WESTCOAST CLOUD VOICE
powered by **Blueface**

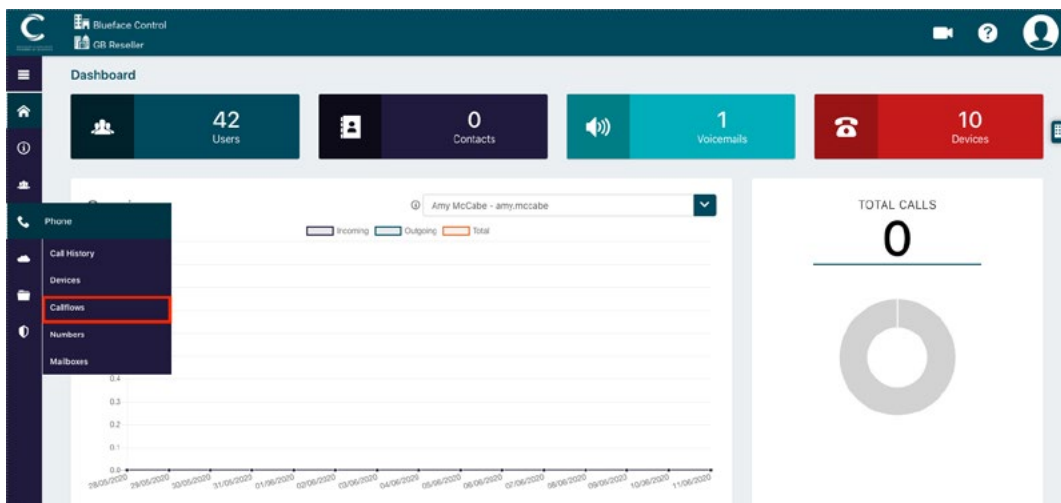# IVR GUIDE

IVR GUIDE

The Westcoast Cloud Voice portal allows you to send a call to an IVR (interactive voice response), otherwise known as an auto attendant. The IVR allows up to nine options with multiple layers for each option.
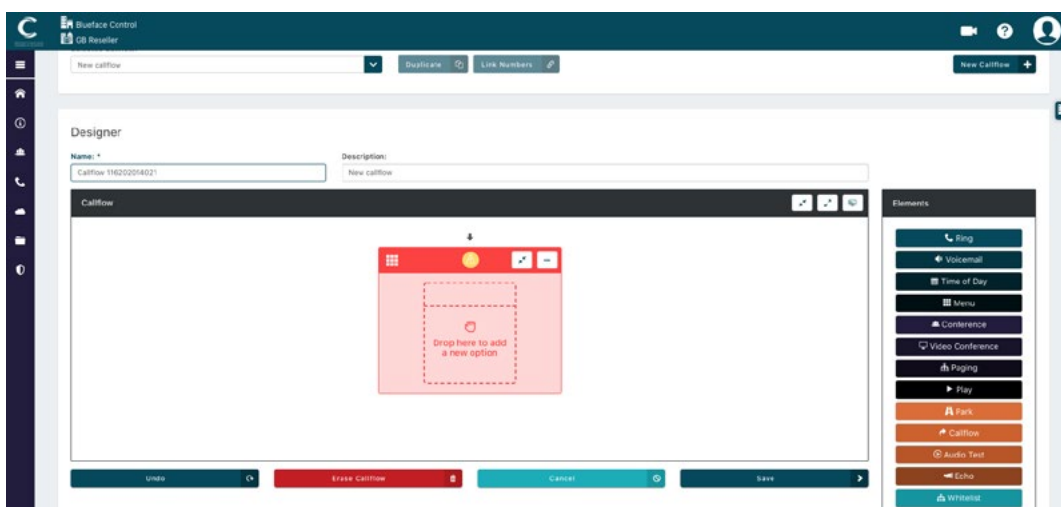
IVR CONFIGURATION

