



IPNext20™

NGN IP-PBX

High-performance Next Generation IP-PBX Solution

IVR Scenario Editor Features



AddPac

AddPac Technology

2010, Sales and Marketing

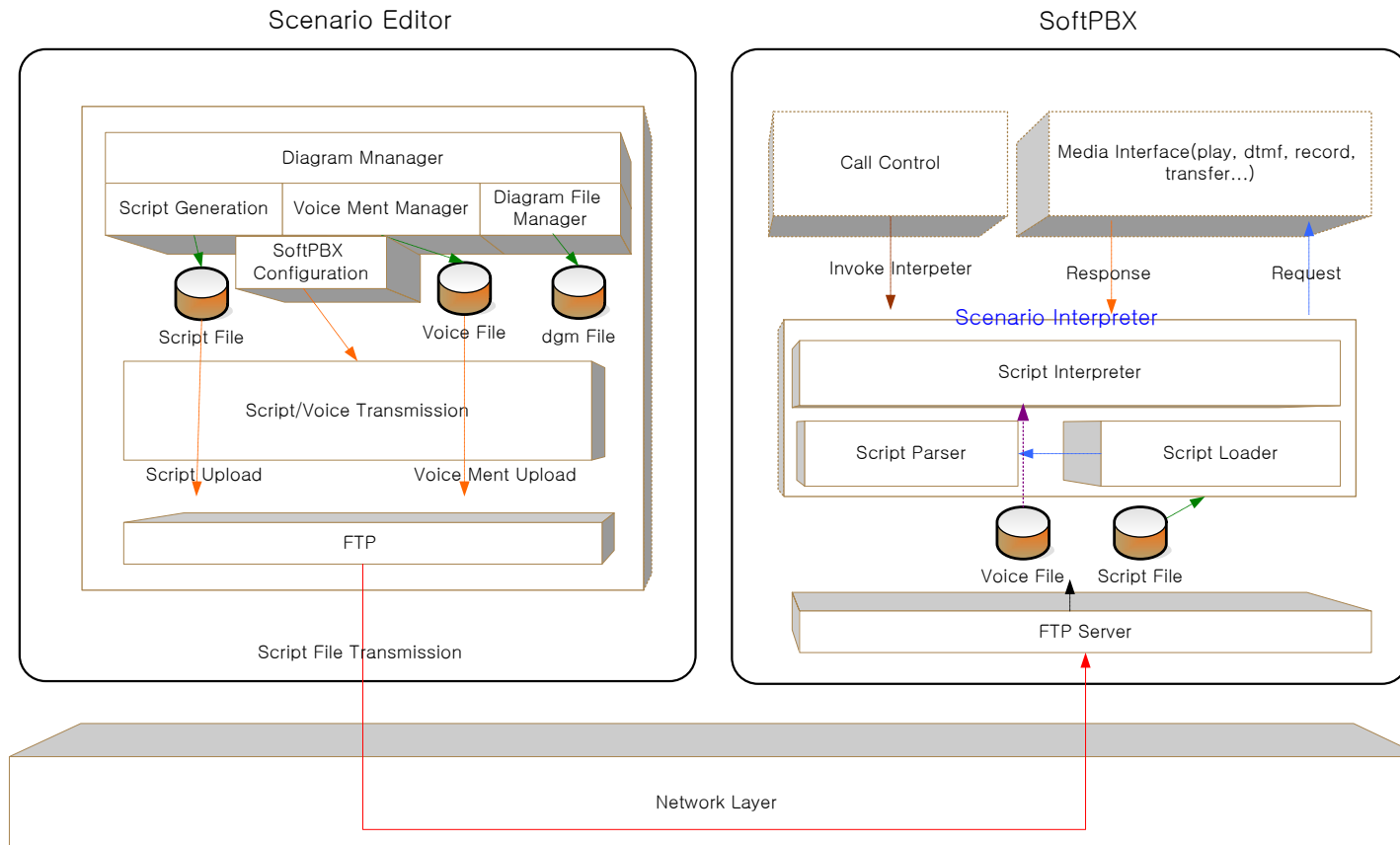
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Contents

