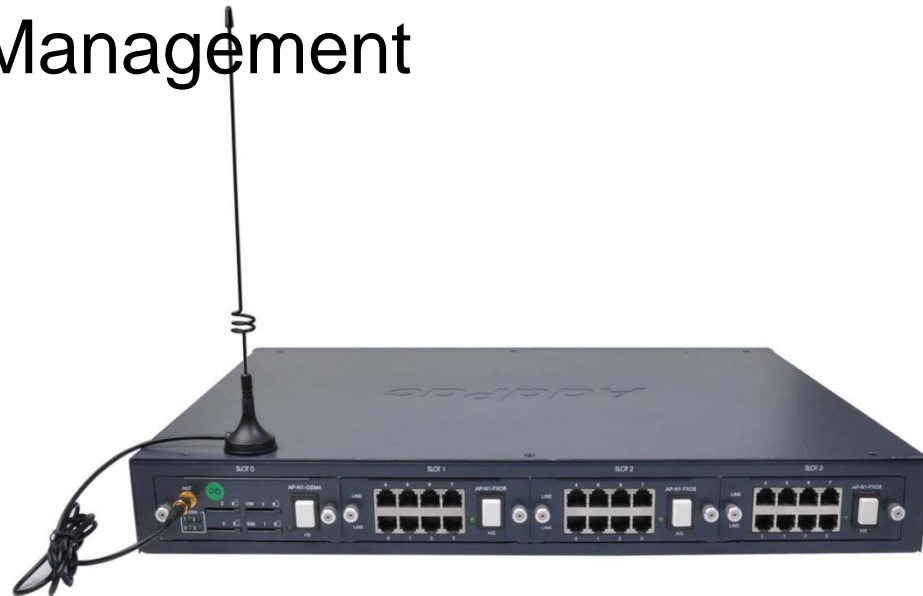
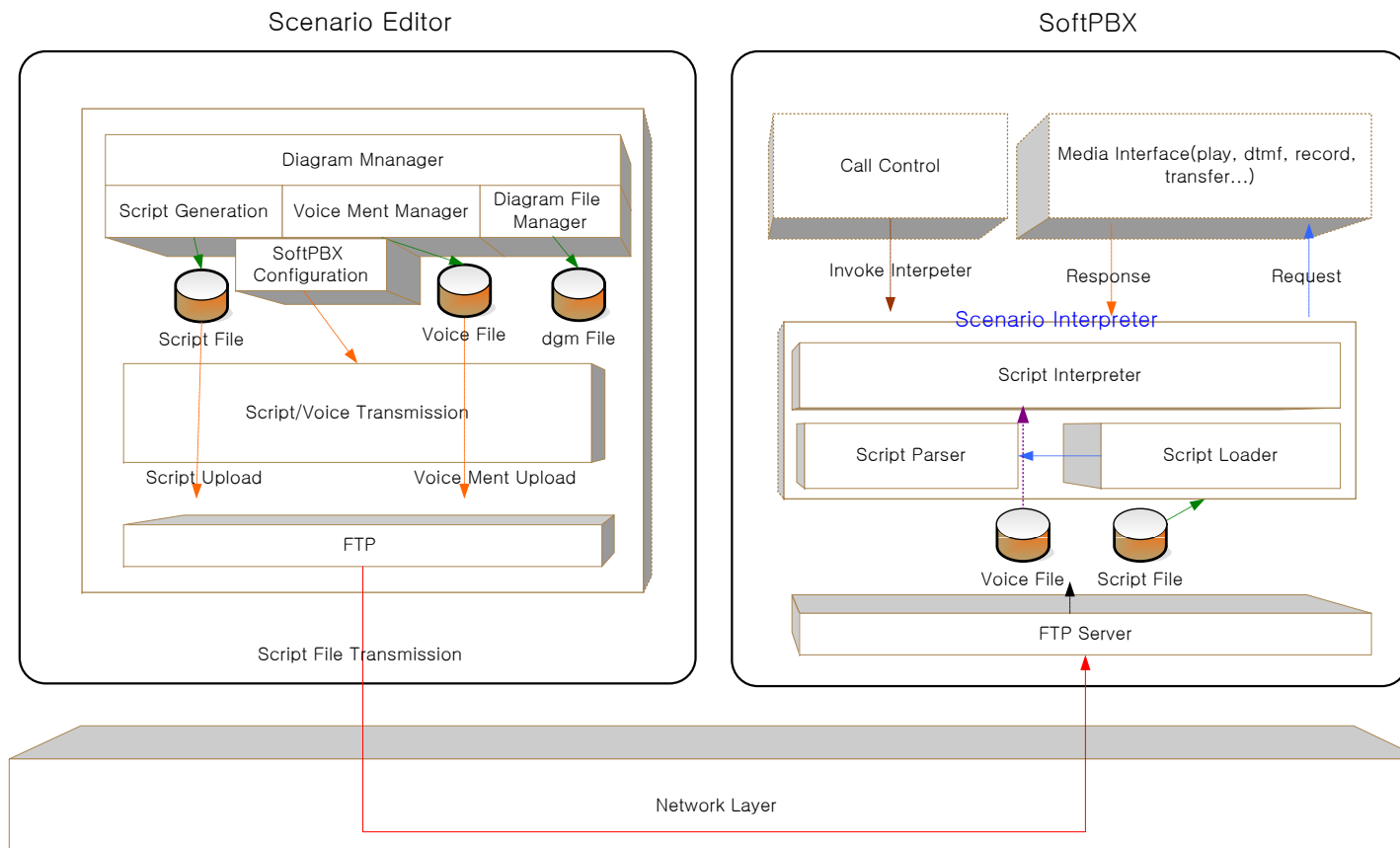