

- Accounts
- Sub Accounts
- Provisioning
- Users
- Aux Codes
- User Settings

Account: Avaya Cloud Demo

Sub Account: Contact Center

# Call Flow Manager

+ Create New Call Flow

<div><div></div><div></div></div>						Columns ▼	
↑↓ Name	↑↓ Name	↑↓ Name		↑↓ Name	↑↓ Name		
⬆	Text	Text		Text	Text	PUBLISH	
⚠	Text	Text		Text	Text	PUBLISH	
⬆	Text	Text		Text	Text	PUBLISH	
⬆	Text	Text		Text	Text	PUBLISH	
⚠	Text	Text		Text	Text	PUBLISH	
⬆	Text	Text		Text	Text	PUBLISH	
⬆	Text	Text		Text	Text	PUBLISH	
⚠	Text	Text		Text	Text	PUBLISH	
⚠	Text	Text		Text	Text	PUBLISH	
⬆	Text	Text		Text	Text	PUBLISH	
⚠	Text	Text		Text	Text	PUBLISH	
⬆	Text	Text		Text	Text	PUBLISH	
⬆	Text	Text		Text	Text	PUBLISH	

## Call Flow Details

What type of call flow would you like to create?

### Simple Call Flow

A Simple Call Flow is used to queue a skill for routing. They are also required to complete a Detailed Call Flow.



### Detailed Call Flow

Configure Hours of Operation, Holiday Hours and a DTMF menu. You must have a Simple Call Flow created to create a working Standard Call Flow.



CANCEL

NEXT

## Call Flow Details

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Configure Hours of Operation, Holiday Hours and a DTMF menu. You must have a Simple Call Flow created to create a working Standard Call Flow.



CANCEL

30% opacity  
when disabled

NEXT

Call Flow Details

What type of call flow would you like to create?

Simple Call Flow

A Simple Call Flow is used to queue a skill for routing. They are also required to complete a Detailed Call Flow.

Detailed Call Flow

Configure Hours of Operation, Holiday Hours and a DTMF menu. You must have a Simple Call Flow created to create a working Standard Call Flow.

CANCEL

NEXT

270 px

1px solid #666666

20px all around

20px Bold

20px

16px regular (400)  
Line height 24px

20px

# Call Flow Details

What type of call flow would you like to create?

## Simple Call Flow

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## Detailed Call Flow

Configure Hours of Operation, Holiday Hours and a DTMF menu. You must have a Simple Call Flow created to create a working Standard Call Flow.



20px

Hover  
3px solid  
#318CD9

CANCEL

NEXT

## Call Flow Details

What type of call flow would you like to create?

### Simple Call Flow

A Simple Call Flow is used to queue a skill for routing. They are also required to complete a Detailed Call Flow.



### Detailed Call Flow

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CANCEL

NEXT

20px

Hover  
3px solid  
#318CD9

## Call Flow Details

What type of call flow would you like to create?

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Selected  
3px solid  
#666666

CANCEL

NEXT



## Call Flow Details

What type of call flow would you like to create?

### Simple Call Flow

A simple Call Flow is used to queue a skill for routing. They are also required to complete a Detailed Call Flow.



### Detailed Call Flow

Configure Hours of Operation, Holiday Hours and a DTMF menu. You must have a Simple Call Flow created to create a working Standard Call Flow.



CANCEL

NEXT

## Call Flow Details

Please provide a name and some details about this call flow.

Name

XX characters max.

Description

XX characters max.

CANCEL

BACK

NEXT

## Call Flow Details

Please provide a name and some details about this call flow.

Name

User Generated Name

XX characters max.

Description

This is a description of my new call flow.

XX characters max.

CANCEL

BACK

NEXT

# Additional Modal Specs

30px

Kiffar Tyranus Jacen

24px Bold

20px

Allana falléen kenobi chistori darth wol jek elrood. Yuzzum biggs dulok darpa moore koon. Luke anakin grodin keyan.

16px Regular

40px

Input Label

Input Text

Help Text

30px

20px

Input Label

Input Text

Help Text

40px

CANCEL

BACK

PRIMARY

30px


30px

2px Radius

box-shadow: 0px 2px 8px 0px, #6A788A 30% opacity

# User Generated Name

## Access Point

Claim a number 

Optional. Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

NEXT

# User Generated Name

Access Point

Claim a number

XXXXXXXXXXXXXX

555.867.5309

XXXXXXXXXXXXXX

XXXXXXXXXXXXXX

XXXXXXXXXXXXXX

XXXXXXXXXXXXXX

# User Generated Name

## Access Point

Claim a number

555.867.5309 ⌵

Optional. Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

NEXT

# User Generated Name

Access Point

Claim a number

555.867.5309

Optional. Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Choose an audio file for this entry point.

NEXT



# User Generated Name

Access Point

Claim a number

555.867.5309

Optional. Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

XXXXXXXXXXXXXX

Dead Air

XXXXXXXXXXXXXX

XXXXXXXXXXXXXX

XXXXXXXXXXXXXX

XXXXXXXXXXXXXX

# User Generated Name

Access Point

Claim a number

555.867.5309

▼

Optional. Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Dead Air

▼

Choose an audio file for this entry point.

NEXT

# User Generated Name

Access Point

Claim a number

555.867.5309

▼

Optional. Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Dead Air

▼

Choose an audio file for this entry point.

Skill Queue

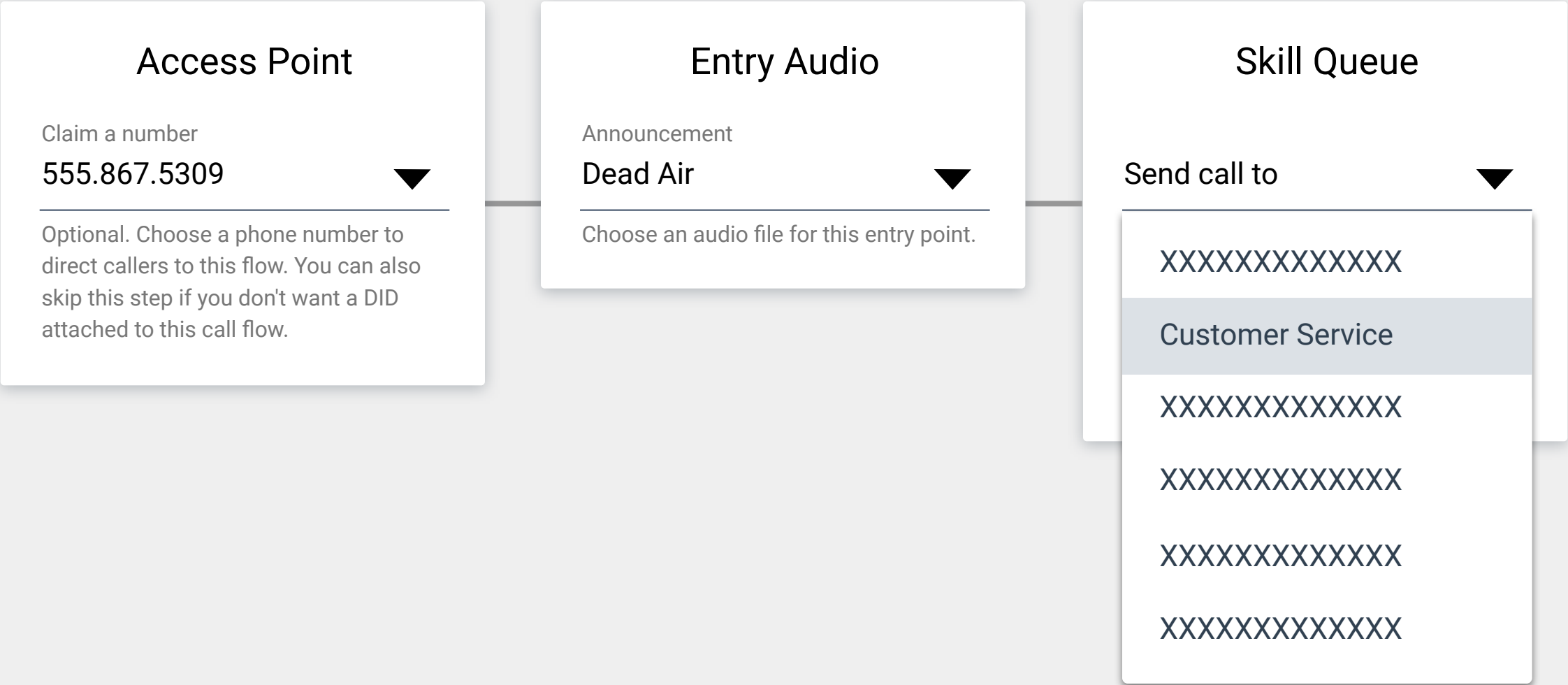
Send call to

▼

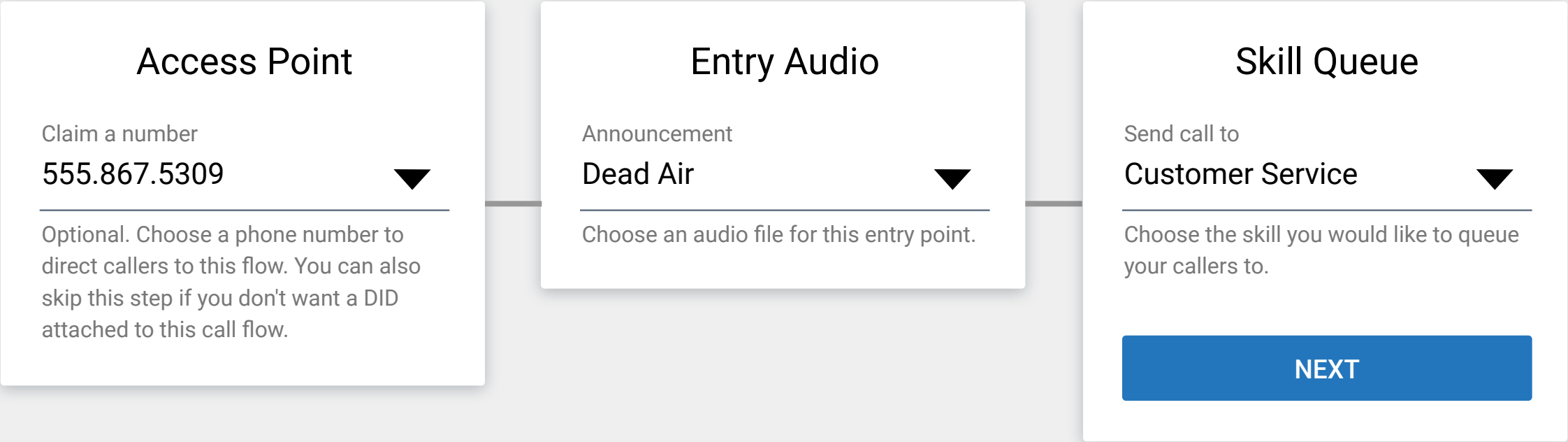
Choose the skill you would like to queue your callers to.

NEXT

# User Generated Name



# Demo Queue to Skill Flow



# User Generated Name

Access Point

Claim a number

555.867.5309

Optional. Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Dead Air

Choose an audio file for this entry point.

Skill Queue

Send call to

Customer Service

Choose the skill you would like to queue your callers to.

Hold Audio

Repeating Message

Choose the repeating announcement you want callers to hear while they're on hold.

Seconds Between Repeats

:05

Choose how many times you want you want the hold message to repeat.

Background Music

Default Music

Applied automatically.

SAVE THIS CALL FLOW

# User Generated Name

Access Point

Claim a number

555.867.5309

Optional. Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Dead Air

Choose an audio file for this entry point.

Skill Queue

Send call to

Customer Service

Choose the skill you would like to queue your callers to.