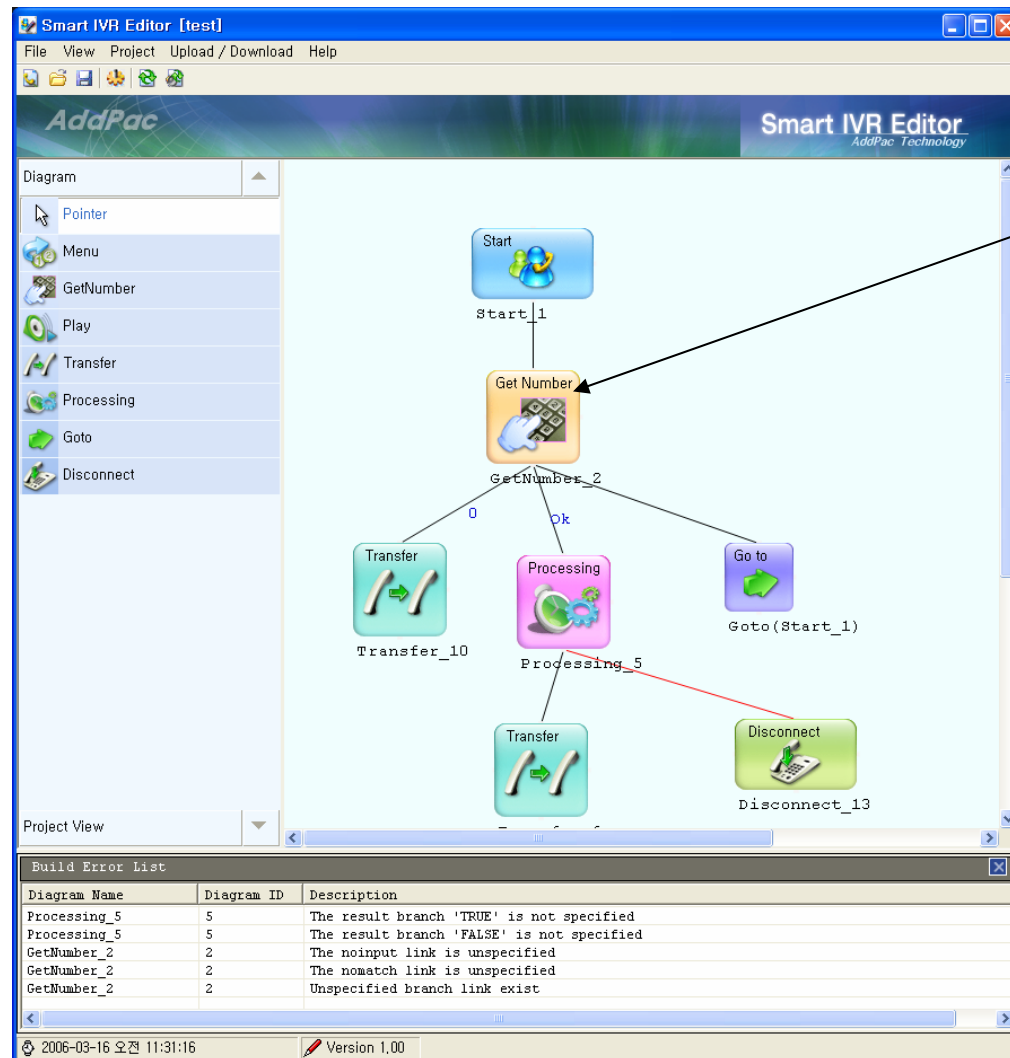
- IVR Scenario Editor Architecture
- IVR Scenario Editor Creation
- IVR Editor Component Property
- IVR Scenario Management
- Common Voice File Management