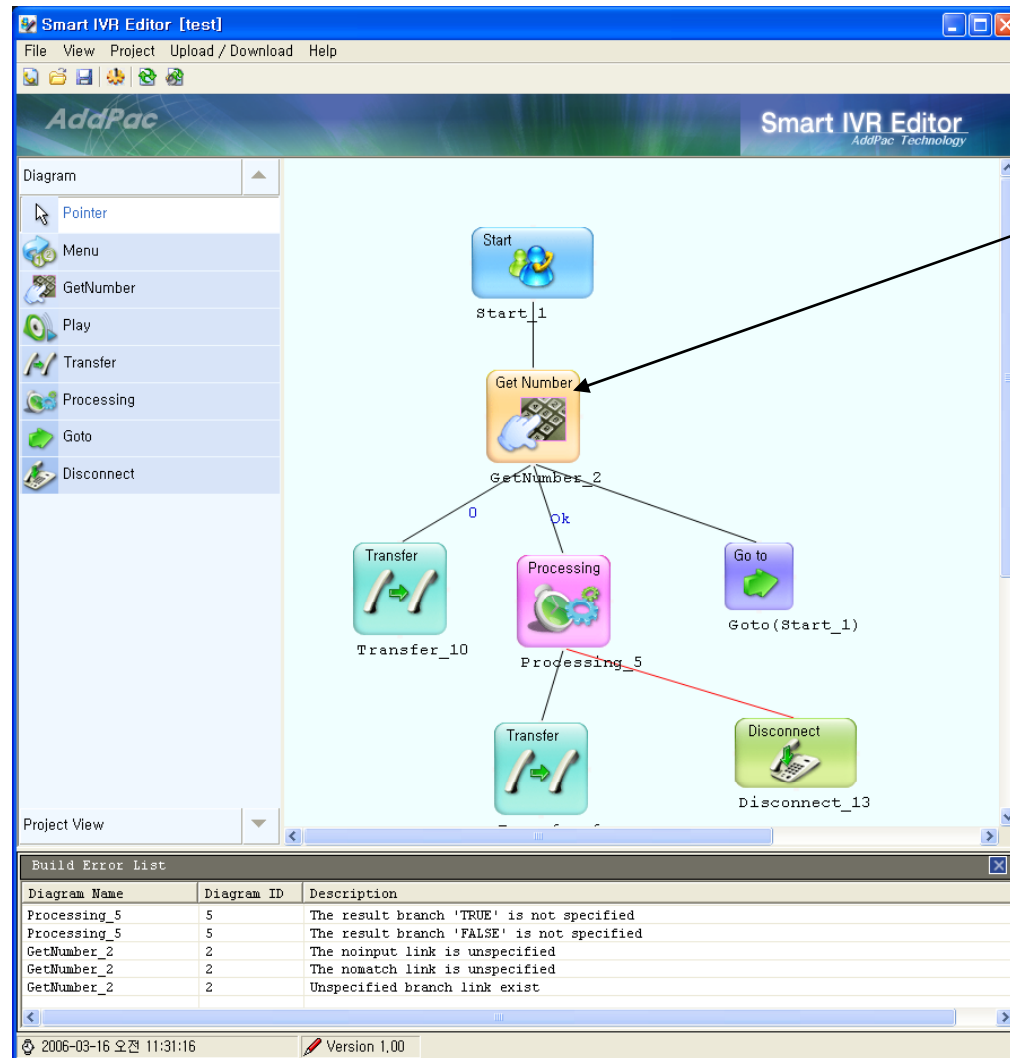**AddPac Technology**