Hold Audio

Repeating Message

XXXXXXXXXXXXXX

Website Reminder

XXXXXXXXXXXXXX

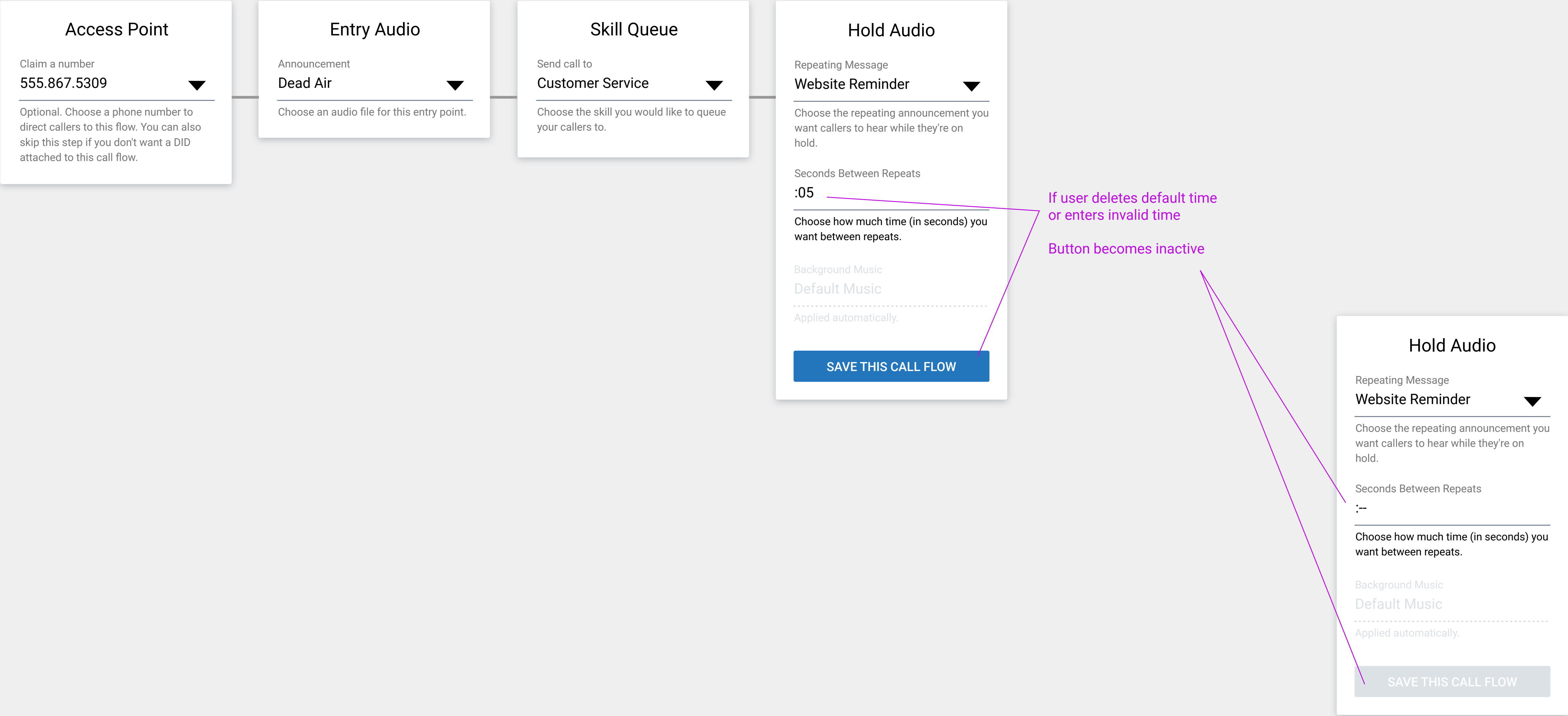
XXXXXXXXXXXXXX

XXXXXXXXXXXXXX

XXXXXXXXXXXXXX

SAVE THIS CALL FLOW

# Demo Queue to Skill Flow





# User Generated Name

Access Point

Claim a number

555.867.5309

Optional. Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Dead Air

Choose an audio file for this entry point.

Skill Queue

Send call to

Customer Service

Choose the skill you would like to queue your callers to.

Hold Audio

Repeating Message

Website Reminder

Choose the repeating announcement you want callers to hear while they're on hold.

Seconds Between Repeats

:05

## Are You Sure?

Once this call flow is saved you will no longer be able to edit it.

Close

YES

# User Generated Name

Access Point

Claim a number

555.867.5309

Optional. Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Dead Air

Choose an audio file for this entry point.

Skill Queue

Send call to

Customer Service

Choose the skill you would like to queue your callers to.

Hold Audio

Repeating Message

Website Reminder

Choose the repeating announcement you want callers to hear while they're on hold.

Seconds Between Repeats

:05

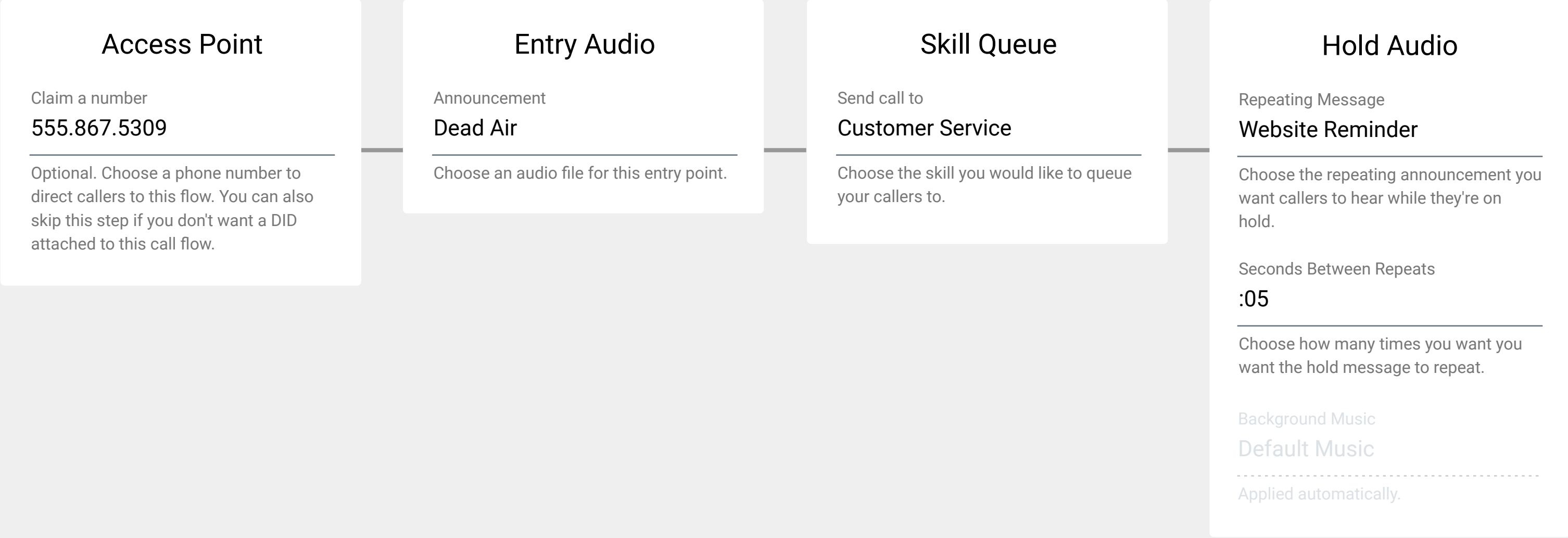
## Call Flow Created

You have successfully created a Queue to Skill flow. You will need to publish this flow from the grid page to make it active.

Close

BACK TO GRID

# User Generated Name



User Generated Name

30px Light (300)  
#000000

Access Point

Claim a number  
555.867.5309

Optional. Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

20px all around

20px regular (400)

3px solid  
#979797

Entry Audio

Announcement

Dead Air

Choose an audio file for this entry point.

Skill Queue

Send call to

Customer Service

Choose the skill you would like to queue your callers to.

width 260px

30px

Hold Audio

Repeating Message

Website Reminder

Choose the repeating announcement you want callers to hear while they're on hold.

Seconds Between Repeats

:05

Choose how many times you want you want the hold message to repeat.

Background Music

Default Music

Applied automatically.

#777777

20px

#000000

20px

20px

Disabled form element

30px

Hold Audio

Input Label

Repeating Message ▼

Choose the repeating announcement you want callers to hear while they're on hold.

Input Label

Number of Repeats ▼

Choose how many times you want you want the hold message to repeat.

Background Music

Default Music


Applied automatically.

SAVE THIS CALL FLOW

background color #efefef

# User Generated Name

## Access Point

Claim a number 

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

NEXT

# User Generated Name

Access Point

Claim a number

XXXXXXXXXXXXX

555.867.5309

XXXXXXXXXXXXX

XXXXXXXXXXXXX

XXXXXXXXXXXXX

XXXXXXXXXXXXX

# User Generated Name

Access Point

Claim a number

555.867.5309

▼

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

NEXT

# User Generated Name

Access Point

Claim a number

555.867.5309

▼

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

▼

Choose an audio file for this entry point.

NEXT



# User Generated Name

Access Point

Claim a number

555.867.5309

▼

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

▼

XXXXXXXXXXXXXX

Dead Air

XXXXXXXXXXXXXX

XXXXXXXXXXXXXX

XXXXXXXXXXXXXX

XXXXXXXXXXXXXX

# User Generated Name

Access Point

Claim a number

555.867.5309

▼

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Dead Air

▼

Choose an audio file for this entry point.

NEXT

# User Generated Name

Access Point

Claim a number

555.867.5309

▼

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Dead Air

▼

Choose an auidio file for this entry point.

Holiday Hours

Holiday Hours Profile

No Holiday Hours

▼

Optional. Choose the Holiday Hours profile you would like to use in this call flow.

NEXT

# User Generated Name

Access Point

Claim a number

555.867.5309

▼

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Dead Air

▼

Choose an auidio file for this entry point.

Holiday Hours

Holiday Hours Profile

No Holiday Hours

▼

Optional. Choose the Holiday Hours profile you would like to use in this call flow.

Hours of Operation

Hours of Operation Profile

Open 24/7

▼

Optional. Choose the Hours of Operation profile you'd like to use in this call flow. If you skip this step your calls will go forward 24/7.

NEXT

# User Generated Name

Access Point

Claim a number

555.867.5309

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Dead Air

Choose an auidio file for this entry point.

Holiday Hours

Holiday Hours Profile

No Holiday Hours

Optional. Choose the Holiday Hours profile you would like to use in this call flow.

Hours of Operation

Hours of Operation Profile

Open 24/7

Optional. Choose the Hours of Operation profile you'd like to use in this call flow. If you skip this step your calls will go forward 24/7.

DTMF Menu

Menu Audio

Choose the audio file for this menu.

Menu Input

Digits you want users to press on the dial pad to “Transfer to” another call flow.

→

Send Call To

Where you would like to send the corresponding caller input to.

SAVE THIS CALL FLOW

# User Generated Name

Access Point

Claim a number

555.867.5309

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Dead Air

Choose an audio file for this entry point.

Holiday Hours

Holiday Hours Profile

No Holiday Hours

Optional. Choose the Holiday Hours profile you would like to use in this call flow.

Hours of Operation

Hours of Operation Profile

Open 24/7

Optional. Choose the Hours of Operation profile you'd like to use in this call flow. If you skip this step your calls will go forward 24/7.

DTMF Menu

Menu Audio

XXXXXXXXXXXXX

2 Option Customer Service Menu

XXXXXXXXXXXXX

XXXXXXXXXXXXX

XXXXXXXXXXXXX

XXXXXXXXXXXXX

# User Generated Name

Access Point

Claim a number

555.867.5309

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Dead Air

Choose an auidio file for this entry point.

Holiday Hours

Holiday Hours Profile

No Holiday Hours

Optional. Choose the Holiday Hours profile you would like to use in this call flow.

Hours of Operation

Hours of Operation Profile

Open 24/7

Optional. Choose the Hours of Operation profile you'd like to use in this call flow. If you skip this step your calls will go forward 24/7.

DTMF Menu

Menu Audio

2 Option Customer Service Menu

Choose the audio file for this menu.

Menu Input

Digits you want users to press on the dial pad to “Transfer to” another call flow.

Send Call To

Where you would like to send the corresponding caller input to.

SAVE THIS CALL FLOW

# User Generated Name

Access Point

Claim a number

555.867.5309

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

→

Entry Audio

Announcement

Dead Air

Choose an auidio file for this entry point.

→

Holiday Hours

Holiday Hours Profile

No Holiday Hours

Optional. Choose the Holiday Hours profile you would like to use in this call flow.

→

Hours of Operation

Hours of Operation Profile

Open 24/7

Optional. Choose the Hours of Operation profile you'd like to use in this call flow. If you skip this step your calls will go forward 24/7.

