



# Quick Guide to TraiTel

## Outbound IVR

## Quick Guide to TraiTel Outbound IVR

The TraiTel IVR system is designed to be easy to set up for people with basic computer knowledge.

TraiTel has a team of technical experts and it is recommended that the initial set up be made with our assistance however this is not mandatory.

One of the features of the TraiTel IVR is the ability to launch it remotely via an HTTP API, make outgoing calls, accept input from the person who answers and perform actions based on the input it receives from the person called.

The TraiTel IVR uses a set of commands that can quickly configure an IVR. Arguments are nested i.e. if you define conditions and actions, they are grouped together – these are coloured to identify them.

The comment command is useful for adding notes to your IVR menu – use comments to define sections in your IVR menus.

Each section should terminate with the End Call command i.e. if nothing else is selected or done in this section, end the call – this prevents calls running into other sections of the menu unintentionally.

Wave files for upload must be 8Kps, 16 bit mono.

A list of functions is below, example basic set ups follow.

**Functions:**

*Between the hours* – Days and times when the section is followed.

*Call and branch to line* – places a call then continues IVR menu at a specified place

*Call PSTN* – transfers call to a landline or mobile number

*Call TTM or SIP* – calls your TraiTel device - can also have a name tag for caller ID

*Call with Holding Queue* – calls a number immediately, other calls will be queued

*Comment* – Places information in the menu, does not perform an action

*Condition on Calling Number* – take an action on a specific calling number

*Condition* – take an action depending on the digits dialled

*Connect branched calls* – reconnects a branched call to its parent caller

*Define conference speeddial number* – defines speed dial codes for conference call inclusion

*Enable On-Hold Callback* – allows a caller to request a callback while on hold, request will be emailed

*End Call*

*End Parent* – end the parent call

*Forward to Voicemail* – enter phone number for voicemail

*Goto Line #*

*Group Call* – calls a group of numbers, groups can be defined in the sub-accounts section

*Hangup, continue menu* – ends the call but continues the menu

*Holding Call* – attempts to call a number multiple times – precede with: “Play Looping WaveFile (Interruptable)”

*If SIP phone is offline*

*Load New Menu* – loads a new IVR menu

*On specific date* – create a branch that applies on specific dates

*Password* – used to restrict access to IVR menus

*Play beep* – used for voicemail setup, etc.

*Playback recording* – play back audio from “Record for later playback”

*Play Looping WaveFile (interruptable)*

*Play Wave File (Blocking)*

*Play Wave File (Interruptable)*

*Record Digits* – records set number of digits, condition can then be applied

*Record for later playback* – records audio that can be played back later in the call

*Record full call* – send to email

*Record to Email* – record audio for a specified period then email (often used for vm)

*Send SMS message*

*Stop radio stream*

*Stream internet radio*

*Submit current state to HTTP URL* – submits the current state to an external HTTP script. Accepts specified responses.

*Text to speech (blocking)*

*Text to speech (non-blocking)*

*Variable to speech (blocking)* – reads the content of a variable, cannot be interrupted

*Variable to speech (non-blocking)*

Here is a screenshot of the IVR section of web-messaging. You can create, edit or delete IVR menus here. When you initially create an IVR menu it will by default be inbound. To change it to outbound, click on [“Change to Outbound IVR”](#).

The Interactive Voice Response system lets you create interactive menus that will play as people call your TraiTel Numbers. This system can assist in routing calls to appropriate TTMessengers, landlines, mobiles, and voicemail boxes. To create an interactive voice response system:

1. Create a new menu using the form below.
2. Assign one or more of your TTMessenger numbers to the menu.
3. Add content to the menu using the 'Edit' function below.

Create new Interactive Voice Response system:

Name:

Name	Created	Numbers	Edit
Example IVR	2012-05-01 12:40:03	Add Number----- <input type="button" value="Add"/>	Edit   Delete Create Duplicate

[Change to Outbound IVR](#)

**To change to Outbound IVR click here**

Once you have changed the IVR menu to outbound, in the numbers column will be the word “Outbound” as incoming numbers cannot be assigned to an outbound IVR menu. Also, next to the word “Outbound” you will now have a [“Settings”](#) option.