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

Scenario Editor

- Diagram Mnanager
  - Script Generation
  - Voice Ment Manager
  - Diagram File Manager
  - SoftPBX Configuration
- Script File
- Voice File
- dgm File
- Script/Voice Transmission
  - Script Upload
  - Voice Ment Upload
- FTP

Script File Transmission

SoftPBX

- Call Control
- Media Interface(play, dtmf, record, transfer…)
- Invoke Interpeter
- Response
- Request
- Scenario Interpreter
  - Script Interpreter
  - Script Parser
  - Script Loader
- Voice File
- Script File
- FTP Server

Network Layer

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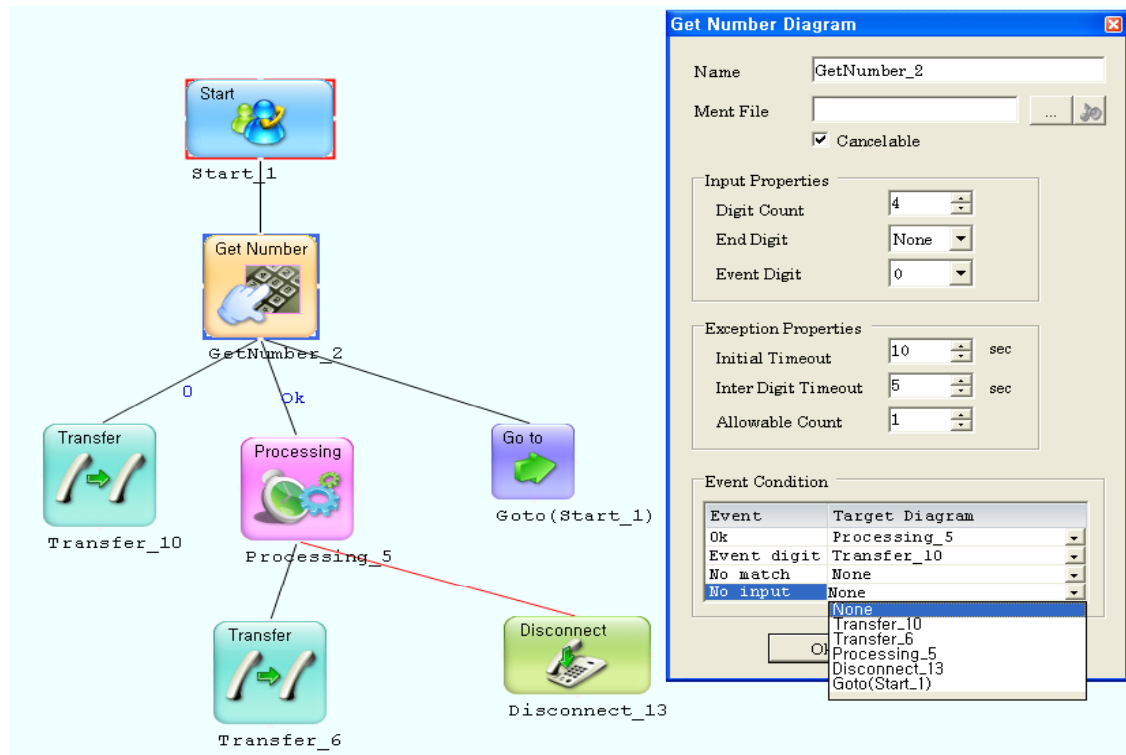
IVR Scenario Editor Creation

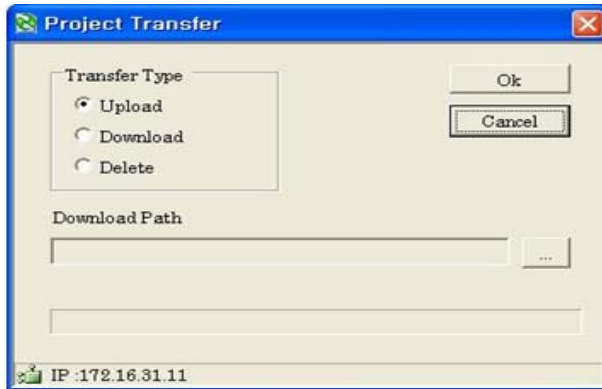Component

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
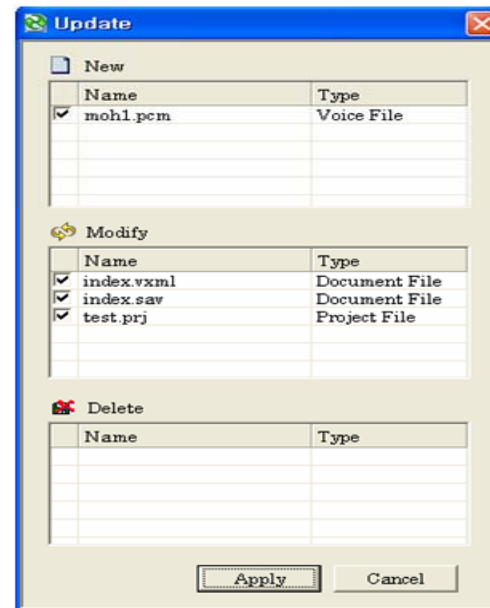
IVR Editor Component Property

