# 1. Purchasing Phone Numbers

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# 2. Creating Call and SMS Flows (IVR Builder)

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Sample Restaurant Flow
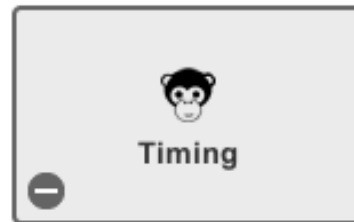
# 2. Creating Call and SMS Flows (IVR Builder)

## Menu Prompt
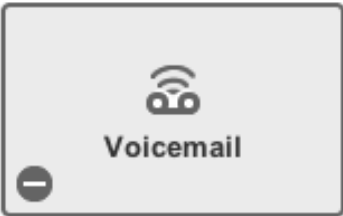
When the caller reaches this menu they will hear:

| Read Text | Thank you for calling Our Restaurant. To speak with a representative, press 1. To leave us a take-out order via voicemail, press 2. | edit |

## Menu Options

| Keypress | Applet | Add & Remove |
|---|---|---|
| 1 | then  Dial | ➕ |
| 2 | then  Voicemail | ➕ |

## Do you want to repeat the menu back?

Repeat the menu back to the caller. Enter zero if you do not want the menu to repeat.

3  time(s)

## Timing

### Set your open hours.

Use the table below to set the hours which you are open. Time is based on the server's current time. We use the timezone specified in your Settings.

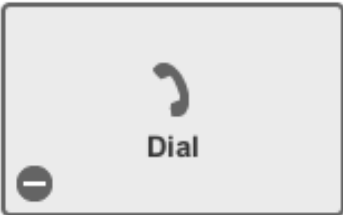*(current time: Mon, 05 Mar 2012 12:05:51 -0500)*

| Monday | Closed | ✛ |
| Tuesday | Closed | ✛ |
| Wednesday | Closed | ✛ |
| Thursday | Closed | ✛ |
| Friday | Closed | ✛ |
| Saturday | Closed | ✛ |
| Sunday | Closed | ✛ |

### Open applet.

When someone calls or SMS while open, use the applet below.

 Menu
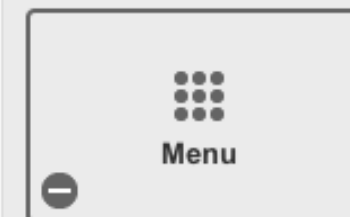
### Closed applet.

When someone calls or SMS while closed, use the applet below.

# 2. Creating Call and SMS Flows (IVR Builder)



**Conference**

## Moderator

If you set a moderator, callers are placed on hold until a moderator calls in from one of their configured devices.

Select a User or Group 🔍

## Hold Music

Music is played until two or more people have dialed in, or until a moderator has joined.