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**Interactive Voice Response**

Create / Manage Menus | Create / Manage password lists | View Call Logs

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1. Create a new menu using the form below.
2. Assign one or more of your TTMessenger numbers to the menu.
3. Add content to the menu using the 'Edit' function below.

**Create new Interactive Voice Response system:**

Name:

Name	Created	Numbers	Edit
Outbound IVR Test	2012-06-22 14:39:57	<a href="#">Outbound Settings</a> <a href="#">Change to inbound IVR</a>	<a href="#">Edit</a>   <a href="#">Delete</a> <a href="#">Create Duplicate</a>

Click on this to show the initial outbound configuration options.

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**Interactive Voice Response**

**Dialing options:**  
Configure how often this menu should retry a number that is busy or not answering, as well as how long to wait inbetween retries

**Initiate IVR Menu via HTTP**  
Instructions on how to initiate an outbound IVR call via an HTTP request. You may also configure custom variables to be passed from HTTP to the IVR menu here.

**Sample Invitation Form**  
A sample HTML form demonstrating the HTTP Initiation procedure. **Note: This form is Live and will initiate a call on request**

**Results reported by HTTP**  
Allows you to configure a URL where the results of an outbound IVR call are sent, including all custom variables, all variables collected during the call, as well as whether the call succeeded or not, the cause of the error if it failed, and the number of attempts to dial the number.

Dialling options is fairly basic, you simply set how many times the destination number will be retried if the call fails and the time period (in seconds) between retries. (300 / 60 = 5 minutes).

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Messaging Solutions for a Smarter Future

**Voice Hardware**

- Recorded Calls
- Order Traitel Phones
- Configure SIP device
- View SIP device status

**VSMS**

- Set Failure Options

**IVR**

- Manage voice menus
- Manage password lists

**Conference**

- Create Conference

### Interactive Voice Response

Dialling options  
Configure how often this menu should retry a number that is busy or not answering, as well as how long to wait inbetween retries

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Sample Initiation Form  
A sample HTML form demonstrating the HTTP Initiation procedure. **Note: This form is Live and will initiate a call on request.**

Results reported by HTTP  
Allows you to configure a URL where the results of an outbound IVR call are sent, including all custom variables, all variables collected during the call, as well as whether the call succeeded or not, the cause of the error if it failed, and the number of attempts to dial the number.

#### Configure DialOut options for Outbound IVR Test

**Dialling Options:**  
It is often necessary to automatically retry a call when an error occurs. For example, the line may be busy, or was answered by an answering machine. In these cases, you may specify how often the system retries the destination number.

When a call fails, retry  times, and wait  seconds between each retry.

[Initiate IVR Menu via HTTP](#) gives basic instructions on how to initiate an outbound IVR call via an HTTP request and identifies the apiid of the menu. You can also define custom variables that will be passed to the IVR menu.

The dialout IVR can be initiated via an HTTP GET query. Simply send an HTTP GET query to <http://api.traitel.com/ivrout.pl>.

The following key/value pairs are required:

*user*    *your TraiTel username*  
*pass*    *your TraiTel password*  
*apiid*    *1 – this identifies the outbound IVR menu to be called. If there are two outbound IVR menus the apiid of the second will be 2, etc.*  
*dest*    *the destination number to be dialled.*

e.g.    <form method=GET name="Form\_Name" action=http://api.traitel.com/ivrout.pl">  
         <input type=hidden name="apiid" value="1">  
         <input type=text name ="user" value="yourusername"><br/>  
         <input type=password name="pass" value="yourpassword"><br/>  
         <input type=text name="dest" value="numbertobedialled">  
         etc.

