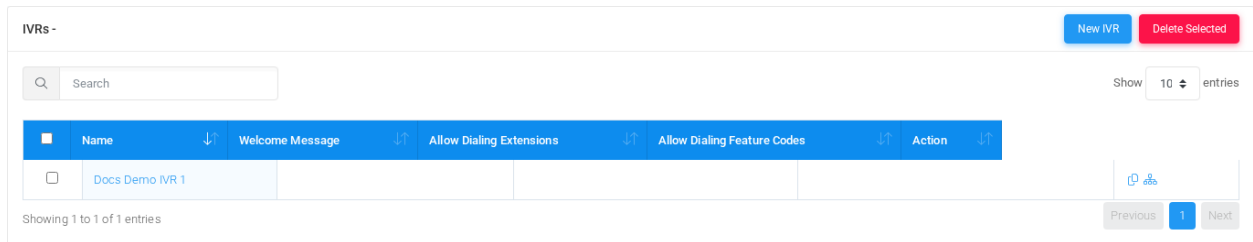


# Overview

The **IVRs** page builds interactive voice response menus that collect DTMF or speech input and route callers. Open it from **Configuration > IVRs**.

The page works against the tenant currently selected in the top bar. The screenshots and demo rows were captured in the **Canistracci OIL** tenant.



IVRs list page in the Canistracci OIL tenant.

## Working with objects

Task	How to do it
Add	Select the New IVR action, complete the form, and select Save.
Edit	Open the IVR from the list by selecting its name, number, or row action. Change the form and select Save.
Delete	Select the row checkbox and use Delete Selected, or open the IVR and select Delete, then confirm.

## Page functions

Action	Description
New IVR	Opens the creation form for a new ivr.
Delete Selected	Deletes the selected rows after confirmation.

## List columns

Column	Description
Name	Display name used in lists and references.
Welcome Message	Object setting shown by the form.
Allow Dialing Extensions	Target or routing selection used when the object sends a call or message onward.
Allow Dialing Feature Codes	Dialed value, identifier, or matching value used by the PBX.
Action	Object setting shown by the form.

# Demo records

The tenant contains 1 documentation demo record for this page: Docs Demo IVR 1.

# Deleting records

Before deleting a IVR, check references from call flows, destinations, schedules, reports, or provisioning objects. MiRTA PBX asks for confirmation before the delete is submitted.

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Revision #8

Created 2026-06-02 12:14:56 UTC by Admin

Updated 2026-06-02 16:21:07 UTC by Admin