→

DTMF Menu

Menu Audio

2 Option Customer Service Menu

Choose the audio file for this menu.

Menu Input

0

1

2

3

4

5

6

7

8

9

→

Send Call To

Where you would like to send the corresponding caller input to.

ADD CALL FLOW

Add 0 to this menu



# User Generated Name

Access Point

Claim a number

555.867.5309

▼

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Dead Air

▼

Choose an auidio file for this entry point.

Holiday Hours

Holiday Hours Profile

No Holiday Hours

▼

Optional. Choose the Holiday Hours profile you would like to use in this call flow.

Hours of Operation

Hours of Operation Profile

Open 24/7

▼

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DTMF Menu

Menu Audio

2 Option Customer Service Menu

▼

Choose the audio file for this menu.

Menu Input

1

▼

Digits you want users to press on the dial pad to “Transfer to” another call flow.

→

Send Call To

▼

Where you would like to send the corresponding caller input to.

SAVE THIS CALL FLOW

# User Generated Name

Access Point

Claim a number

555.867.5309

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

→

Entry Audio

Announcement

Dead Air

Choose an auidio file for this entry point.

→

Holiday Hours

Holiday Hours Profile

No Holiday Hours

Optional. Choose the Holiday Hours profile you would like to use in this call flow.

→

Hours of Operation

Hours of Operation Profile

Open 24/7

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→

DTMF Menu

Menu Audio

2 Option Customer Service Menu

Choose the audio file for this menu.

Menu Input

1

Digits you want users to press on the dial pad to "Transfer to" another call flow.

→

Send Call To

XXXXXXXXXXXXXX

Billing

XXXXXXXXXXXXXX

XXXXXXXXXXXXXX

XXXXXXXXXXXXXX

XXXXXXXXXXXXXX

SAVE THIS CALL FLOW

# User Generated Name

Access Point

Claim a number

555.867.5309

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Dead Air

Choose an audio file for this entry point.

Holiday Hours

Holiday Hours Profile

No Holiday Hours

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Hours of Operation

Hours of Operation Profile

Open 24/7

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Send Call To

Billing

Where you would like to send the corresponding caller input to.

Menu Input

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Send Call To

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Entry Audio

Announcement

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Holiday Hours Profile

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Hours of Operation

Hours of Operation Profile

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DTMF Menu

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Digits you want users to press on the dial pad to "Transfer to" another call flow.

→

Send Call To

Billing

Where you would like to send the corresponding caller input to.

Menu Input

0

1

2

3

4

5

6

7

8

9

→

Send Call To

Where you would like to send the corresponding caller input to.

IS CALL FLOW

# User Generated Name

Access Point

Claim a number

555.867.5309

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

→

Entry Audio

Announcement

Dead Air

Choose an auidio file for this entry point.

→

Holiday Hours

Holiday Hours Profile

No Holiday Hours

Optional. Choose the Holiday Hours profile you would like to use in this call flow.

→

Hours of Operation

Hours of Operation Profile

Open 24/7

Optional. Choose the Hours of Operation profile you'd like to use in this call flow. If you skip this step your calls will go forward 24/7.

→

DTMF Menu

Menu Audio

2 Option Customer Service Menu

Choose the audio file for this menu.

Menu Input

1

Digits you want users to press on the dial pad to "Transfer to" another call flow.

→

Send Call To

Billing

Where you would like to send the corresponding caller input to.

2

Digits you want users to press on the dial pad to "Transfer to" another call flow.

→

Send Call To

Where you would like to send the corresponding caller input to.

SAVE THIS CALL FLOW

# User Generated Name

Access Point

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Announcement

Dead Air

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Holiday Hours

Holiday Hours Profile

No Holiday Hours

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Hours of Operation

Hours of Operation Profile

Open 24/7

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DTMF Menu

Menu Audio

2 Option Customer Service Menu

Choose the audio file for this menu.

Menu Input

1

Digits you want users to press on the dial pad to "Transfer to" another call flow.

→

Send Call To

Billing

Where you would like to send the corresponding caller input to.

2

Digits you want users to press on the dial pad to "Transfer to" another call flow.

→

Send Call To

XXXXXXXXXXXXX

Account Info

XXXXXXXXXXXXX

XXXXXXXXXXXXX

XXXXXXXXXXXXX

XXXXXXXXXXXXX

SAVE THIS CALL FLOW

# User Generated Name

Access Point

Claim a number  
555.867.5309

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement  
Dead Air

Choose an audio file for this entry point.

Holiday Hours

Holiday Hours Profile  
No Holiday Hours

Optional. Choose the Holiday Hours profile you would like to use in this call flow.

Hours of Operation

Hours of Operation Profile  
Open 24/7

Optional. Choose the Hours of Operation profile you'd like to use in this call flow. If you skip this step your calls will go forward 24/7.

DTMF Menu

Menu Audio  
2 Option Customer Service Menu

Choose the audio file for this menu.

Menu Input  
1

Digits you want users to press on the dial pad to "Transfer to" another call flow.

→

Send Call To  
Billing

Where you would like to send the corresponding caller input to.

ⓧ

Menu Input  
2

Digits you want users to press on the dial pad to "Transfer to" another call flow.

→

Send Call To  
Account Info

Where you would like to send the corresponding caller input to.

ⓧ

Menu Input

Didgits you want users to press on the dial pad to "transfer to" another call flow.

→

Send Call To

Where you woul dlike to send the corresponding caller input to.

SAVE THIS CALL FLOW

# User Generated Name

Access Point

Claim a number

555.867.5309

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Dead Air

Choose an audio file for this entry point.

Holiday Hours

Holiday Hours Profile

No Holiday Hours

Optional. Choose the Holiday Hours profile you would like to use in this call flow.

Hours of Operation

Hours of Operation Profile

Open 24/7

Optional. Choose the Hours of Operation profile you'd like to use in this call flow. If you skip this step your calls will go forward 24/7.

DTMF Menu

Menu Audio

2 Option Customer Service Menu

Choose the audio file for this menu.

Menu Input

1

Digits you want users to press on the dial pad to "Transfer to" another call flow.

Send Call To

Billing

Where you would like to send the corresponding caller input to.

Menu Input

2

Digits you want users to press on the dial pad to "Transfer to" another call flow.

Send Call To

Account Info

Where you would like to send the corresponding caller input to.

Menu Input

Didgits you want users to press on the dial pad to "transfer to" another call flow.

Send Call To

Where you woul dlike to send the corresponding caller input to.

SAVE THIS CALL FLOW

Are You Sure?

Once this call flow is saved you will no longer be able to edit it.

CANCEL

YES



# User Generated Name

Access Point

Claim a number  
**555.867.5309**

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement  
**Dead Air**

Choose an audio file for this entry point.

Holiday Hours

Holiday Hours Profile  
**No Holiday Hours**

Optional. Choose the Holiday Hours profile you would like to use in this call flow.

Hours of Operation

Hours of Operation Profile  
**Open 24/7**

Optional. Choose the Hours of Operation profile you'd like to use in this call flow. If you skip this step your calls will go forward 24/7.

DTMF Menu

Menu Audio  
**2 Option Customer Service Menu**

Choose the audio file for this menu.

Menu Input  
**1**

Digits you want users to press on the dial pad to "Transfer to" another call flow.

Send Call To  
**Billing**

Where you would like to send the corresponding caller input to.

Menu Input  
**2**

Digits you want users to press on the dial pad to "Transfer to" another call flow.

Send Call To  
**Account Info**

Where you would like to send the corresponding caller input to.

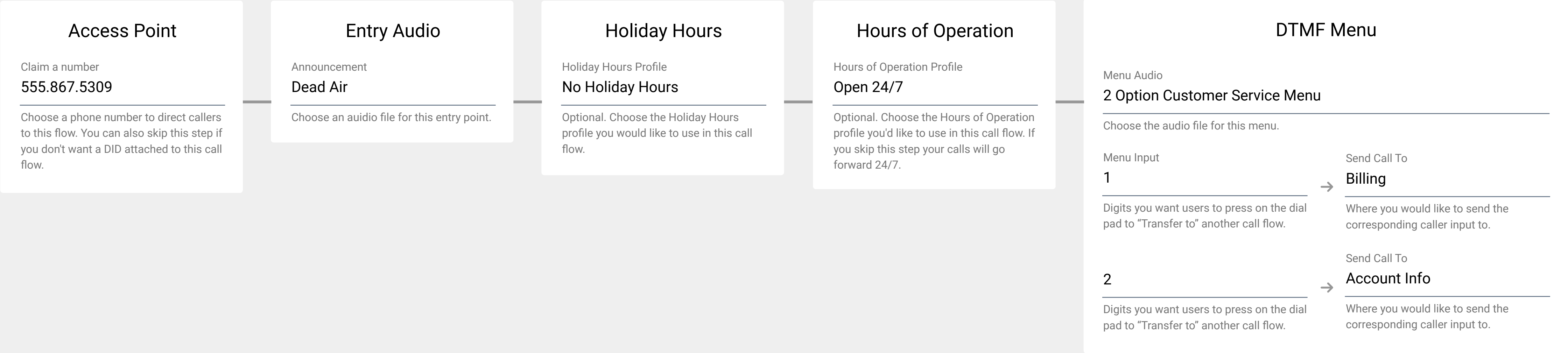
Call Flow Created

You have successfully created a Queue to Skill flow. You will need to publish this flow from the grid page to make it active.

Close

BACK TO GRID

# User Generated Name



# User Generated Name

Access Point

Claim a number

555.867.5309

▼

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Dead Air

▼

Choose an audio file for this entry point.

Holiday Hours

Holiday Hours Profile

None

▼

XXXXXXXXXXXXXX

Standard U.S. Holidays

XXXXXXXXXXXXXX

XXXXXXXXXXXXXX

XXXXXXXXXXXXXX

XXXXXXXXXXXXXX

# User Generated Name

Access Point

Claim a number

555.867.5309

▼

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement

Dead Air

▼

Choose an auidio file for this entry point.