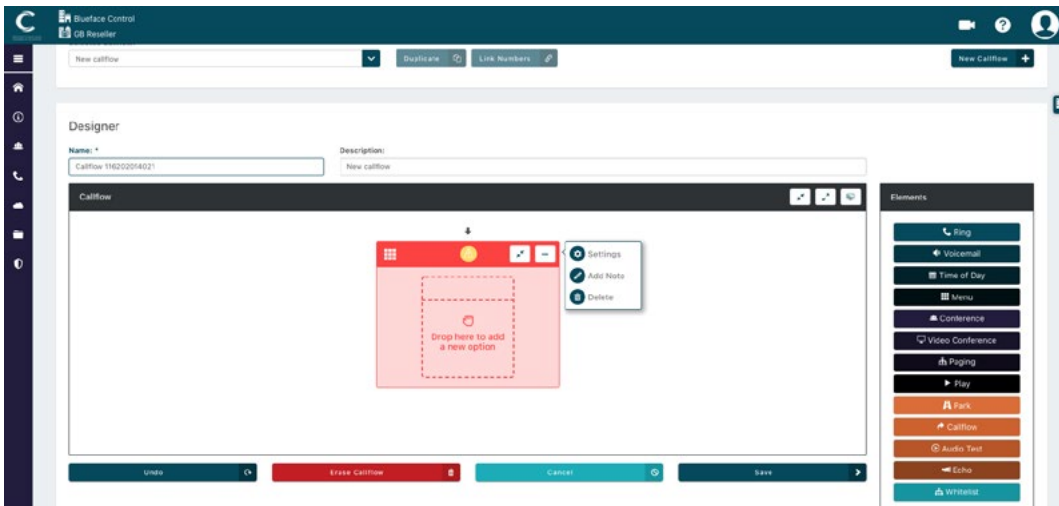From the dashboard, click the phone icon followed by the Callflows submenu.

Click on **'New Callflow +'** which will bring you to the callflow designer section. From here drag the menu element from the list of elements into the callflow designer.
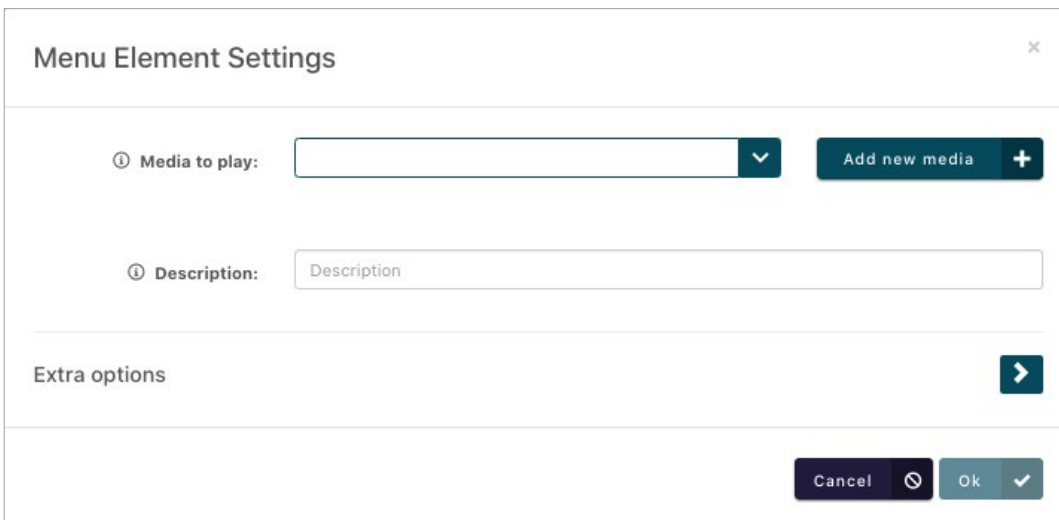
ADD AN AUDIO FILE

A Click on the **'...'** icon on the menu element, followed by **Settings**.

