**Phase 2 IVR Deployment Steps**

**PROJECT NAME – Call Center Implementation**

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Table of Contents

[1. Introduction 4](#_Toc112071807)

[1.1 Purpose Of the document 4](#_Toc112071808)

[1.2 Scope of Work in Phase 2 4](#_Toc112071809)

[2. Main IVR Phase 2 4](#_Toc112071810)

[2.1 List of deployable items 4](#_Toc112071811)

[2.2 Jar File Deployment 5](#_Toc112071812)

[2.3 Configuration Files deployment 5](#_Toc112071813)

[2.4 Prompt Management 5](#_Toc112071814)

[2.5 Script Management 5](#_Toc112071815)

[2.6 Application Management 5](#_Toc112071816)

[3. Survey UI deployment Steps 5](#_Toc112071817)

[3.1 Survey IVR configuration 5](#_Toc112071818)

[3.2 Report verifications 5](#_Toc112071819)

[3.3 Required softwares 5](#_Toc112071820)

# Introduction

This document explains the detailed deployments steps for Phase 2 IVR the Call Center Implementation that will be developed for Tungsten Call centre, Abu Dhabi.

## Purpose Of the document

This document provides detailed information on end to end deployment on phase 2 IVR and survey UI deployment steps

## Scope of Work in Phase 2

In accordance with the discussion with the Digital14 team, below are the functional requirements for the voice contact center to be implemented:

**Phase 2**

* Updated Main IVR Phase 2 [ with Callback and Survey flow integrated]
* Callback flow
* Survey IVR flow
* Survey User Interface for Configuration and reports

# Main IVR Phase 2

For Main IVR to work following are the steps required

* Deploy the required jars,
* make the configuration changes,
* place the prompt files
* Deploy the script and
* Configure the application in application management

The steps are detailed below

## List of deployable items

* Jar files
* Configuration files
* Prompts
* UCCX script files
* Application management

## Jar File Deployment

## Configuration Files deployment

## Prompt Management

## Script Management

## Application Management

# Survey UI deployment Steps

## Survey IVR configuration

## Report verifications

## Required softwares