Holiday Hours

Holiday Hours Profile

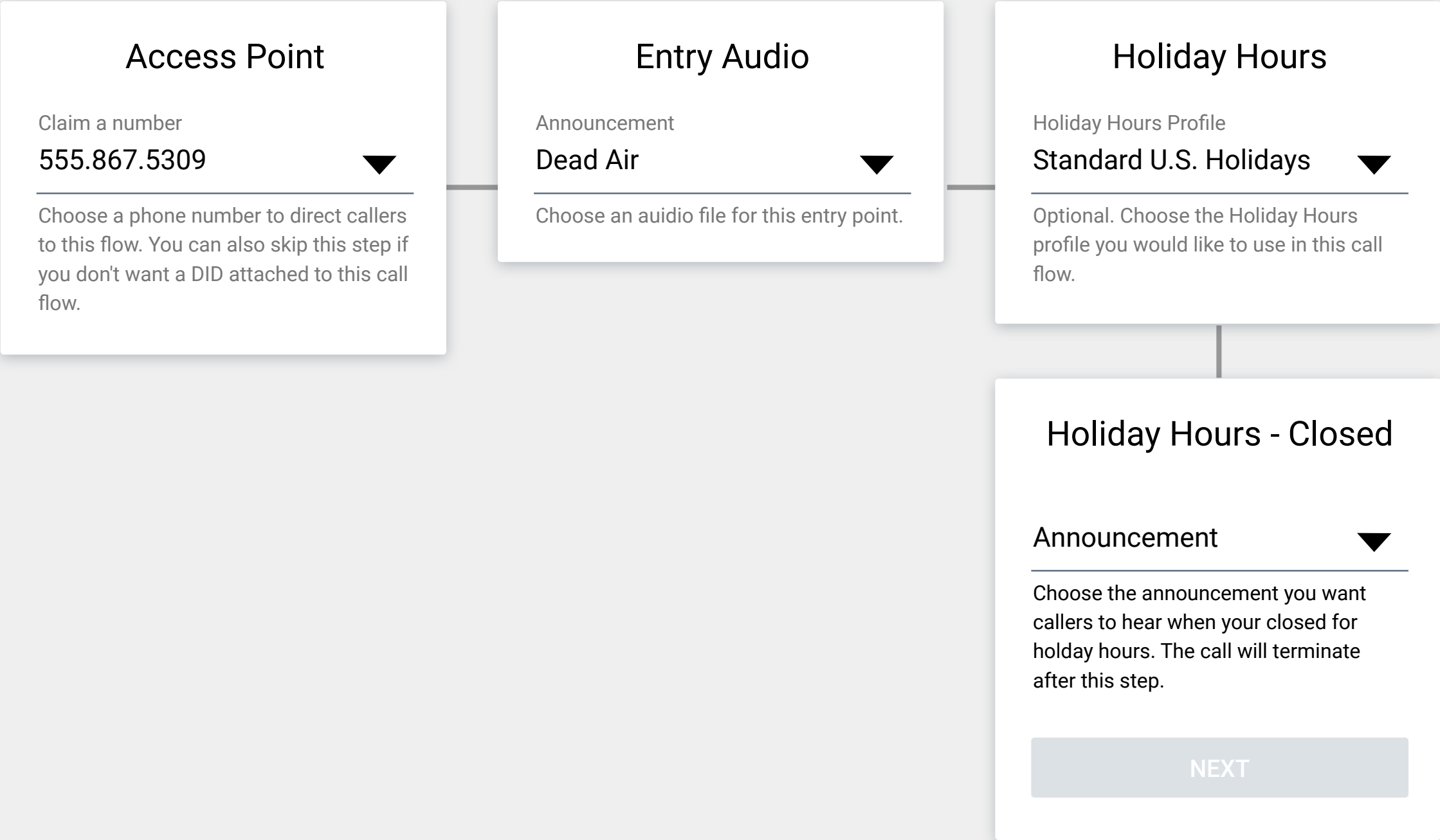
Standard U.S. Holidays

▼

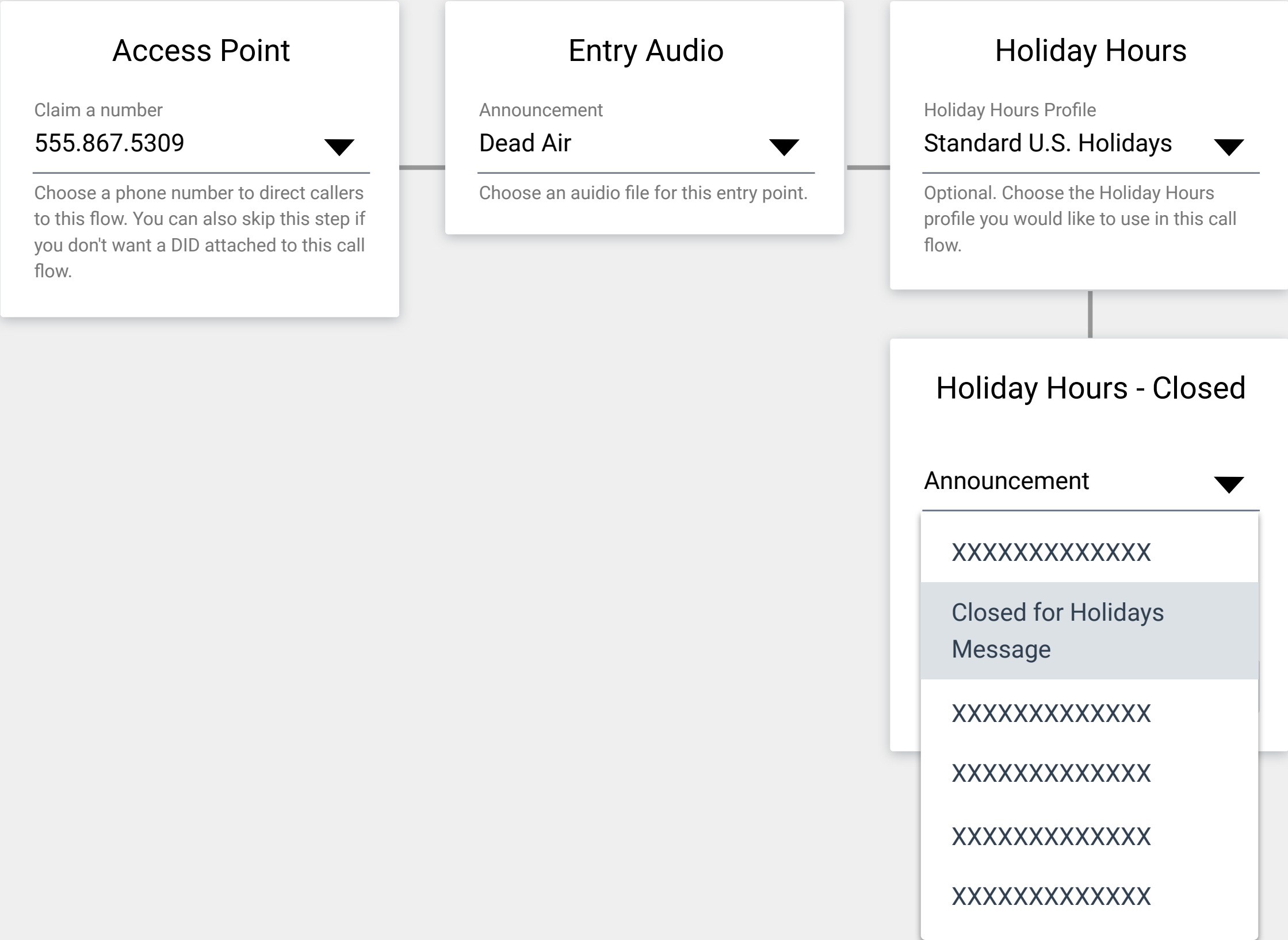
Optional. Choose the Holiday Hours profile you would like to use in this call flow.