The screenshot shows the TraiTel web interface. The top navigation bar includes links for Home, Send Fax, Send SMS, SMS Services, Voice Services, Contacts, Reporting, Billing and Services, Settings, Developers, Email, and Log Out. The sidebar on the left lists various services under categories: Voice Hardware (Recorded Calls, Order TraiTel Phones, Configure SIP device, View SIP device status), VSMS (Set Failure Options), IVR (Manage voice menus, Manage password lists), and Conference (Create Conference). The main content area is titled 'Interactive Voice Response' and contains the following text:

**Dialing options**  
Configure how often this menu should retry a number that is busy or not answering, as well as how long to wait inbetween retries

[Initiate IVR Menu via HTTP](#)  
Instructions on how to initiate an outbound IVR call via an HTTP request. You may also configure custom variables to be passed from HTTP to the IVR menu here.

**Sample Initiation Form**  
A sample HTML form demonstrating the HTTP Initiation procedure. **Note: This form is Live and will initiate a call on request.**

**Results reported by HTTP**  
Allows you to configure a URL where the results of an outbound IVR call are sent, including all custom variables, all variables collected during the call, as well as whether the call succeeded or not, the cause of the error if it failed, and the number of attempts to dial the number.

**Initiate dialout via HTTP**  
The dialout IVR can be initiated via an HTTP 'GET' query. Simply send an HTTP GET to <http://api.traitel.com/ivrout.pl>

The following key/value pairs are required:

user	Your TraiTel username
pass	Your TraiTel password
apiid	1
dest	The destination number to dial, in international format. For example 61212345678 for Australia; 6441234123 for a number in NZ.

You may also specify additional values that will be available for playback in the IVR menu.  
**Currently defined variables:**

Define a new variable:  
Name:

Sample Initiation Form provides a basic **working** script to demonstrate the above initiation procedure.

Enter your TraiTel username, password and a destination number to receive a demonstration.

The screenshot displays the TraiTel web application interface. At the top, there is a navigation bar with the TraiTel logo and a menu of icons for Home, Send Fax, Send SMS, SMS Services, Voice Services, Contacts, Reporting, Billing and Services, Settings, Developers, Email, and Log Out. The main content area is titled "Sample Initiation Form" and includes a description: "A sample HTML form demonstrating the HTTP Initiation procedure. Note: This form is Live and will initiate a call on request." Below this, it explains that results are reported by HTTP and allows for configuring a URL for outbound IVR call results. A "Sample form:" section contains three input fields: "TraiTel Username:", "TraiTel Password:", and "Destination Number:", followed by an "Initiate!" button. A "Sample code:" section shows the following HTML code:

```
<FORM METHOD=POST NAME="ivr_sample"
ACTION="http://api.traitel.com/ivrout.pl">
<INPUT TYPE=HIDDEN NAME="apiid" VALUE="1">
TraiTel Username: <input type=text name="user"
value=""><BR>
TraiTel Password: <input type=password name="pass"
value=""><BR>
Destination Number: <input type=text name="dest"
value=""><BR>
<INPUT TYPE=SUBMIT VALUE="Initiate!" name="init">
```



Results reported by HTTP allows you to set a URL where the results of an outbound IVR call are sent, including all variables set or collected as well as whether the call succeeded or not, the cause of the error if it failed and the number of attempts to dial the number.

You can also define retry attempts in the event your HTTP server cannot be reached or does not respond successfully.

The screenshot shows the TraiTel web interface. The top navigation bar includes links for Home, Send Fax, Send SMS, SMS Services, Voice Services, Contacts, Reporting, Billing and Services, Settings, Developers, Email, and Log Out. The left sidebar contains a menu with categories: Voice Hardware (Recorded Calls, Order TraiTel Phones, Configure SIP device, View SIP device status), VSMS (Set Failure Options), IVR (Manage voice menus, Manage password lists), and Conference (Create Conference). The main content area is titled 'Results reported by HTTP' and contains the following text: 'Allows you to configure a URL where the results of an outbound IVR call are sent, including all custom variables, all variables collected during the call, as well as whether the call succeeded or not, the cause of the error if it failed, and the number of attempts to dial the number.' Below this is a section for 'Result Reporting' explaining that values are sent back via HTTP. A list of variables to be sent in HTTP reporting is provided, including requestid, number, account, apid, success, fail, and errorType. A form field for 'Send results via HTTP to:' is present, with a note that the URL must include http:// or https://. At the bottom, there is a section for 'HTTP reporting retries' with a note that reports will be resent if the server is unreachable, and a form to set the number of retries (currently 3) and the wait time between retries (currently 300 seconds). 'Back' and 'Save' buttons are at the bottom of the form.