Classical ▼

**Track**

Google Analytics account

URL to track
Use %caller% to substitute the caller's number or %number% for the number called.
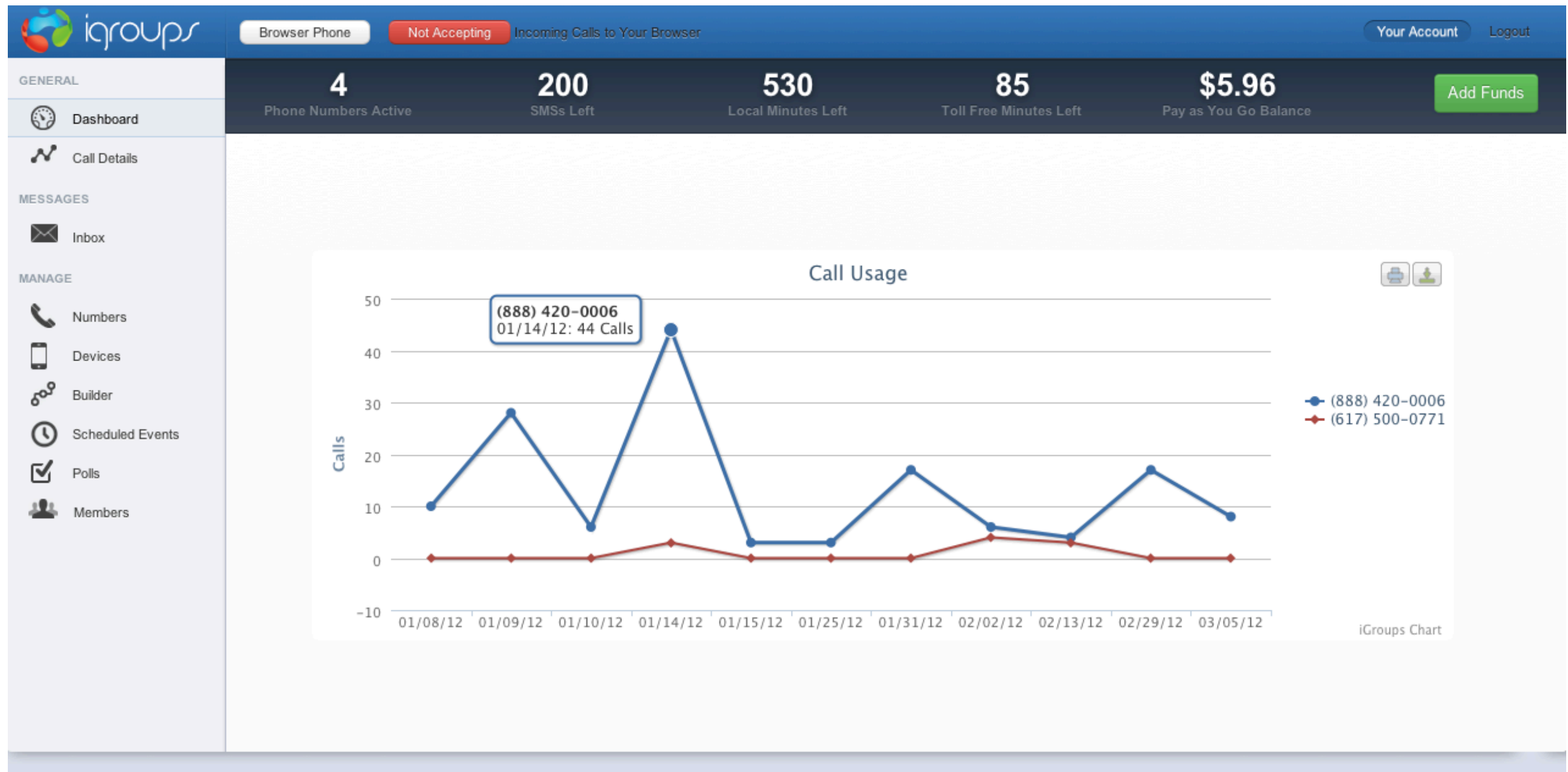
Page title to track
Use %caller% to substitute the caller's number or %number% for the number called.

## Next

After this applet is tracked, continue to the next applet

Drop applet here

# 3. Tracking Minute Usage per Line & Limits

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iqroups | Browser Phone | Accepting Incoming Calls to Your Browser | Your Account | Logout

**GENERAL**
- Dashboard
- Call Details

**MESSAGES**
- Inbox

**MANAGE**
- Numbers
- Devices
- Builder
- Scheduled Events
- Polls
- Members

**Call Details** shows you a history of all calls, duration, geo-location of customers, and more

| Date | To | From | From Geo Data | Call Status | Direction | Duration | Cost |
|------|-----|------|---------------|-------------|-----------|----------|------|
| 01/08/12 11:01 PM | (888) 420-0006 | (212) 300-5446 | NEW YORK NY 10279 US | ringing | inbound | | $0.00 |
| 01/08/12 11:01 PM | (888) 420-0006 | (212) 300-5446 | NEW YORK NY 10279 US | in-progress | inbound | | $0.00 |
| 01/08/12 11:01 PM | (888) 420-0006 | (212) 300-5446 | NEW YORK NY 10279 US | ringing | inbound | | $0.00 |
| 01/08/12 11:01 PM | (888) 420-0006 | (212) 300-5446 | NEW YORK NY 10279 US | in-progress | inbound | | $0.00 |
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| 01/08/12 11:01 PM | (888) 420-0006 | (212) 300-5446 | NEW YORK NY 10279 US | ringing | inbound | | $0.00 |
| 01/08/12 11:01 PM | (888) 420-0006 | (212) 300-5446 | NEW YORK NY 10279 US | ringing | inbound | | $0.00 |
| 01/09/12 12:01 AM | (888) 420-0006 | (212) 300-5446 | NEW YORK NY 10279 US | ringing | inbound | | $0.00 |
| 01/09/12 12:01 AM | (888) 420-0006 | (212) 300-5446 | NEW YORK NY 10279 US | ringing | inbound | | $0.00 |
| 01/09/12 12:01 AM | (888) 420-0006 | 1 | | completed | inbound | 1 min (4 sec) | $0.02 |
| 01/09/12 12:01 AM | (888) 420-0006 | (212) 300-5446 | NEW YORK NY 10279 US | ringing | inbound | | $0.00 |
| 01/09/12 12:01 AM | (888) 420-0006 | 1 | | completed | inbound | 1 min (4 sec) | $0.02 |