NEXT

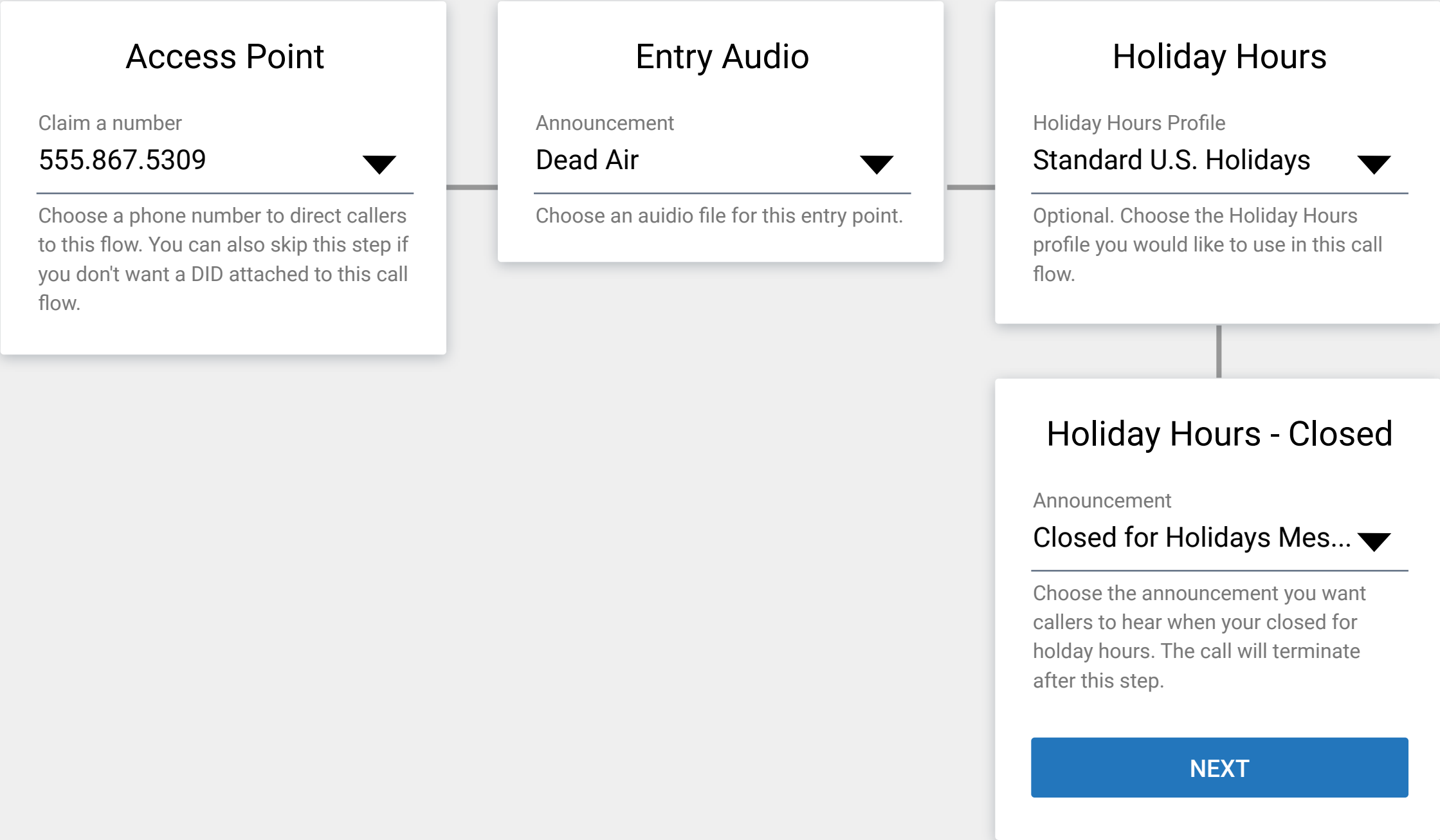
# User Generated Name



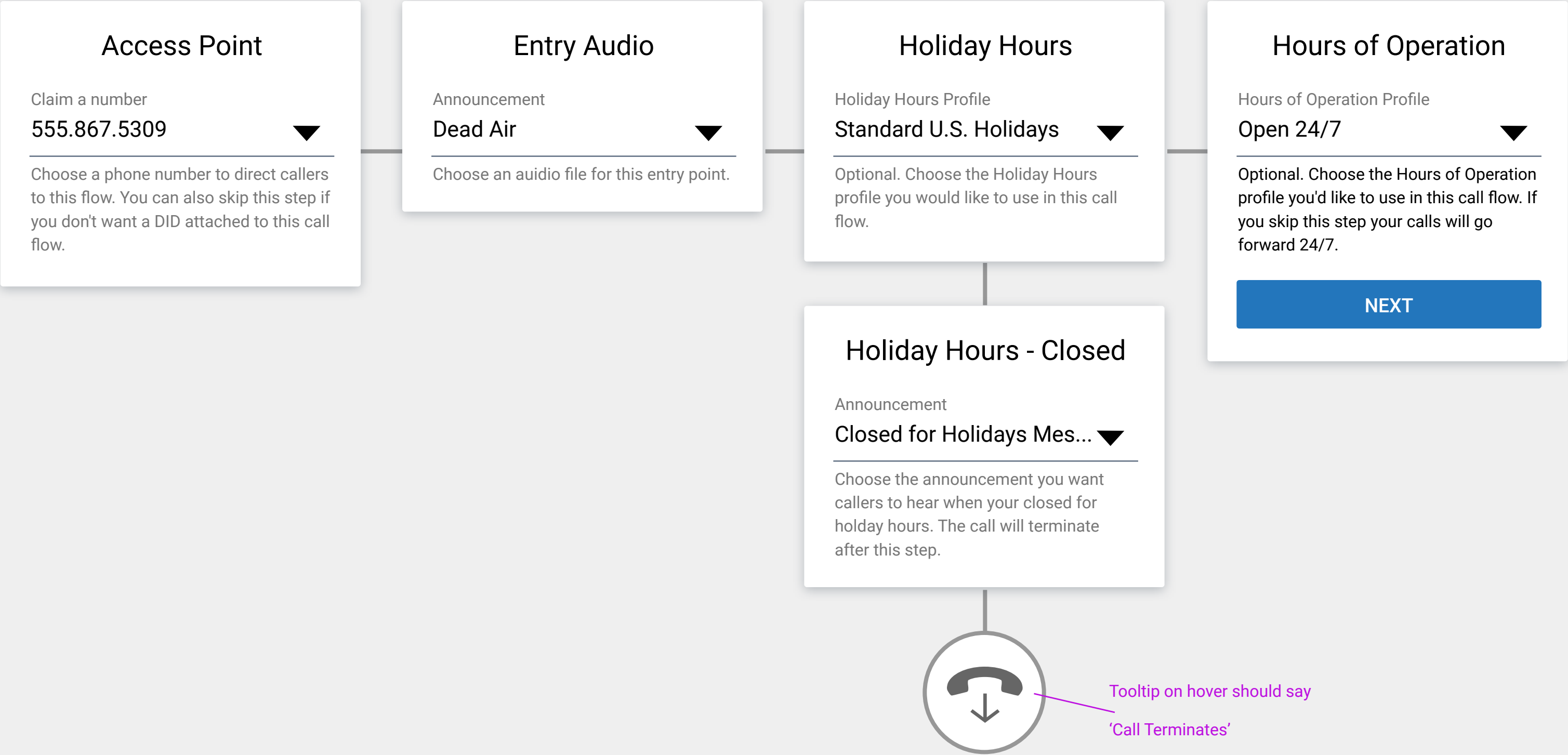
# User Generated Name



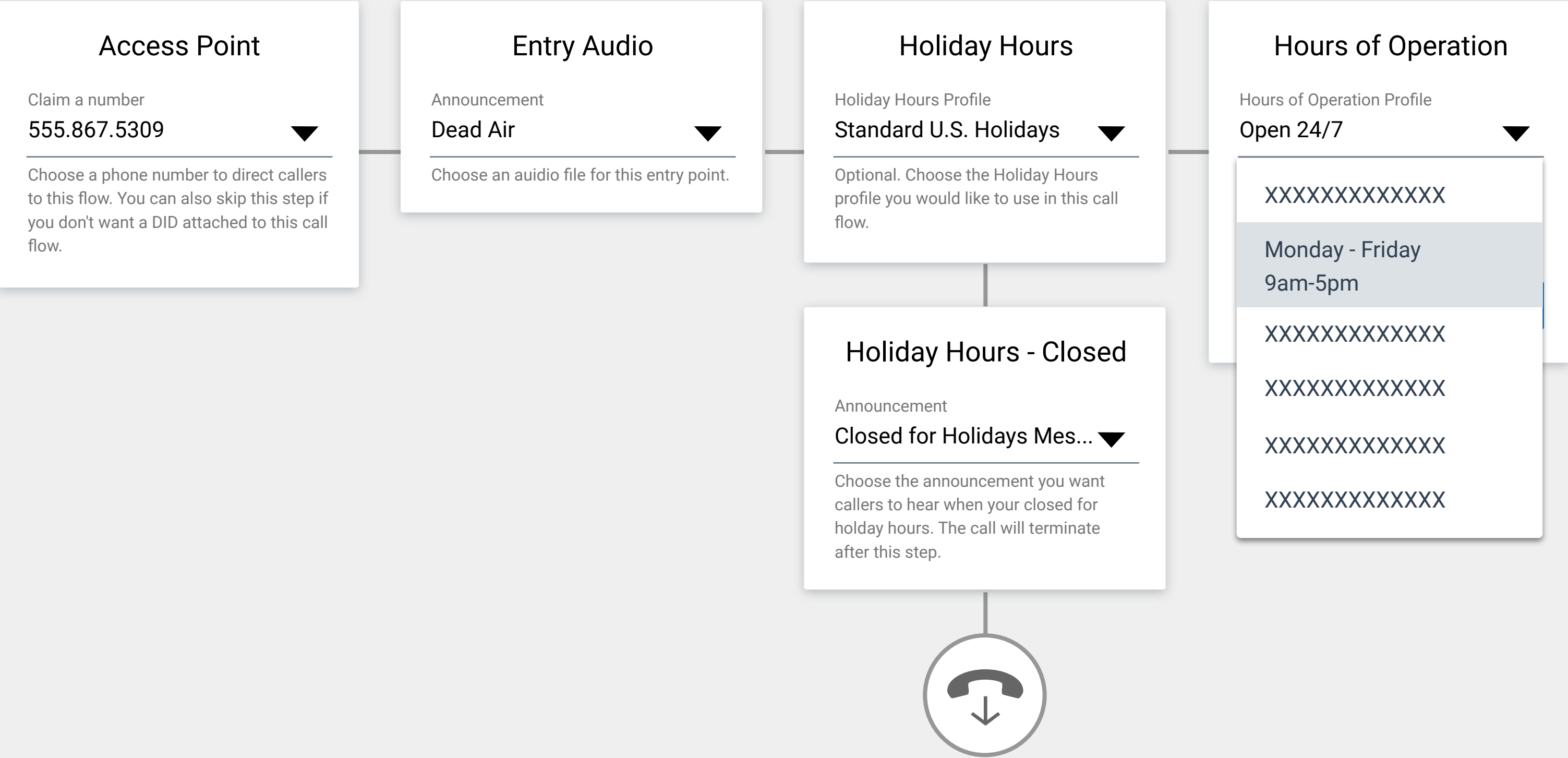
# User Generated Name



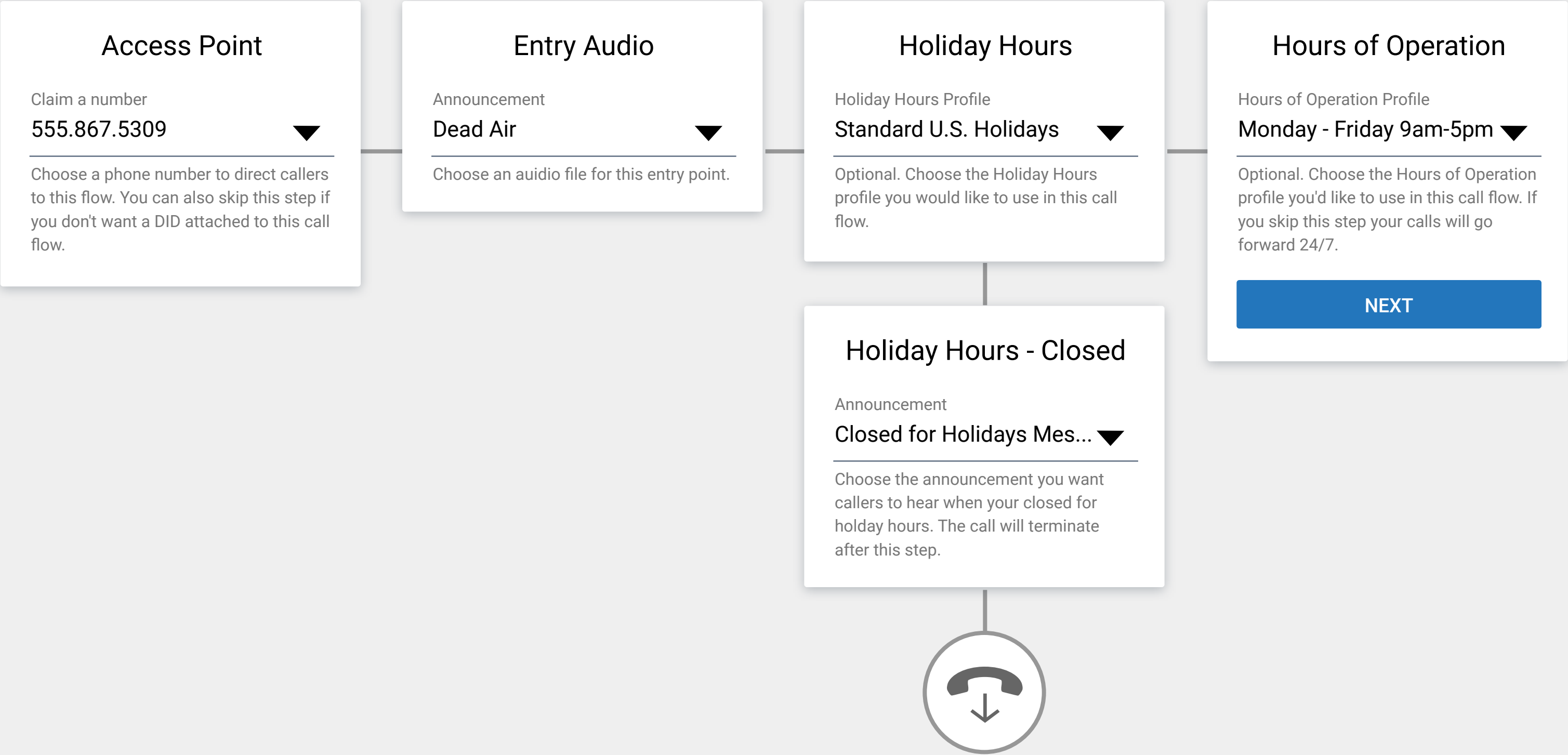
# User Generated Name



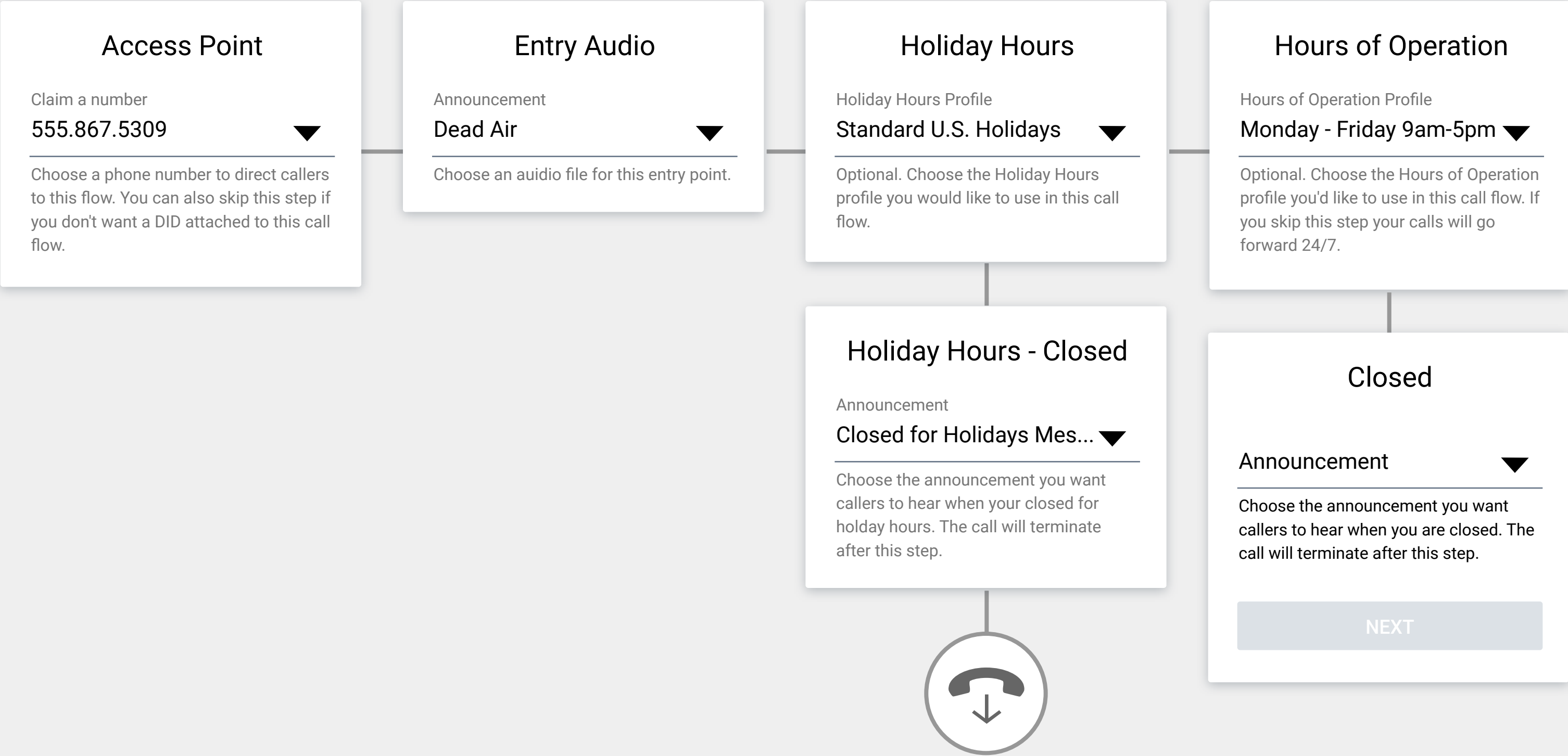




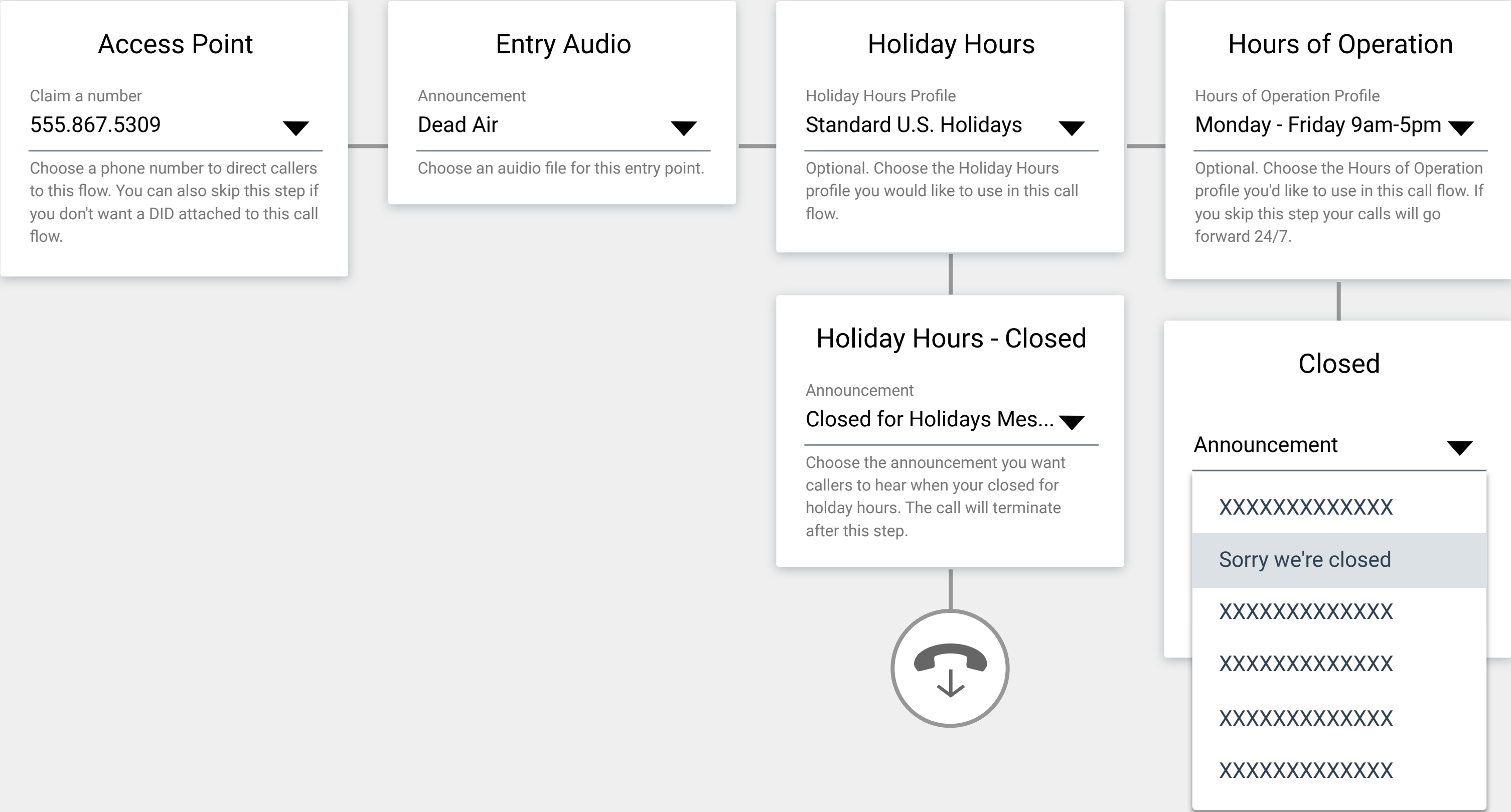
# User Generated Name



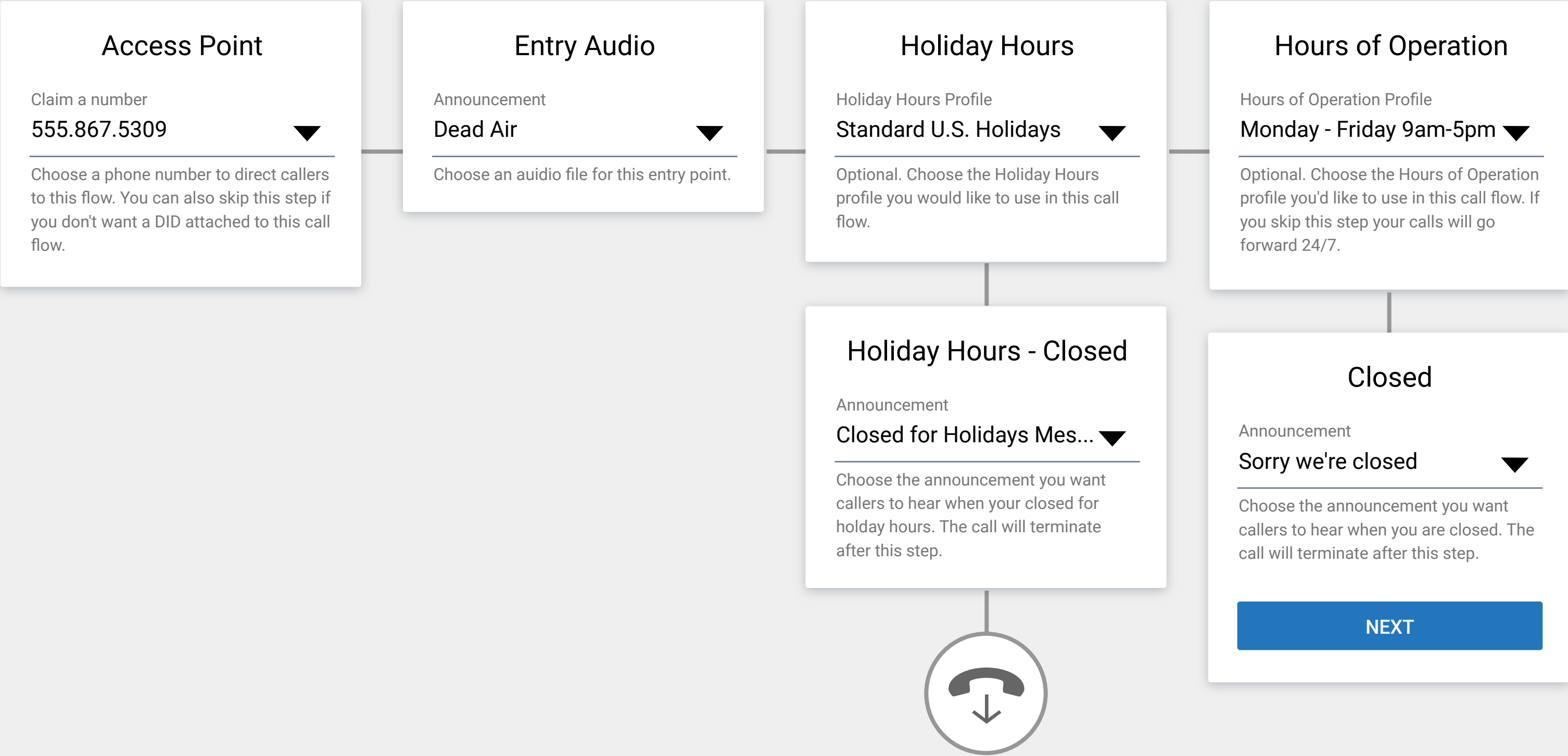
# User Generated Name



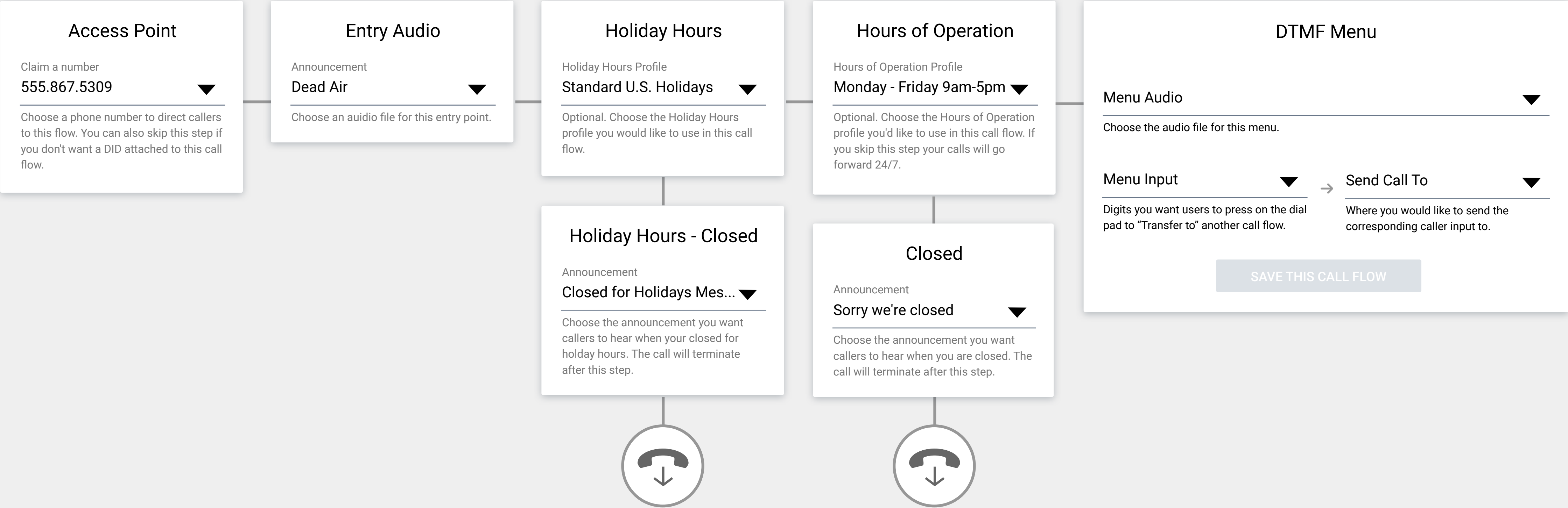
# User Generated Name



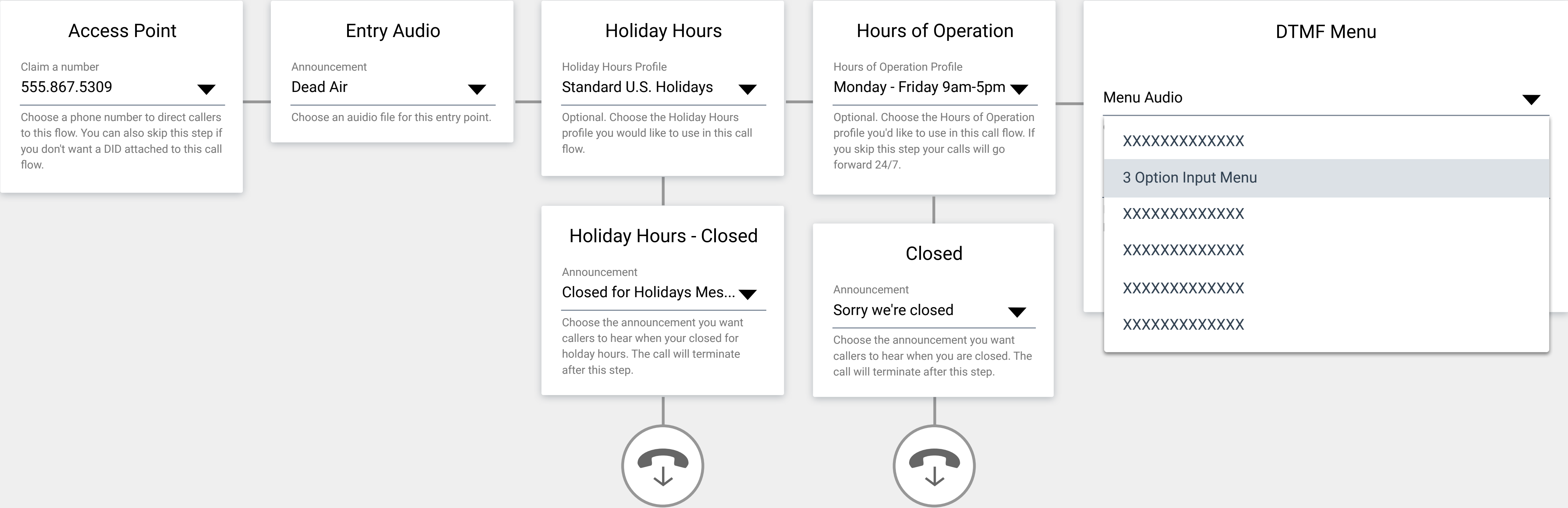
# User Generated Name



# User Generated Name



# User Generated Name



```
graph LR; AP[Access Point] --> EA[Entry Audio]; EA --> HH[Holiday Hours]; HH --> HHC[Holiday Hours - Closed]; HH --> HO[Hours of Operation]; HO --> C[Closed]; HHC --> T1(( )); C --> T2(( )); T1 --> DTMF[DTMF Menu]; T2 --> DTMF; DTMF --> Save[SAVE THIS CALL FLOW];
```

**Access Point**

Claim a number  
**555.867.5309**

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

**Entry Audio**

Announcement  
**Dead Air**

Choose an audio file for this entry point.

