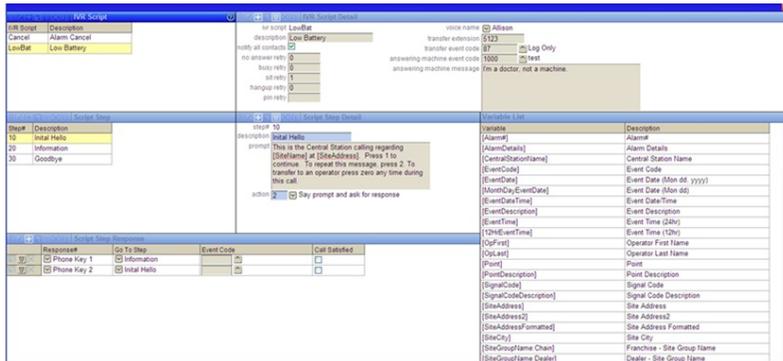


IVR

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The SGS IVT (Interactive Voice Response) is an automated phone system that provides the means for Outbound calling and Inbound functionality for Site Group Contacts to place accounts [On Test](#).

Outbound IVR



stages™ can trigger outbound IVR calls by an [Auto Process](#) linked to an [Event Code](#) or Operator Action. The IVR Auto Process (Setup > Alarm Processing > Auto Process) is linked to a user-defined IVR Script (Setup > Alarm Processing > IVR Script). Outbound IVR calls follow Dial Rules with no Office Num assigned.

VR Replacements and Call Dispositions are administered in the IVR Replacements setup (Setup > Alarm Processing Setup > IVR Replacements). For IVR Replacements, the text in the Replace column will be said instead of the text in the Condition column. For instance, the Condition of '#' can have a Replace of 'Number' so that the IVR will say 'Number' when '#' is in the IVR Script text. Call Dispositions are entered for the IVR Call Results. The Disposition entered will log into Site History.

IVR Script

IVR Script displays a selectable list of the scripts. Scripts are created/edited in IVR Script Detail. Scripts are setup with the number of retry attempts for no answer, busy, Special Information Tones, hang ups, and PIN entry. Notify all contacts will send an IVR to all applicable site contacts, otherwise, it will call the one contact at a time down the list and end at first contact. The IVR can use either 'Allison' or 'William' for Voice Name. The Transfer Extension is the extension the Recipient will be connected to when pressing '0' to speak with an operator. This will log the 'Extension Event Code' to the Site History. When the IVR detects an Answering Machine, it says the message in 'Answering Machine Message' and logs the 'Answering Machine Event Code' to the Site History.

Script Step

Script Step displays a selectable list of the steps. Steps are created/edited in Script Step Detail. Steps are stored and triggered by number. Steps are given a description (for use in setup), prompt (what the IVR will read to the call recipient) which can include variables from the list, and action type (1 - Say prompt and hang up, 2 - say prompt and ask for response, or 3 - Validate PIN).

The Step with the lowest number will be the first step executed by the IVR.

Script Step Response

Step Responses are set up for action types 2 and 3, to link the next steps. Responses are given a response# such as Phone Key [#], Phone Key * or #, Valid PIN and Invalid PIN. The Response then is given a Go To Step#, which will initiate the prompt for the next step. A response can also log an Event Code into Site History such as 'Cancelled by IVR'.

For help with building scripts, visit <http://www.cepstral.com/en/tutorials/view/ssml>.

Inbound IVR

When calling in, the main menu will prompt for the User# and PIN. The User# is the Site Group#. The PIN is assigned to a Site Group Contact.

Access the Account Menu, you will be prompted for the Account#. The IVR will inform of the current state of the device, whether the account is in alarm, on test, out of service, or has unrestored points. Account [Device|devices]] can have an IVR# assigned to them as a Numeric code, so that r32-1234 can have an IVR number of 321234, making entry easier.

Lists of Functions available in the IVR Account Menu:

1. On Test Menu
 1. Place On Test (Enter '1' for Test Category 1 - 1 hour Test)
 1. All - Places all points on test
 2. Places a List of points on test
 3. Places All Points on test except listed points.
2. Test Results
 1. List of Points Tripped during test
 2. List of Signals Received during test
 3. List of Points not Tripped during test
 4. List of Points that require Restore
 5. Clear all Unrestored points.
3. Clear Test
4. Points
 1. Hear Complete List of Points
 2. Hear List of Points on Test
5. Review History - Hear 5 most recent events
 1. Restart - go back to most recent
 2. More - next 5 events
 3. Repeat - repeat the group of 5 events
6. Change Account