B The **Menu Element Settings** allows you to add and configure behaviour of your media files.

1. Media to play	Choose from a dropdown menu of your uploaded media library audio files
2. Description	Add a description for easy identification
3. Add new media	Clicking on **'Add new media +'** will show the media uploader allowing you to add a new media file for this IVR. The upload should begin immediately. If not, click the **'Add media +'** button
4. Extra options	Clicking on the **'>'** button to the right of **Extra options** will show a free-text box labelled **Ring Back in Seconds**. Here you can enter the time in seconds that the phone will ring before the media file plays

C Once you have chosen or uploaded the desired media file for this IVR, press the **'Ok ✓'** button on the **Menu Element Settings** pop-up to return to the callflow designer.
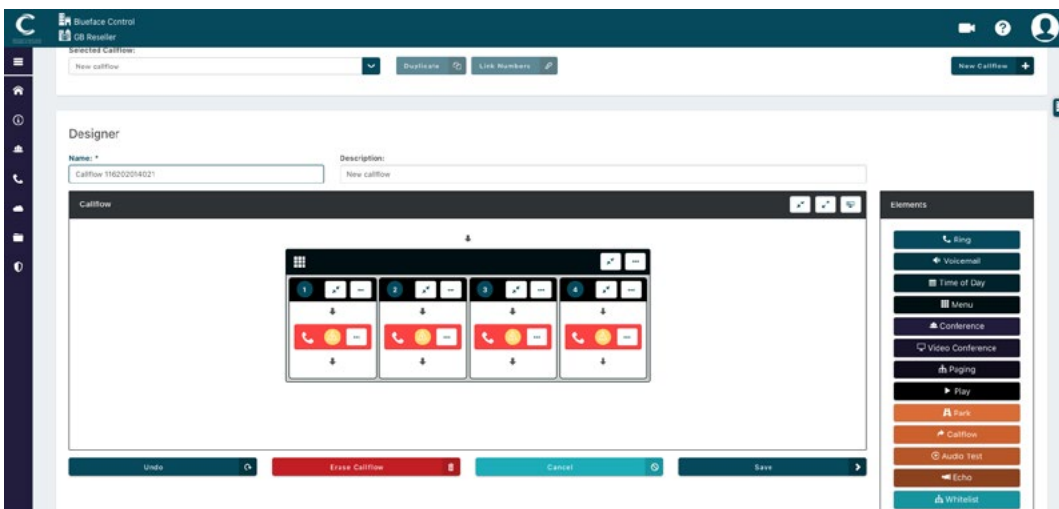
ADD IVR OPTIONS

Now that you have added the audio file, you can begin to add the options to reflect what is on the audio file and direct incoming calls to the relevant parties within your company.

Sample audio guide message

"Hi, Welcome to Company X, please listen carefully to the following options: press 1 for sales, press 2 for technical support, press 3 for training, press 4 for administration, press 5 for opening hours. Hold the line for all other queries."