**Holiday Hours**

Holiday Hours Profile  
**Standard U.S. Holidays**

Optional. Choose the Holiday Hours profile you would like to use in this call flow.

**Holiday Hours - Closed**

Announcement  
**Closed for Holidays Mes...**

Choose the announcement you want callers to hear when your closed for holiday hours. The call will terminate after this step.

**Hours of Operation**

Hours of Operation Profile  
**Monday - Friday 9am-5pm**

Optional. Choose the Hours of Operation profile you'd like to use in this call flow. If you skip this step your calls will go forward 24/7.

**Closed**

Announcement  
**Sorry we're closed**

Choose the announcement you want callers to hear when you are closed. The call will terminate after this step.

**DTMF Menu**

Menu Audio  
**3 Input Menu**

Choose the audio file for this menu.

**Menu Input** → **Send Call To**

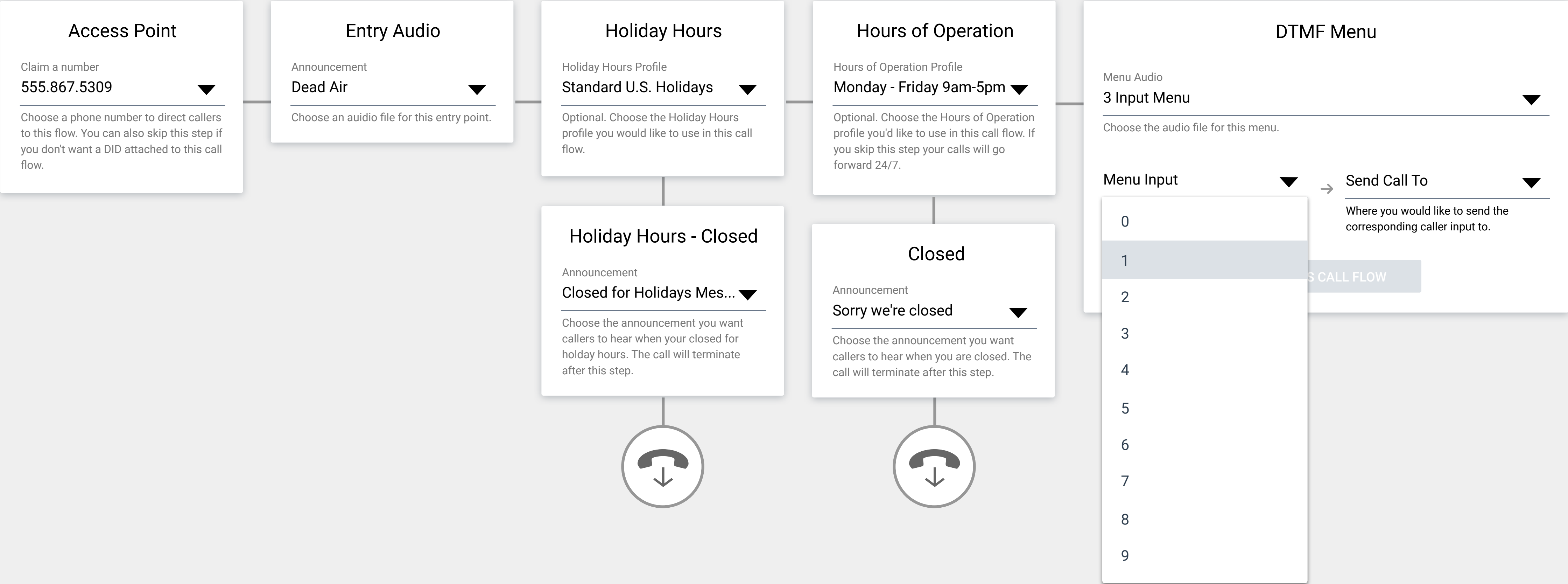
Digits you want users to press on the dial pad to "Transfer to" another call flow.

Where you would like to send the corresponding caller input to.

