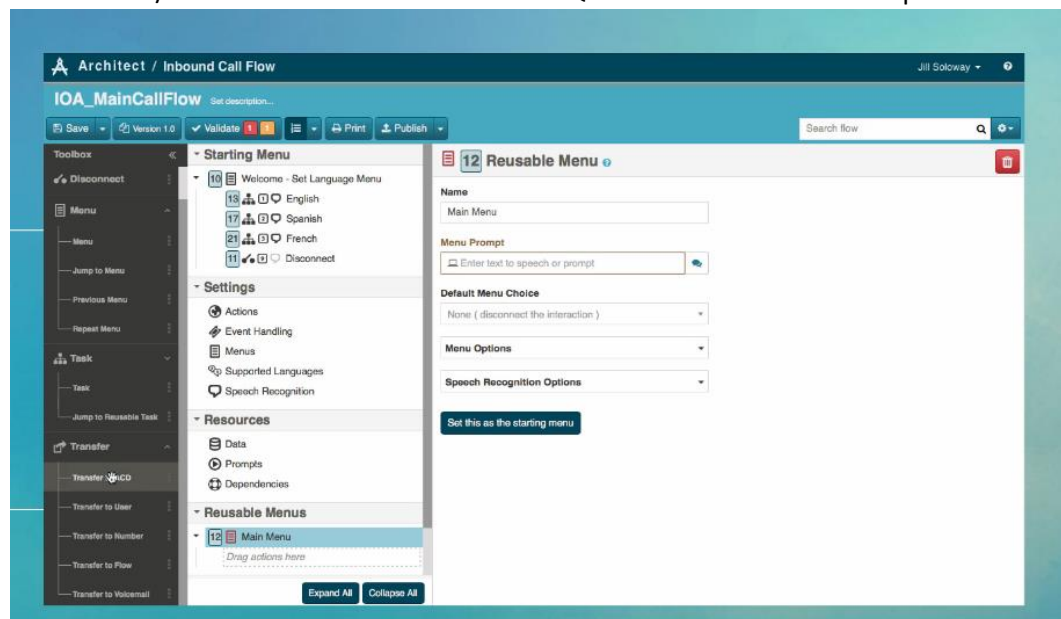


Build Call Flows Inbound example

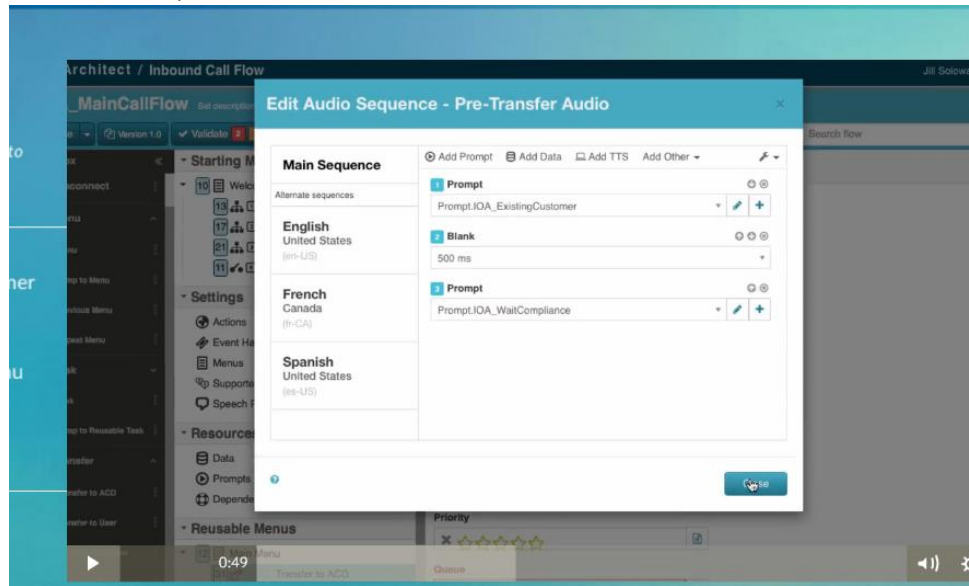
Now that **we have a Starting Menu giving users English or Spanish choices**, lets build out Transfer To Live Person Option