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

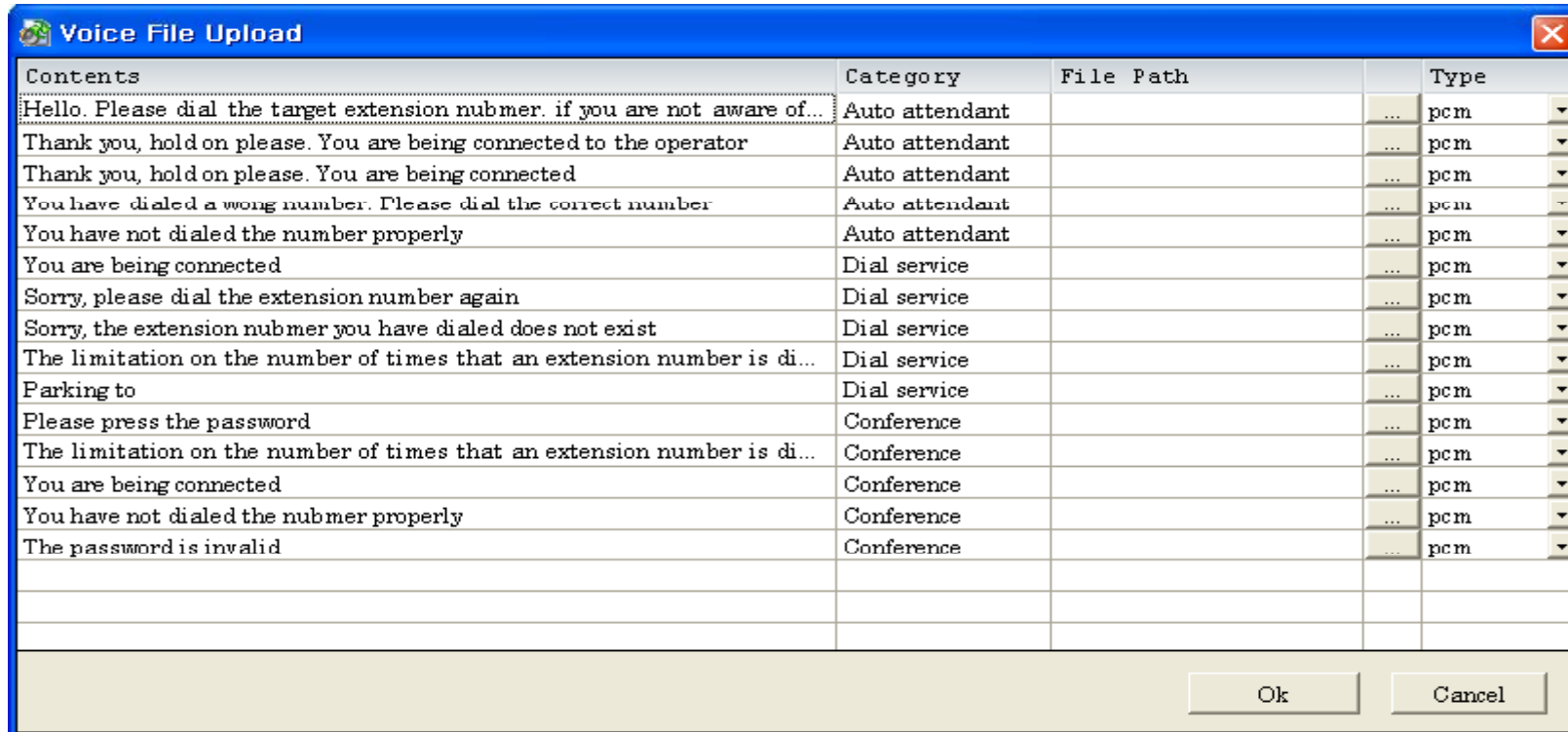**AddPac**

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

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Voice Announcement File Management

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	▼

Ok   Cancel

Voice File Upload

- Voice Announcement File Upload and Download for Backup

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Thank you!

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