

Callcentric IVR Setup

Callcentric has a built-in IVR utility that allows for practically infinite permutations of menus, auto attendant scripts, and scriptable interactive call flows using [Call Treatments](#). The flow itself can be found [here](#), but this page is solely to contain the scripts for uploaded recordings for all announcement and menu audio files when read through [NaturalReader](#) software "Guy Online (Natural) (Free)" voice read at x1 speed extracted using Audacity software using the Windows WASAPI loopback device as an audio recording into a WAV file, which can be easily uploaded through the portal as described below.

Setup

[+ Add new IVR](#)

IVR		? Help
0aiv - Org Info	Status: Configured correctly	Modify
1 - Main - Language	Status: Configured correctly	Modify
1a - Main - English - Menu	Status: Configured correctly	Modify
2 - Grand - Language	Status: Configured correctly	Modify
2a - Grand - English - Menu	Status: Configured correctly	Modify

[+ Upload audio files](#)

AUDIO FILES	? Help
0 - English (1).wav <i>Used in 2 IVRs</i>	rename delete
0 - Repeat Pound (#).wav <i>Used in 4 IVRs</i>	rename delete
0aiv - Org Info (A).mp3 <i>Used in 1 IVR</i>	rename delete
1 - Thank You (A).wav <i>Used in 1 IVR</i>	rename delete
1a Buildings Projects Fiber (3).wav <i>Used in 1 IVR</i>	rename delete
1a Org Info (4).wav <i>Used in 2 IVRs</i>	rename delete
1a Tech Support (2).wav <i>Used in 2 IVRs</i>	rename delete
1a To Get Connected (1).wav <i>Used in 2 IVRs</i>	rename delete
2 - Thank You Grand (A).wav <i>Used in 1 IVR</i>	rename delete
2a - Grand Community (A).wav <i>Used in 1 IVR</i>	rename delete

On the left, you can add and configure IVRs and their menu trees which follow the structure and naming convention listed in the below section. On the right, MP3 or WAV audio files below 1Mb can be uploaded to be used within the IVRs. There is a built-in validator to ensure there are audio files in the mandatory places for calls to be handled correctly.

EDIT IVR
? Help

▶ **IVR entry points** (click to expand)

IVR Name: ?

Timeout: sec ?

Repeat on error: ?

Announcement Audio (DTMF not supported): ?

+ -

Menu Audio (DTMF Routing supported): ?

+ -

User error audio: ?

+ -

Key pressed: ?

1

Where to send a call:

<input type="text" value="Send to my extension"/>	<input type="text" value="100 - Mesh Room"/>	<input type="text" value="20"/>	<input type="checkbox"/>	
<input type="text" value="Send to this number"/>	<input type="text" value="16469263746"/>	<input type="text" value="60"/>	<input type="checkbox"/>	
<input type="text" value="Not specified"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
<input type="text" value="Not specified"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
<input type="text" value="Not specified"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	

* You can forward to a single destination or up to 5 different ones

Failover:

2

Where to send a call:

<input type="text" value="Send to this number"/>	<input type="text" value="16469263746"/>	<input type="text" value="60"/>	<input type="checkbox"/>	
<input type="text" value="Not specified"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
<input type="text" value="Not specified"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
<input type="text" value="Not specified"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
<input type="text" value="Not specified"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	

* You can forward to a single destination or up to 5 different ones

Failover:

3

Where to send a call:

<input type="text" value="Send to my extension"/>	<input type="text" value="100 - Mesh Room"/>	<input type="text" value="20"/>	<input type="checkbox"/>	
<input type="text" value="Not specified"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
<input type="text" value="Not specified"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
<input type="text" value="Not specified"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
<input type="text" value="Not specified"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	

* You can forward to a single destination or up to 5 different ones

Failover:

4

Busy tone/Line disconnect
 Calling card
 IVR
 Voicemail

Apply
Save
Cancel
Delete

When adding an IVR or clicking "modify" on an existing IVR, the Edit IVR screen will open. On the left, the Announcement Audio selection is for audio files to be played only once when entering the IVR, and the Menu Audio selection is for audio files to be played after the Accountment Audio, and repeatedly after User error events such as timeout or invalid entry. This audio can be controlled in the User error audio selection, which currently only plays a built-in female voice "Sorry".

