

Create and Edit IVRs

Use this page when creating a new IVR or editing an existing IVR from **Configuration > IVRs**.

The form screenshots below are separated by block where the application exposes separate sections. Complete the required values, review routing or destination references, and save the record.

Add and edit form

Information

Name:

Type:

Welcome Message:

Options Message:

Messages playback:

Menu selection timeout:

Loop on timeout

Loop on wrong key press/word

Allow dialing internal numbers

Allow Custom Codes

Allow Dialing Feature Codes

Pressing 1:

Pressing 2:

Pressing 3:

Pressing 4:

IVRs add/edit form.

Main fields

Field	Description
Name:	Display name used in lists and references.
Type:	Mode selector that changes the behavior of the object.
Speech to Text Language:	Language or voice selection used for prompts, transcription, or speech synthesis.
Min silence time (ms):	Object setting shown by the form.
Silence threshold:	Object setting shown by the form.
Messages playback:	Object setting shown by the form.
Menu selection timeout:	Timing value used by the service.
Digit timeout:	Timing value used by the service.
Max loop counts:	Object setting shown by the form.
Loop on timeout	Timing value used by the service.
Loop on wrong key press/word	Object setting shown by the form.
Allow dialing internal numbers	Dialed value, identifier, or matching value used by the PBX.
Allowed numbers:	Dialed value, identifier, or matching value used by the PBX.
Allow Custom Codes	Dialed value, identifier, or matching value used by the PBX.
Allow Dialing Feature Codes	Dialed value, identifier, or matching value used by the PBX.

Saving and deleting

Task	How to do it
Create	Select the new action from the IVRs list, fill the required fields, and select Save.
Edit	Open the existing IVR, update the needed fields, and select Save.

Task	How to do it
Delete	Before deleting a IVR, check call-flow, destination, schedule, report, provisioning, or integration references. Use the row delete action or the form delete action when available, then confirm.

Revision #2

Created 2026-06-02 16:21:08 UTC by Admin

Updated 2026-06-02 16:21:09 UTC by Admin