Here is a screenshot of an example outbound IVR menu, where a number is dialled, upon answer a message is played to the recipient to either confirm or cancel an appointment. The information received is then forwarded to a script on a server, and a thank you message played before the call is terminated.

The screenshot displays the Traitel Telecommunications web interface. The top navigation bar includes links for Home, Send Fax, Send SMS, SMS Services, Voice Services, Contacts, Reporting, Billing and Services, Settings, Developers, Email, and Log Out. The left sidebar contains various management tools such as Recorded Calls, Order Traitel Phones, Configure SIP device, View SIP device, Variable to speech, Record Digits, Condition, Submit Current State, Set Failure to HTTP URL, Goto, \*End of Condition, Manage voice menus, Manage password lists, Conference, Create Conference, Play Wave File, and Roam-Connect.

The main content area is titled "Interactive Voice Response" and shows the configuration for "Now editing: Outbound IVR Test". It includes options for creating or managing password lists, creating or restoring snapshots, and viewing call logs. The configuration is structured as follows:

- Options:** Create / Manage password lists | Create or Restore Snapshot | Busy Tone Options | View Call Logs
- Templates:** Build menu using a sample template

The menu steps are:

1. {X} | Edit | Insert Before | Read the content of **message**
2. {X} | Edit | Insert Before | Record up to 1 digits into **Appointment**
3. {X} | Edit | Insert Before | **If Appointment = "1" then do:**
4. {X} | Edit | Insert Before | HTTP Submit: [http://yourdomain.com/appointment\\_manager.cgi?](http://yourdomain.com/appointment_manager.cgi?)  
action=confirm
5. {X} | Edit | Insert Before | Goto line # **16**
6. {X} | Edit | Insert Before | End Call
7. {X} | Edit | Insert Before | Insert new action

Additional steps include:

- 8. {X} | Edit | Insert Before | **If Appointment = "2" then do:**
- 11. {X} | Edit | Insert Before | HTTP Submit: [http://yourdomain.com/appointment\\_manager.cgi?](http://yourdomain.com/appointment_manager.cgi?)  
action=cancel
- 12. {X} | Edit | Insert Before | Goto line # **16**
- 13. {X} | Edit | Insert Before | End Call
- 13. {X} | Edit | Insert Before | Insert new action
- 16. {X} | Edit | Insert Before | Goto line # **1**
- 16. {X} | Edit | Insert Before | Play **Thank you goodbye.** (Blocking) [Download]
- 16. {X} | Edit | Insert Before | **Add action**
- 17. End Call

It is recommended that you create a back up copy of your IVR menu, particularly if you are editing it. This will allow you to restore your menu in the event of any errors. The below screenshot shows how:

The screenshot displays the TraiTel web interface for managing IVR menus. The main content area is titled 'Interactive Voice Response' and shows the current menu being edited: 'Outbound IVR Test'. Below the title, there are links for 'Options' (Create / Manage password lists, **Create or Restore Snapshot**, Busy Tone Options, View Call Logs) and 'Templates' (Build menu using a sample template). A 'Snapshots' section explains the purpose of snapshots and provides a 'Create snapshot' form with a 'Description' field and a 'Create' button. A callout box points to the 'Create or Restore Snapshot' link in the 'Options' section and the 'Create' button in the 'Create snapshot' form. The callout text reads: 'To create or restore a back up copy of your IVR menu, click here' and 'This window will open. Enter a name for a new copy or select from a list of saved menus.'

Please test your IVR through to ensure correct operation before going live. For assistance, please contact TraiTel Telecommunications.