

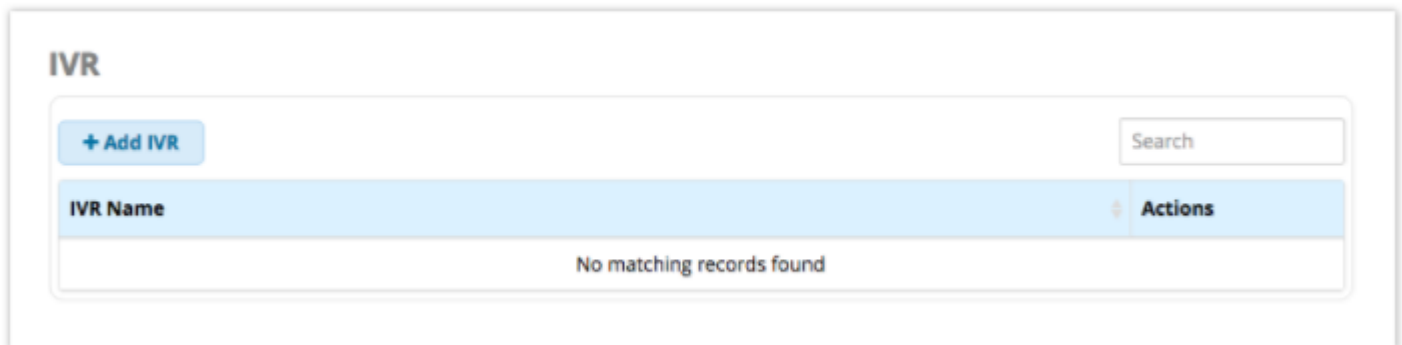
Auto Attendant

An Auto Attendant IVR or "Interactive Voice Response" menu allows callers to interact with your telephone system via their telephone keypads.

The IVR Module is used to set up a menu system that will play an initial recording to callers, allow them to dial an option or an extension number, and route their call to a particular location based upon what they dial.

The IVR module allows you to create one or more IVRs ("Interactive Voice Response" systems or Auto Attendants).

You can then route calls to the IVR and play a recording prompting callers what options to enter, such as "press 1 for sales and press 2 for the company directory."



The screenshot shows a web interface for managing IVRs. At the top left, the word "IVR" is displayed. Below it is a blue button labeled "+ Add IVR". To the right of the button is a search input field with the placeholder text "Search". Below these elements is a table with two columns: "IVR Name" and "Actions". The table is currently empty, and a message "No matching records found" is centered below the table.

An IVR can also route calls to another IVR, or in other words, a sub-menu.

As a general rule, you never want more than five or six options in a single IVR, or it will become too confusing to navigate.

It is better to only include a few options at a single menu level, and route callers to a sub-menu for more choices.