On the right, there are multiple options to route calls based on user entry, between direct transfers to extensions, sending to other IVRs, or connecting to other menus through a transfer. Depending on the setting of Repeat on error, after the error limit is reached the call will terminate.

Call Tree Key

Audio file names are based off of the menus where they are used, either as a menu option or as an announcement. Files that begin with 0 refer to common elements shared among multiple root hotlines. Items in red are options are either planned but not implemented or ideas pending discussion.

IVRs in the 0 zone:

- 0. a. iv. Common - English - Org Info
Non-Default Parameters: Timeout: 0 sec
Comment: with no Last Route setting configured, the call just drops per the [documentation](#). It would be nice to send this back "up" a menu but unfortunately it doesn't appear that there is any option that allows you to select the previous IVR menu.

Hotline Roots:

1. Main - Language (Root Hotline)
 - a. Main - English - Menu
Non-Default Parameters: Repeat on error: 3, User error audio: Sorry
 - i. To Get Connected: Simultaneous ringing to Mesh Room and Marco/VM
 - ii. Tech Support: Single forward to Marco/VM
 - iii. Buildings Projects Fiber: Single forward to Mesh Room
 - iiii. Org Info: Special forward to IVR 0.a.iv - Org Info
 - b. Grand - Spanish- Menu (doesn't exist yet!)
 - c. Grand - Chinese- Menu (doesn't exist yet!)
2. Grand - Language (Root Hotline)
 - a. Grand - English - Menu
Non-Default Parameters: Repeat on error: 3, User error audio: Sorry
 - i. To Get Connected: Simultaneous ringing to Mesh Room and Marco/VM
 - ii. Tech Support: Single forward to Marco/VM
 - iii. Org Info: Special forward to IVR 0.a.iv - Org Info
 - b. Grand - Spanish- Menu (doesn't exist yet!)
 - c. Grand - Chinese- Menu (doesn't exist yet!)

Text-to-Speech Audio Files and Scripts

Comment: The pound keys are not truly configurable in Callcentric, and despite the script advising its use to repeat the menu, it triggers the User error audio and subsequently the Last route if

pressed after the third failure, which disconnects the call.

0 - Repeat Menu (#)

To repeat this menu, press pound.

0a - Root - Language - English

To continue in English, press 1.

0ai - Root - English - Get Connected

To get connected to the mesh, press 1.

0aia - Root - English - Tech Support

For technical support, press 2.

0aiv - Root - Org Info

For more information about our organization, press 4.

0aiv - Root - Org Info - Info

NYC Mesh is a community network offering fast, affordable, and fair access to the Internet for all New Yorkers. By joining NYC Mesh, you can access the Internet while helping your neighbors get better and more accessible internet access. NYC Mesh is a neutral network and we do not monitor, collect, or store any user data or content.

For more information about our community network, visit our website at nycmesh.net, and find a list of frequently asked questions and answers at nycmesh.net/faq.

1 - Main - Language - Thank You

Thank you for calling NYC Mesh.

1aiii - Main - English - Buildings Projects Fiber

For buildings, projects, and fiber installs, press 3.

2 - Grand - Thank You

Thank you for calling NYC Mesh at Grand Street Guild.

2a - Grand - Menu - Community

NYC Mesh is glad to be part of your Grand Street Guild community.

Incomplete Recordings

The Callcentric call handling only has IVRs with English. The entry points for other languages would be formatting along the lines of the below:

0b - Root - Language - Spanish

0C - Root - Language - Chinese

Revision #10

Created 2 September 2023 06:17:36 by Daniel Heredia

Updated 11 June 2024 04:14:13 by Daniel Heredia