**A**   Options 1–4 will need a ring element in the menu element for each option.

B   Bring up the **Ring Element Settings** window by clicking the **'...'** button on the ring element.
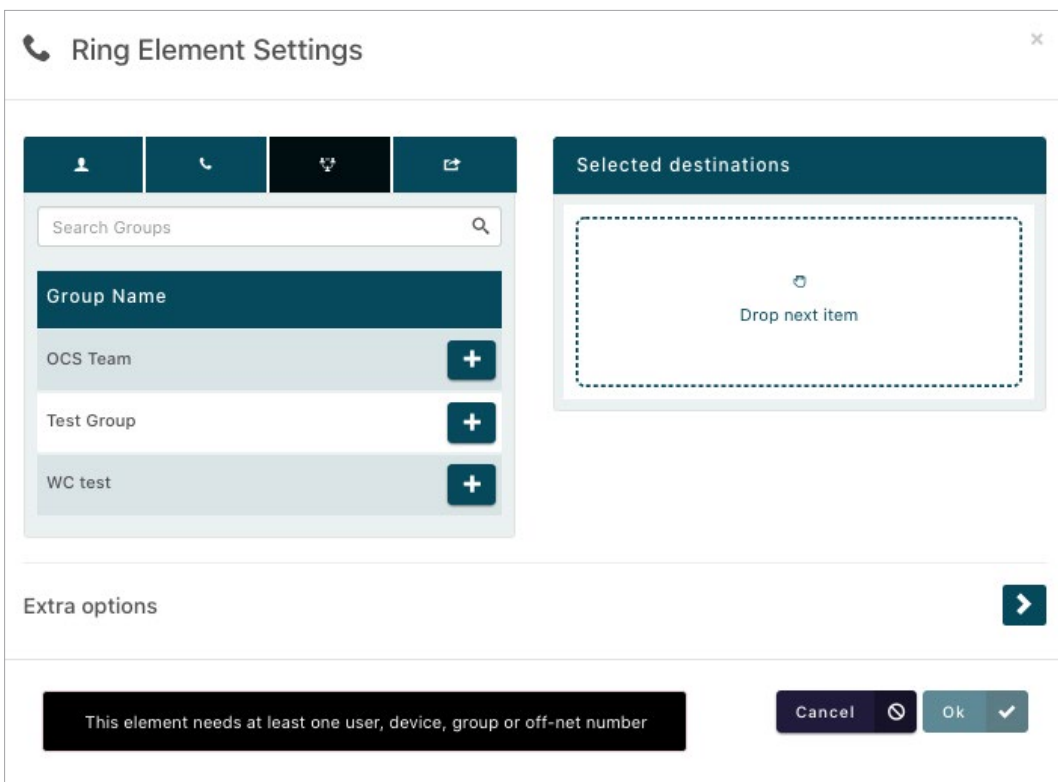
C From **Ring Element Settings**, click the **Available groups** tab (as highlighted above). Select the group for the current IVR option you're working on; in this instance Option 1 – Test Group. Click the **'+'** button to move your selected group (Test Group) into the **Selected destinations** list.
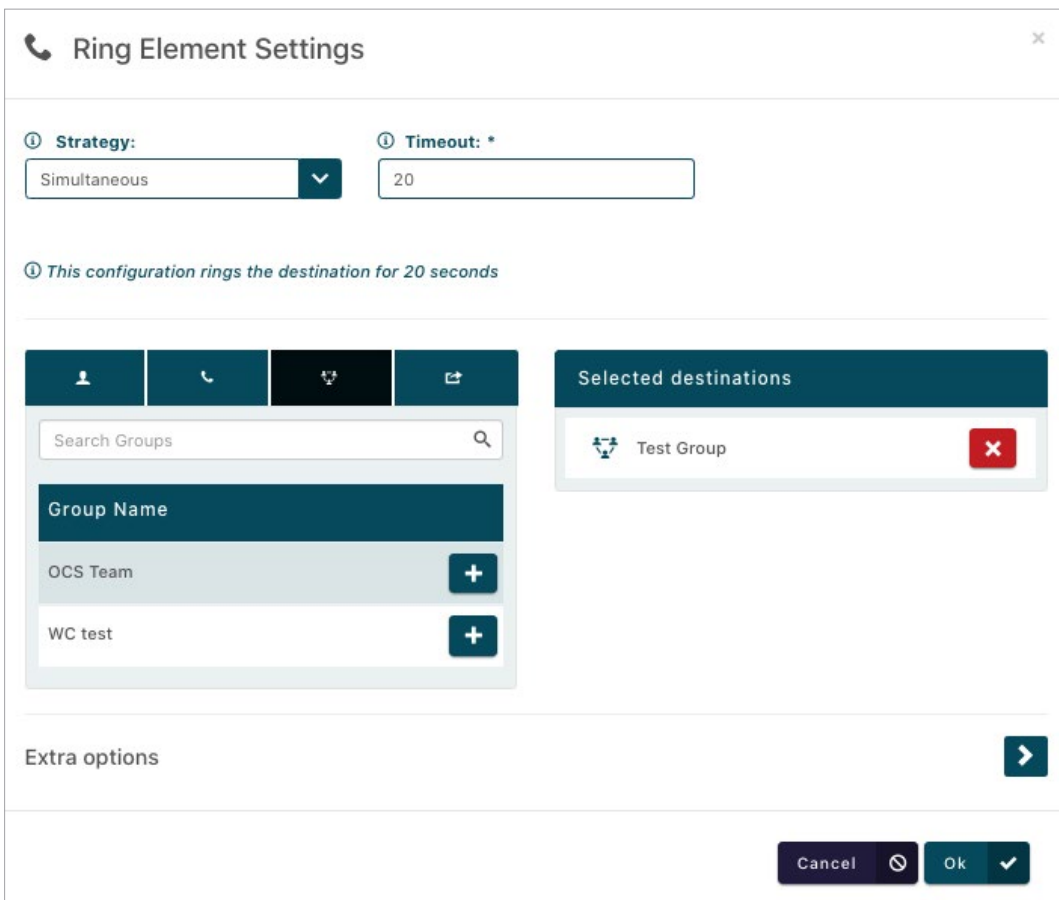