IVR Scenario Editor Architecture



IVR Scenario Editor Creation

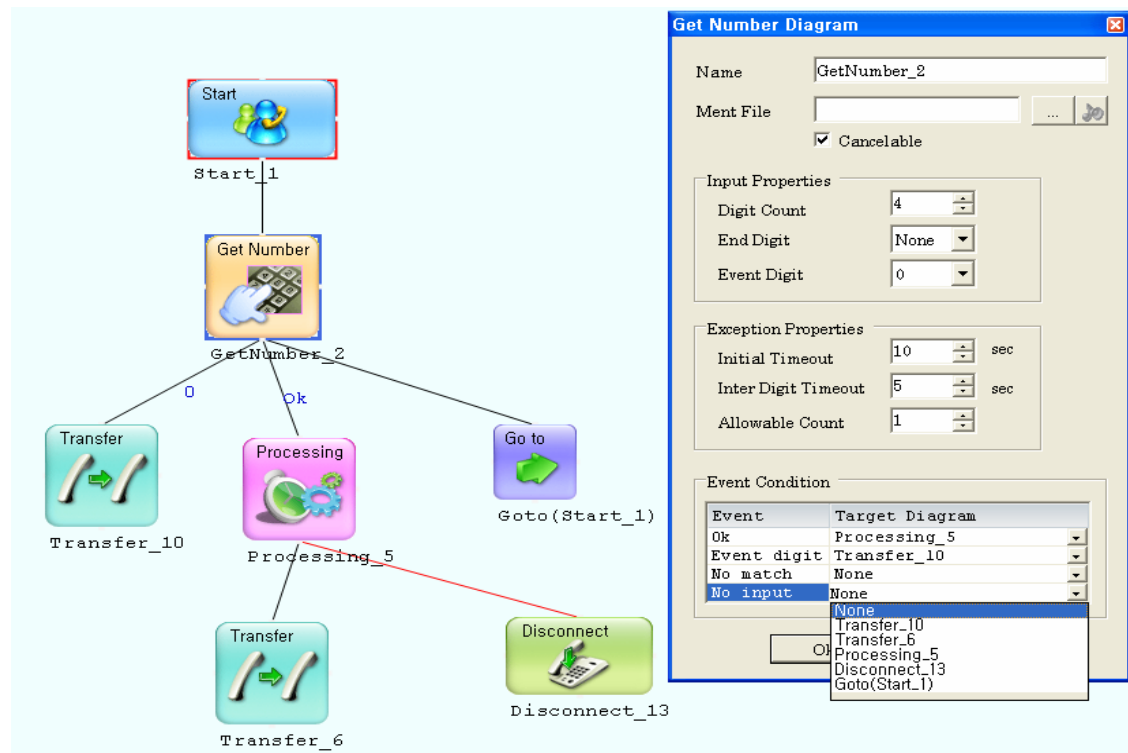


Component

IVR Scenario Editor Creation

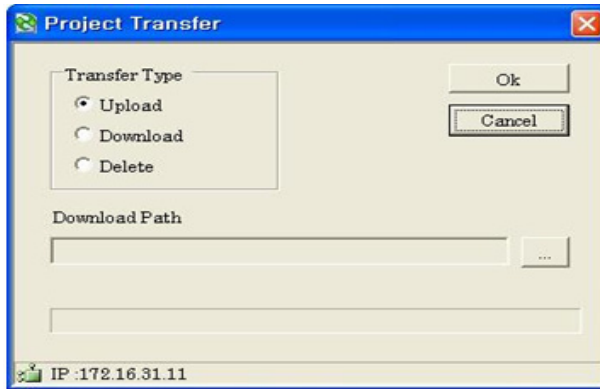
- GUI based IVR Scenario Editor
- Support Pre-defined Component (DTMF Input, Call Transfer, Voice File Play, etc)
- Support Project Template File for Easy Modification and Reference.
- Support Pre-Defined IP-PBX System API and Additional Customization API
- Support IVR Scenario Creation Error Debugging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

IVR Editor Component Property

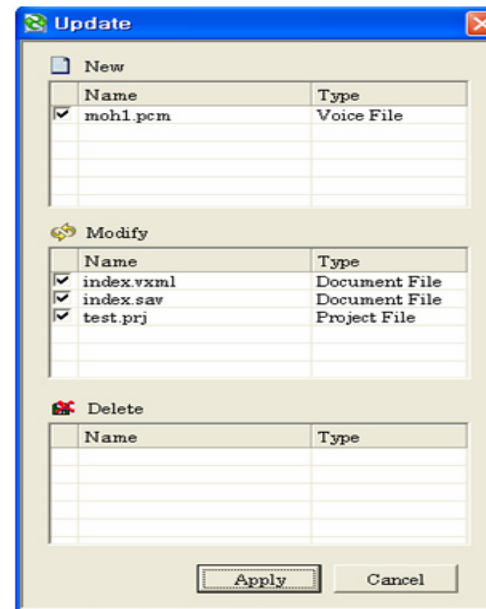


- Support the Property Setting for Component Flow Diagram (Input Event, Exception Properties, Event Condition)
- Provides the different IVR Component Flow depend on Event Condition