# 4. Recording and Transcribing Voicemails

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# 5. Making and Receiving Calls via Browser/mobile app
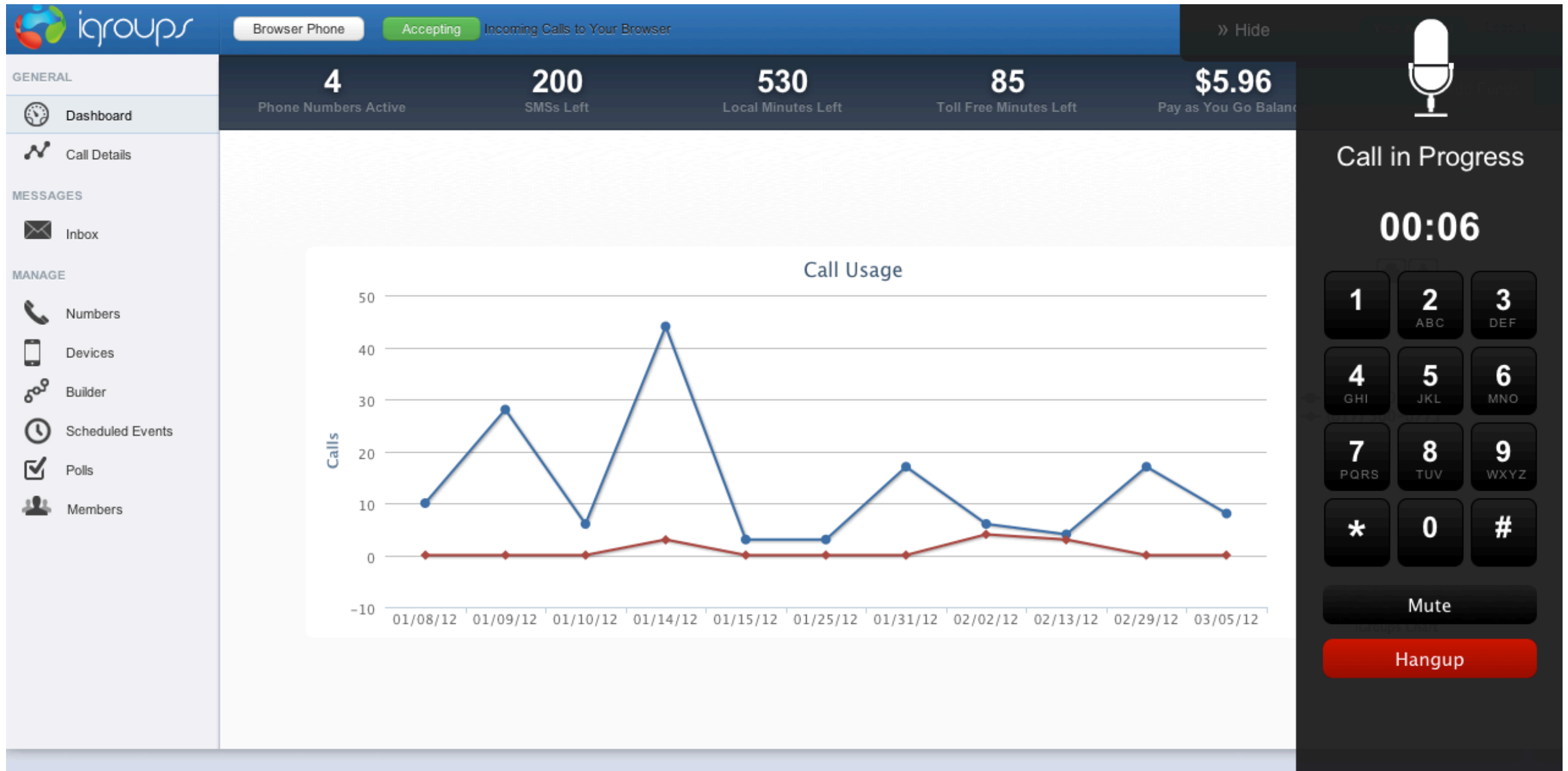
# 6. Call/SMS Automation (Scheduling)

# 7. User & Group Management