D To confirm, click **'Ok ✓'** and repeat the steps for options two, three and four. Once you have done so, the menu element within the callflow designer should look like the below:
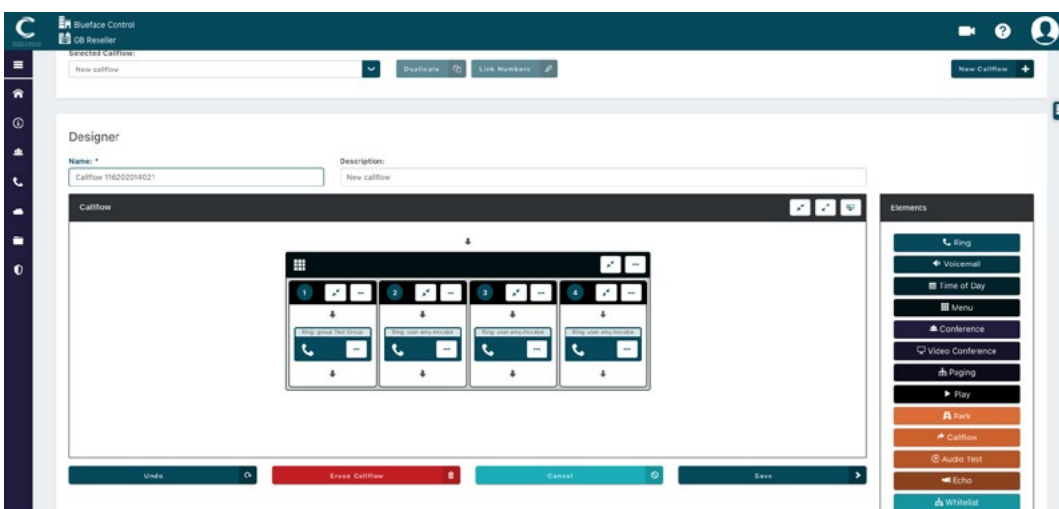

As you can see above, the ring elements have changed colour as the configuration is completed.

E   Option 5: drag a **'> Play'** element into the callflow's menu element.

F   Click on the **'...'** button to show the **Play Element Settings** window. From here, select an uploaded audio file from a dropdown menu or click the **'Add new media +'** button to upload a new audio file using the media uploader.