- I. Add Menus
 - a. Drag New Menu to Reusable Menu
 - b. Build Dependencies for navigating Main Menu
- II. Start with Existing CUSTOMER MENU->ExistingCustomer.wav (hello customer...)
 - a. Add BlankPause.wav 500ms
 - b. Add Wait Compliance Module/Node child node->waitCompliance.wav(please wait)
 - c. Add module/node TransferToCustomerServiceQueue->holdMusic.wav->implement



- d. MainCallFlow-4 subcategories-
 - i. StartingMenu
 - ii. Setting
 - iii. Resources
 - iv. ResusableMenus
 1. MainMenu
 - a. TransferToACDN
 2. TransferToACDN from TRANSFER Subcategory

a. Edit Audio Sequence-PreTransfer Audio



b. Open Transfer to ACD

3. OPTION 2

1. Drag and Drop a MENU ACTION into REUSABLE MENU

a. Main Menu

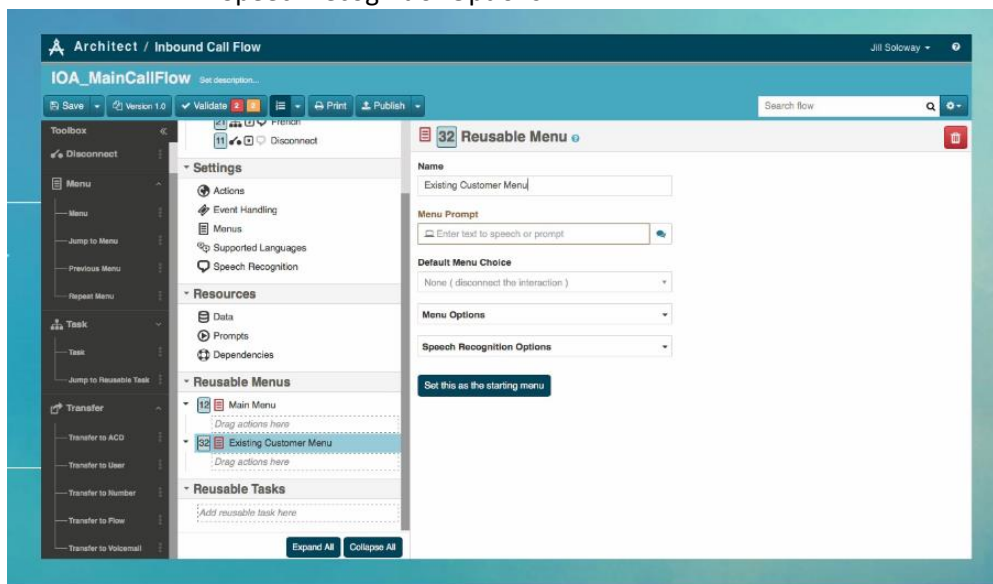
b. Menu (new) name: EXISTING CUSTOMER MENU

1.MenuPrompt:

2.DefaultMenuChoice:

3.MenuOptions:

4.SpeechRecognitionOptions



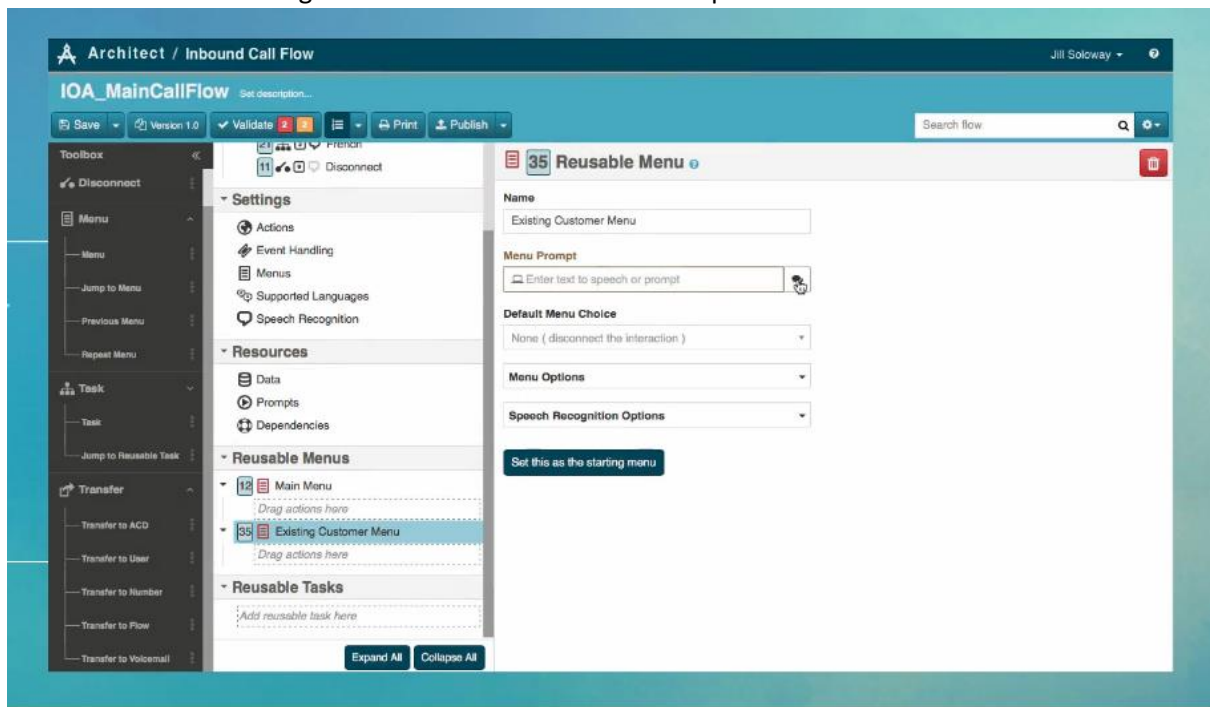
2. The new call flow says play ExistingCustomer.wav and also had 500ms pause before WaitCompliance.wav

3. Now in the MAIN CALL Flow

a. Reusable Menu

1.MainMenu

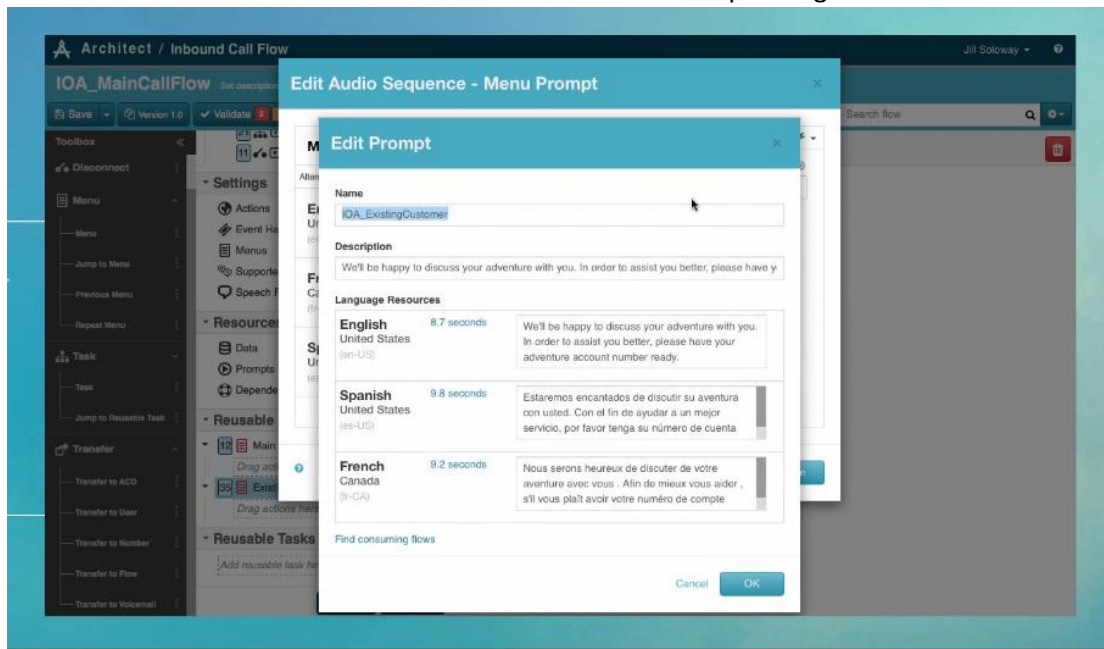
2.ExistingCustomerMenu-Click Menu Prompt