IVR Scenario Management



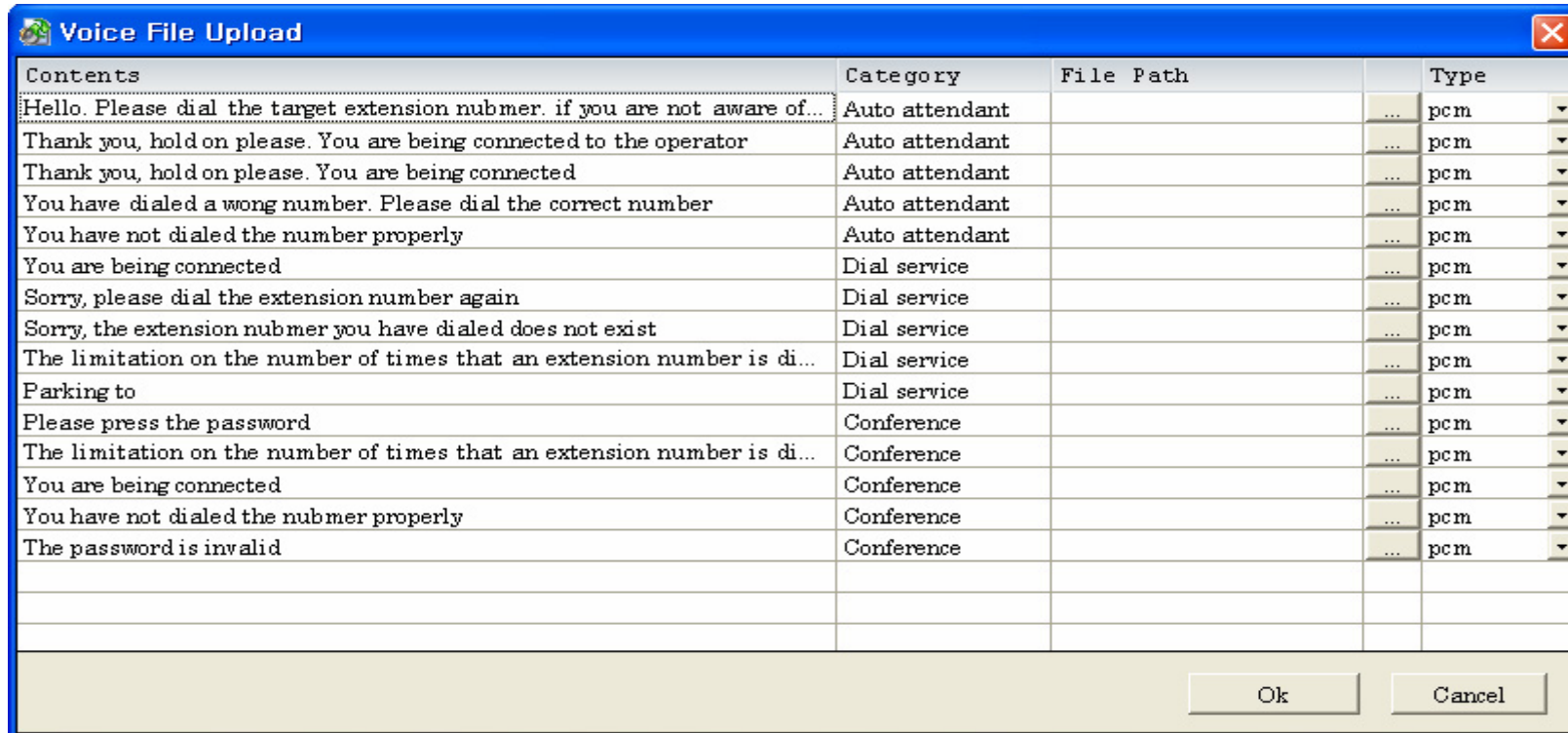
Project Transfer



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 table of voice announcement files. The table has four columns: "Contents", "Category", "File Path", and "Type". The "Type" column contains "pcm" for all entries. The "File Path" column contains three dots "...". The "Contents" column lists various voice messages such as "Hello. Please dial the target extension nubmer. if you are not aware of...", "Thank you, hold on please. You are being connected to the operator", and "The password is invalid".

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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