G   Once satisfied you have chosen the correct audio file, select **'Ok ✓'**.
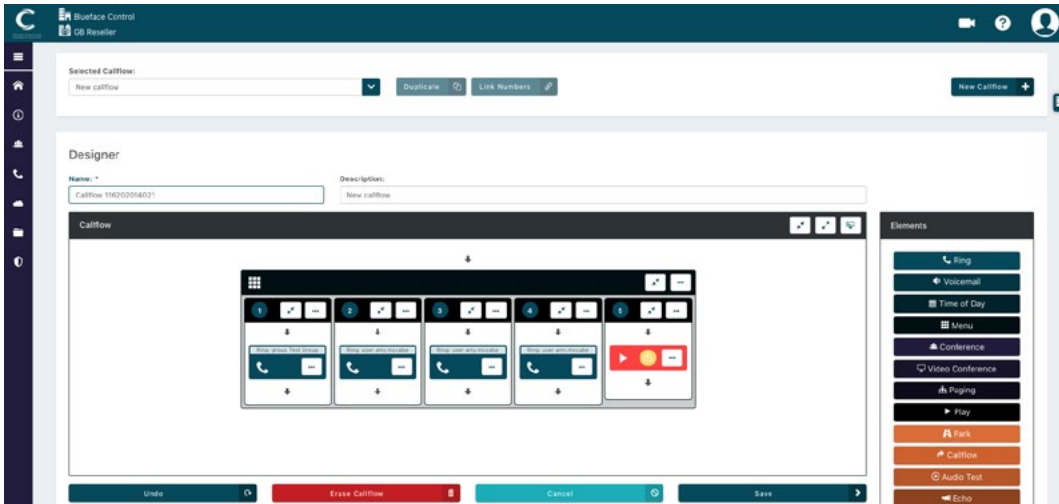