3. Add Prompt

a. Name: Prompt_IDA_ExistingCustomer (in our Files we made before)

1. edit file to show the Multiple Lang Choice we set

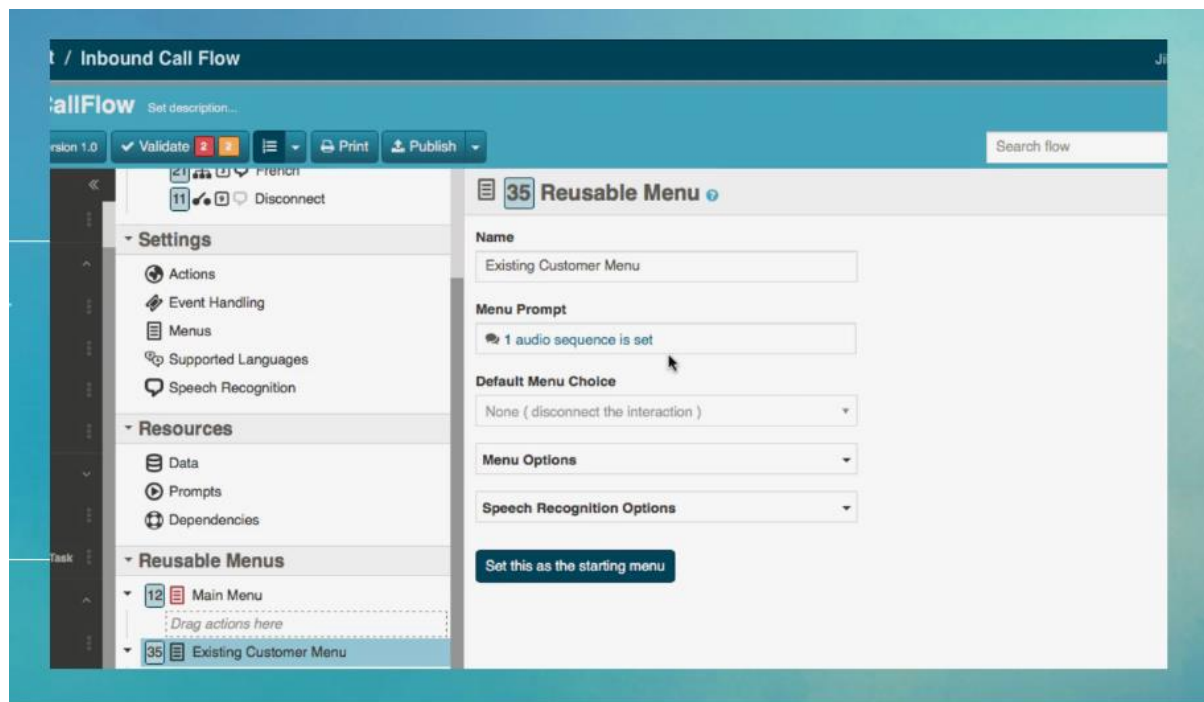


2. Now edit AUDIO SEQUENCE->Main Prompt

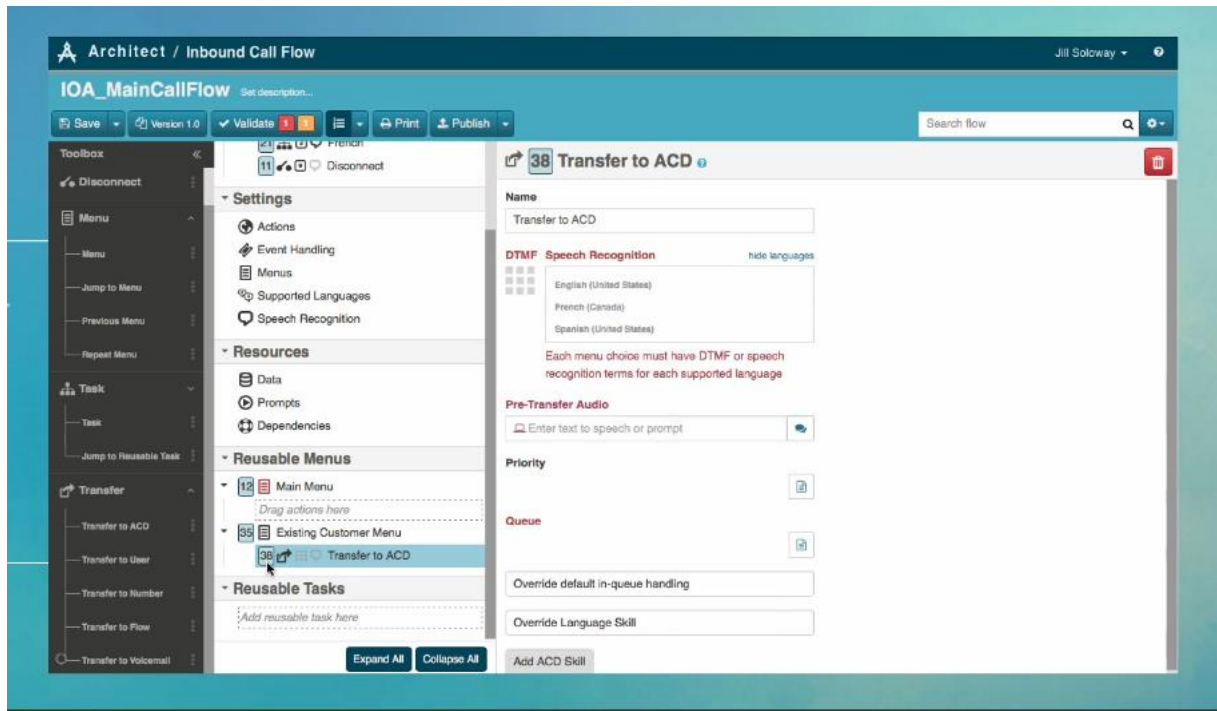
a. Click add OTHER

1. Add BlankAudio (500ms) and close

3. We see Actual Audio Sequence Set