For the final option 'hold the line for all other queries', use the **Timeout** option. This directs the caller to a chosen destination after 30 seconds if the caller does not select an option. Generally this will route the caller to all phones or maybe a receptionist.
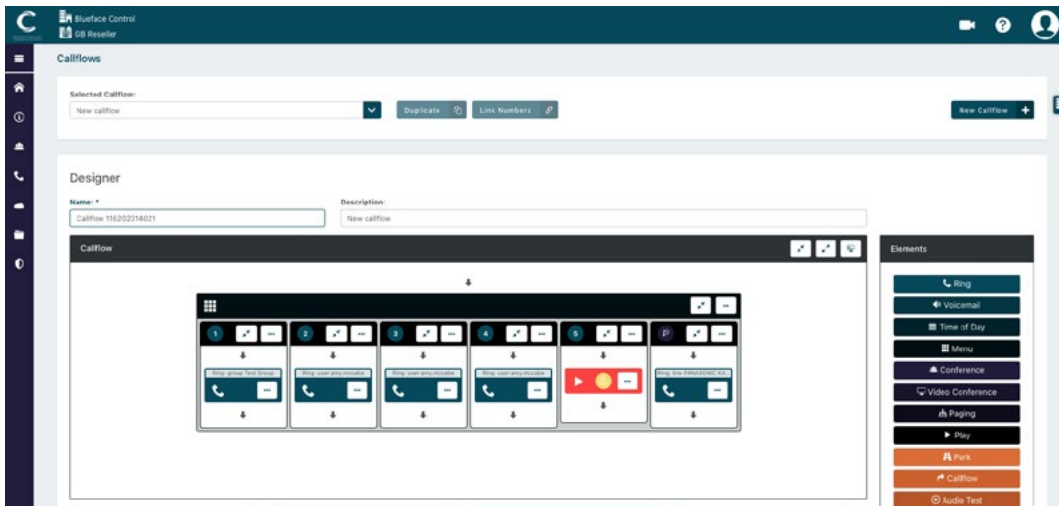
H   Drag a ring element into the menu element within the callflow designer. As before, click on the **'...'** button followed by Settings. This will populate the **Ring Element Settings** section. From the **Devices** tab, add the reception device to **Selected destinations** by clicking the **'+'** button beside the device, followed by the **'Ok ✓'** button to confirm.
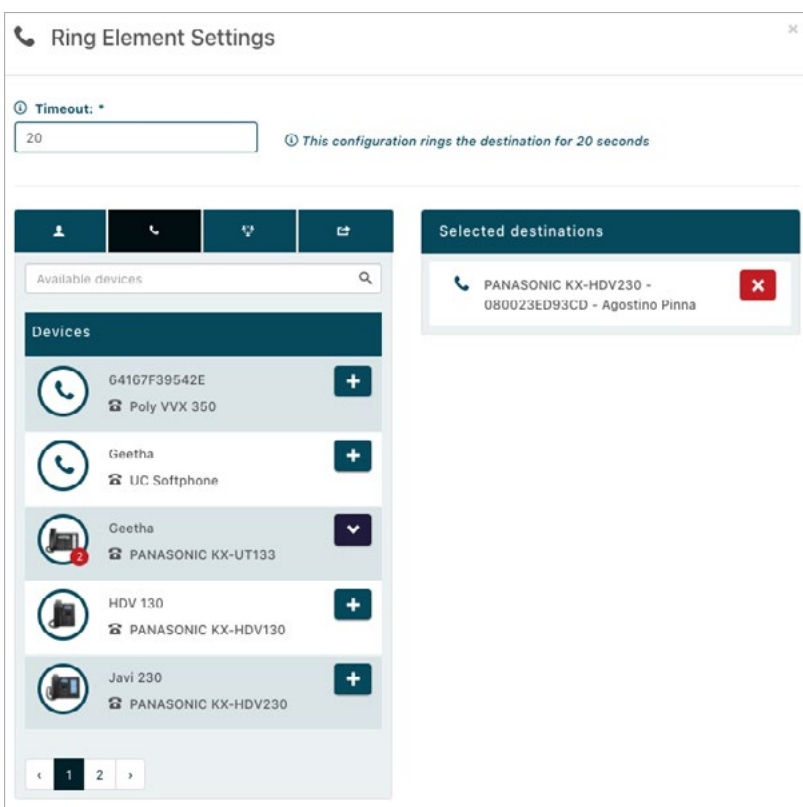
I Change the keypad option from **6** to **Timeout** by clicking the number (6). This will populate **Menu Element Option Settings**. Check the box beside **Timeout** to change this from a keypad function to a timeout. Click **'Ok ✓'** to return to the callflow designer.
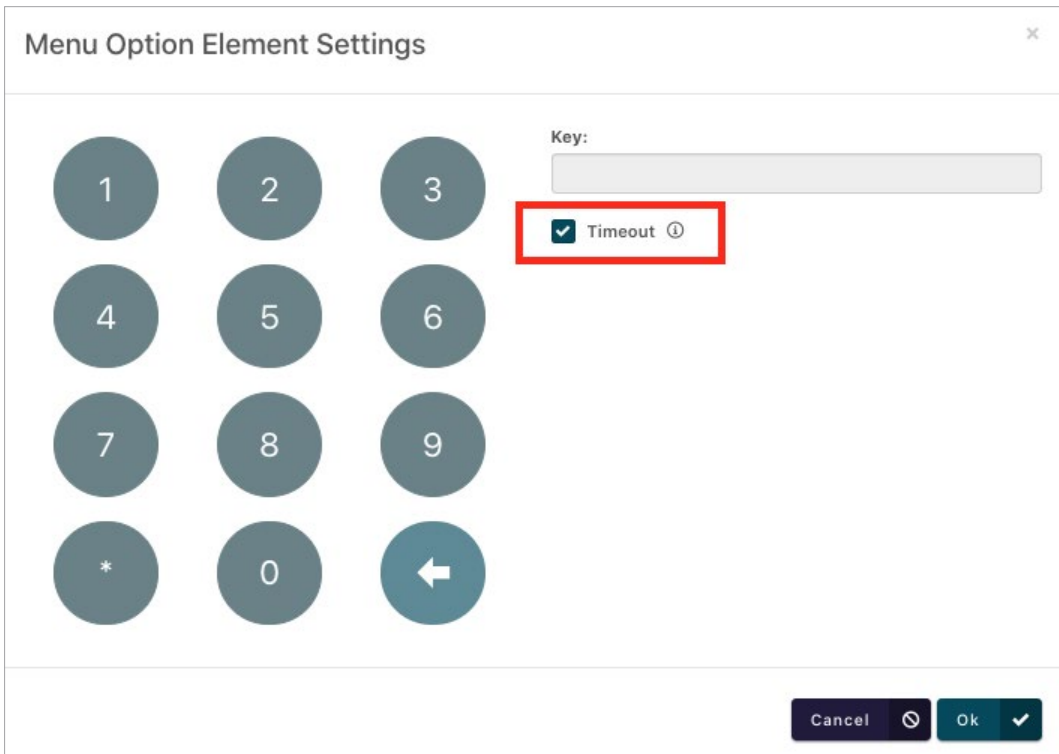
Your callflow should look like the image below. Name and describe your callflow for convenience.