4. Now Sequence is added we add TRANSFER TO ACD under our NEW MENU named ExistingCustomerMenu under Reusable Menus

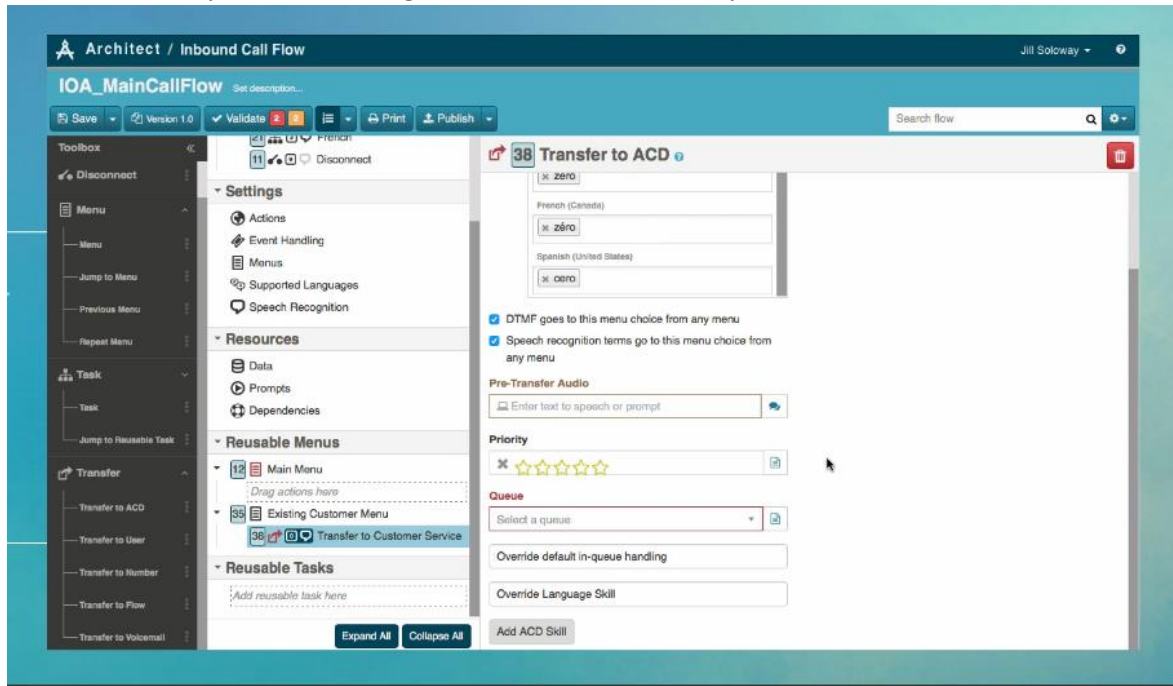


5. Rename TRANSFER TO ACD to “Transfer to Customer Service”

1. Build the dtmf Options under Transfer to Customer Service

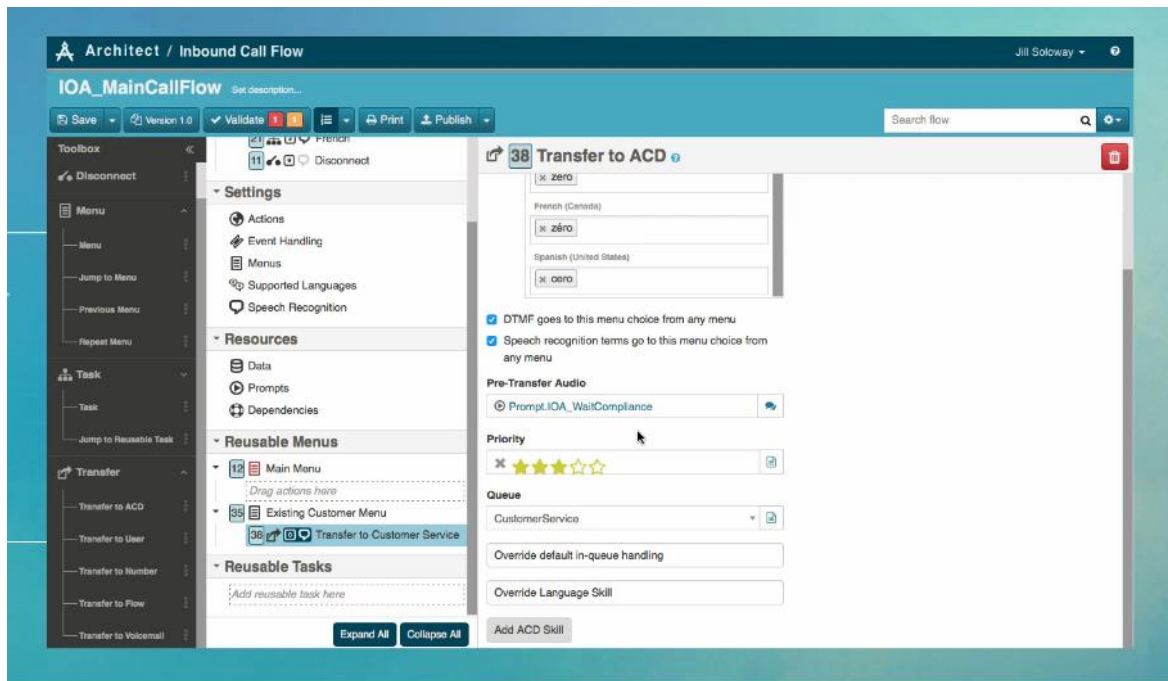
a. dfmf 0 is Zero and Cero for Spanish

2. Click SpeechRec Items go to Menu Choice from any menu