ADDING MORE LAYERS

Adding more IVR layers allows your calls to attempt to reach other endpoints if unanswered by initial element settings. Try adding a voicemail element to direct any missed calls to your voicemail inbox.

A   Drag the voicemail element into the menu element within the callflow designer for each menu option you wish to have a voicemail box for the caller.

B   Click on the **'...'** button to populate the **Voicemail Element Settings** section. From the dropdown, select the applicable voicemail box for the IVR option. Click the **'OK ✓'** button once satisfied with your choice.

C   Add the voicemail element to the remaining IVR options (or any other elements you may wish to add). Once satisfied with your new IVR, click **'Save'**. Finish by linking this callflow to a number.
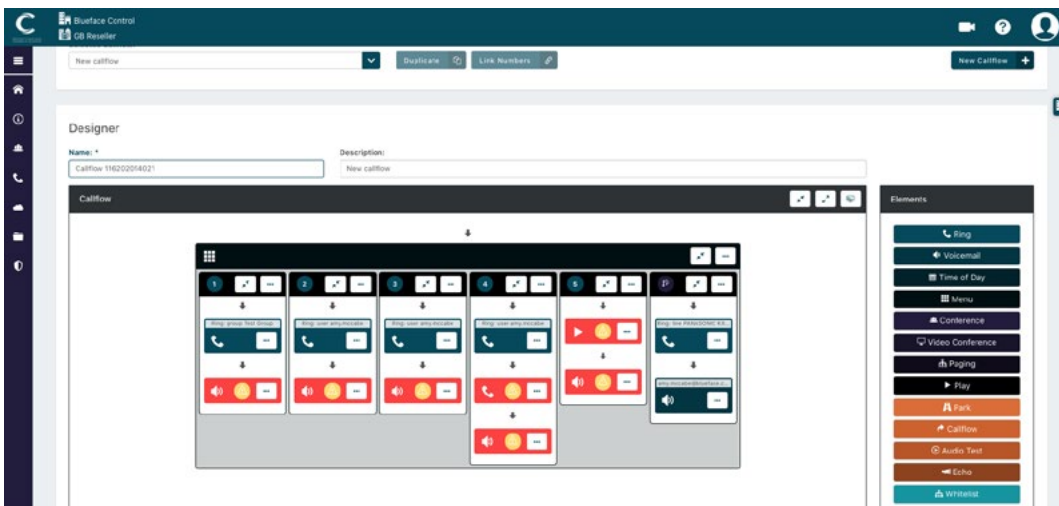
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USEFUL CONTACTS

To set up partner or customer accounts on
Westcoast Cloud Voice portal please email:
admin@westcoastcloud.co.uk

For sales info: **voice@westcoastcloud.co.uk**,
or support: **support@westcoastcloud.co.uk**