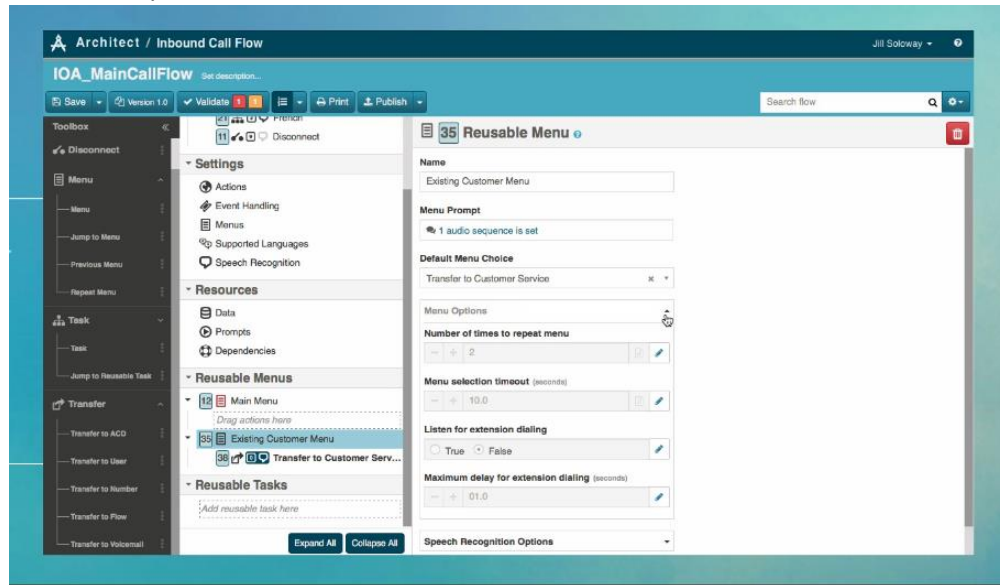
3. Now Edit Audio Sequence: Transfer To ACD and select PROMPT (preTransferAudio)

- a. add Primary_IDA_WaitCompliance; there are multiple languages for this prompt
- b. set priority-set priority
- c. queue: select Workgroup to transfer for example Customer Service



Now the Transfer_To_IDA is setup. We go to Parent Reusable Menu Name:Existing Customer Menu

1. force Default MENU CHOICE: Transfer To Customer Service
2. Set Menu Options:



- a. Include # Times Repeat Menu
- b. Menu Selection timeout
- c. Listen for extension dialing
- d. Max delay for extension dialing and save

We now have first inbound Callflow asks for English or Spanish, then pauses and asks if you like a transfer to customer service