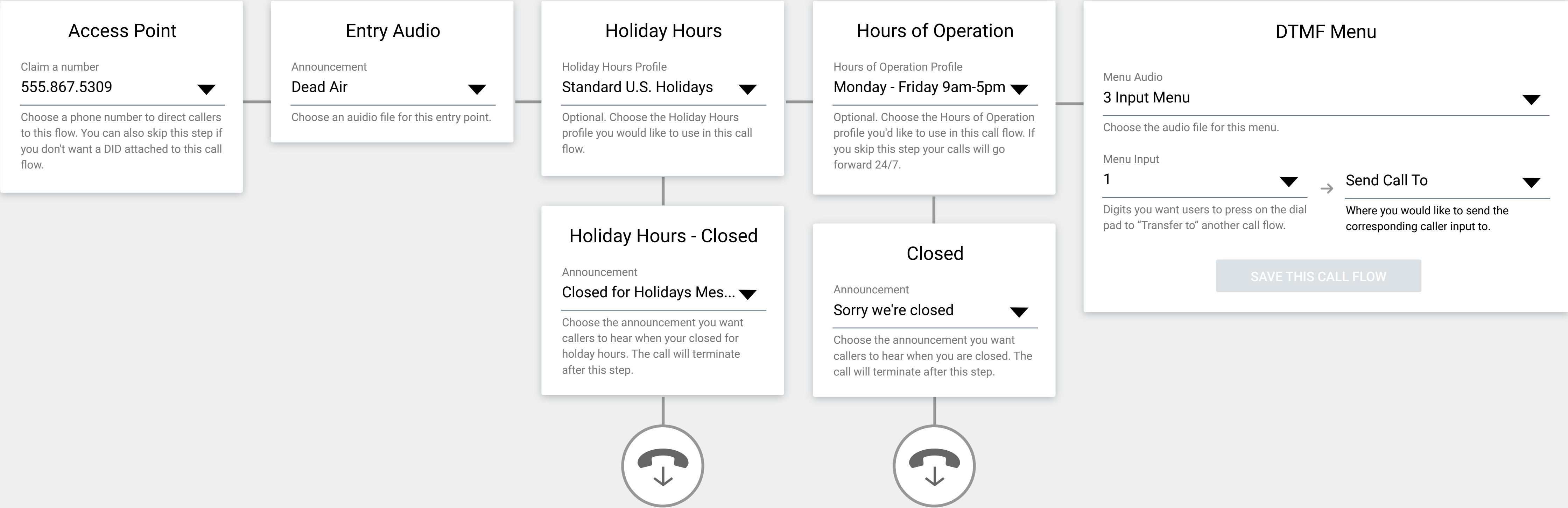
**SAVE THIS CALL FLOW**



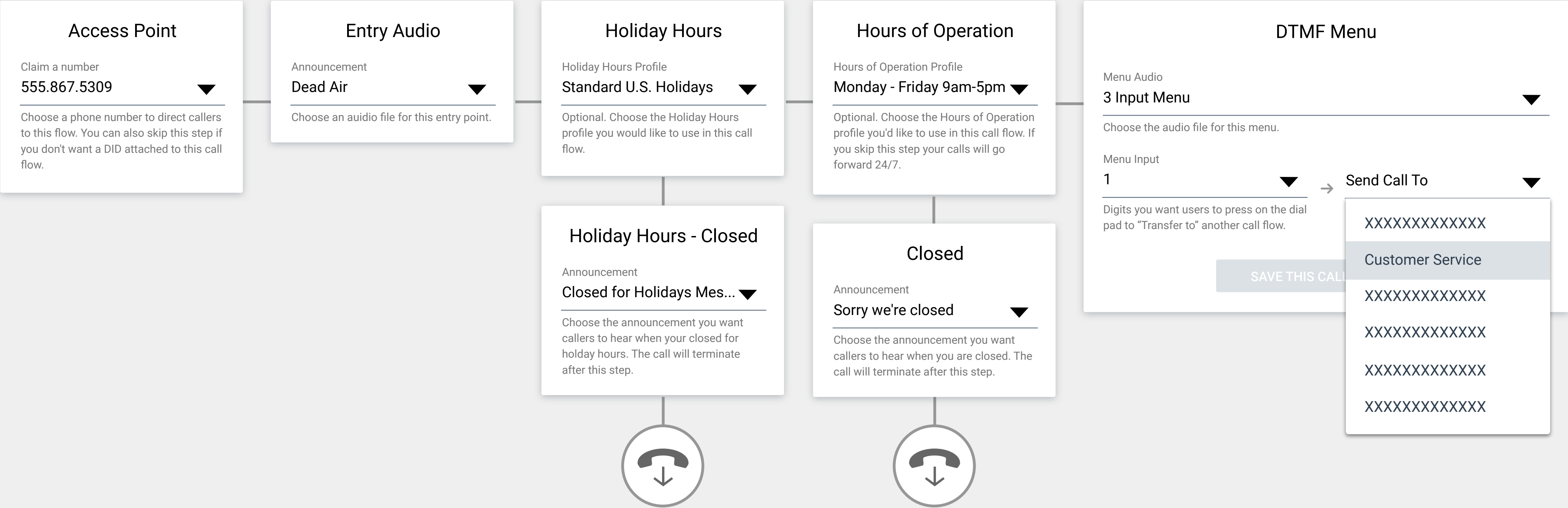
# User Generated Name



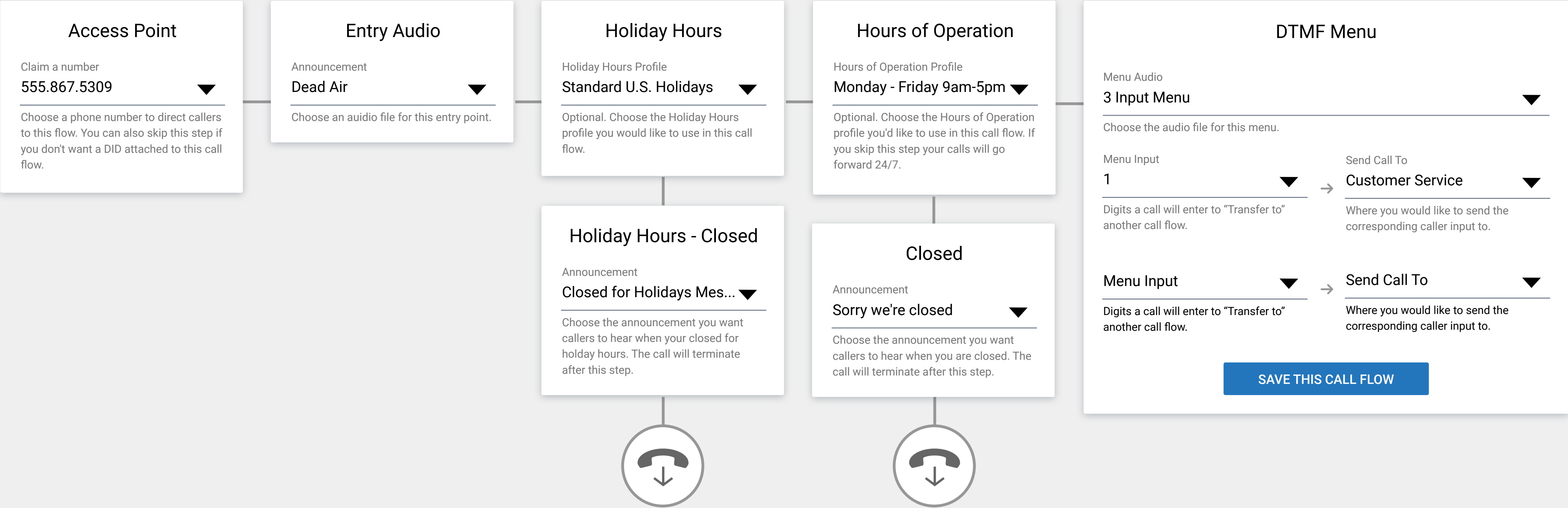
# User Generated Name



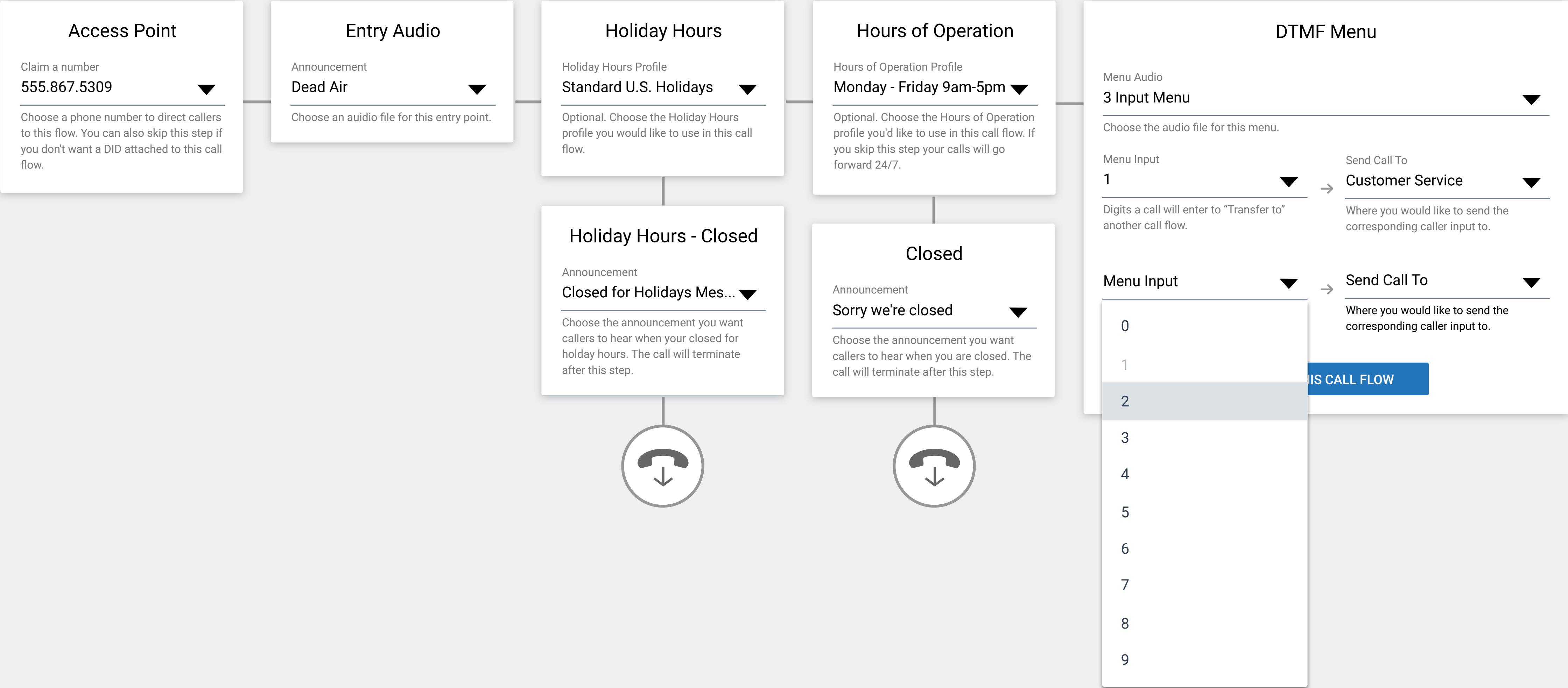
# User Generated Name



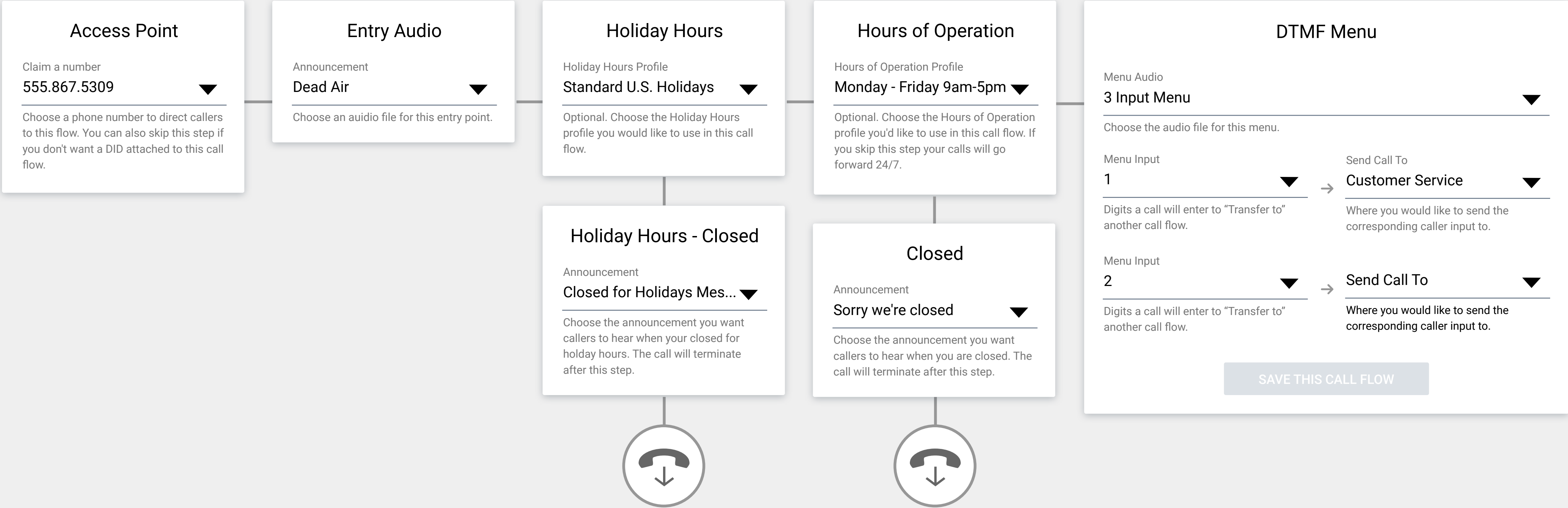
# User Generated Name



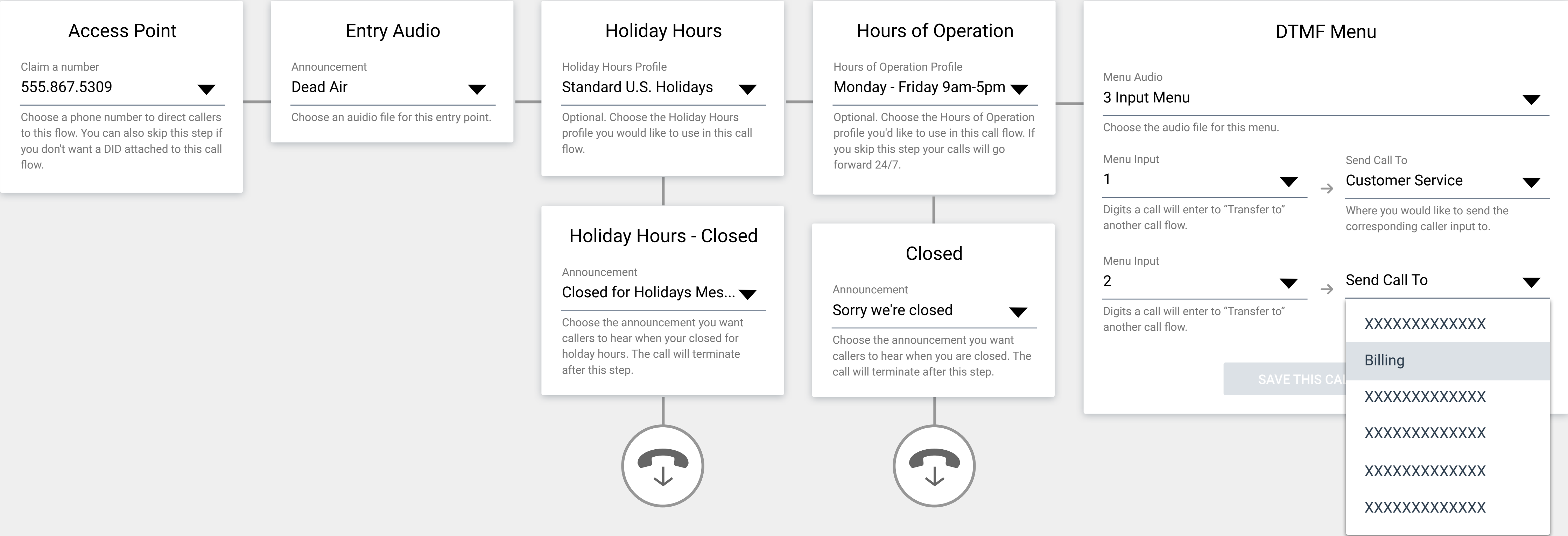
# User Generated Name



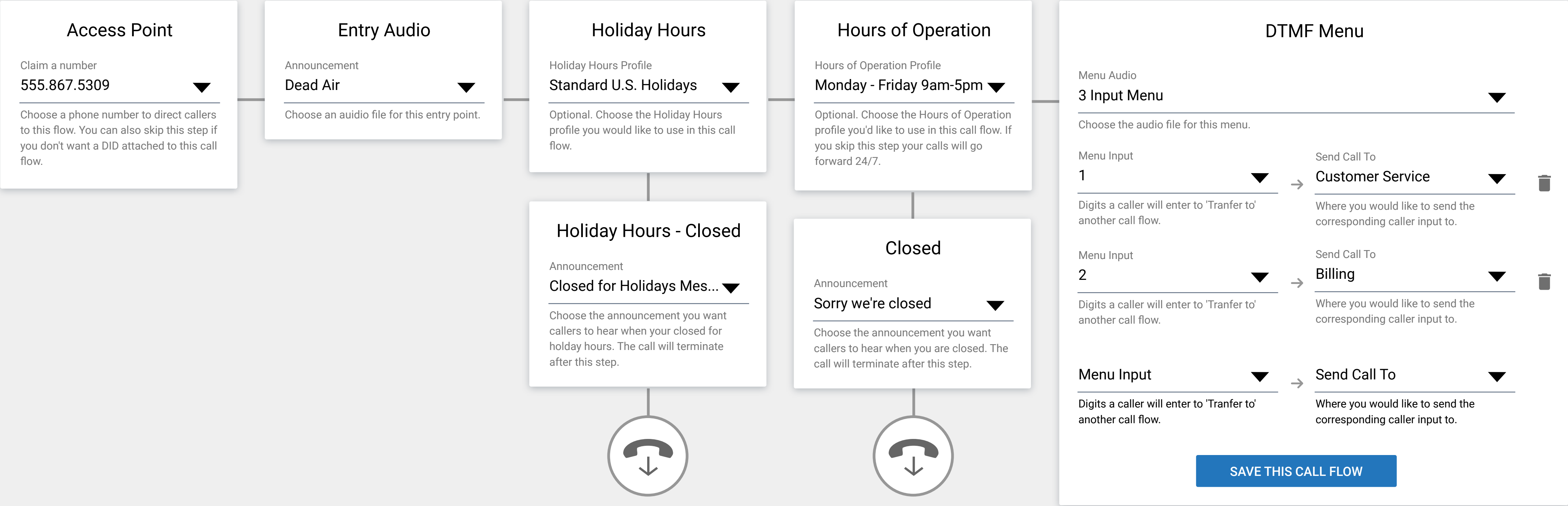
# User Generated Name



# User Generated Name

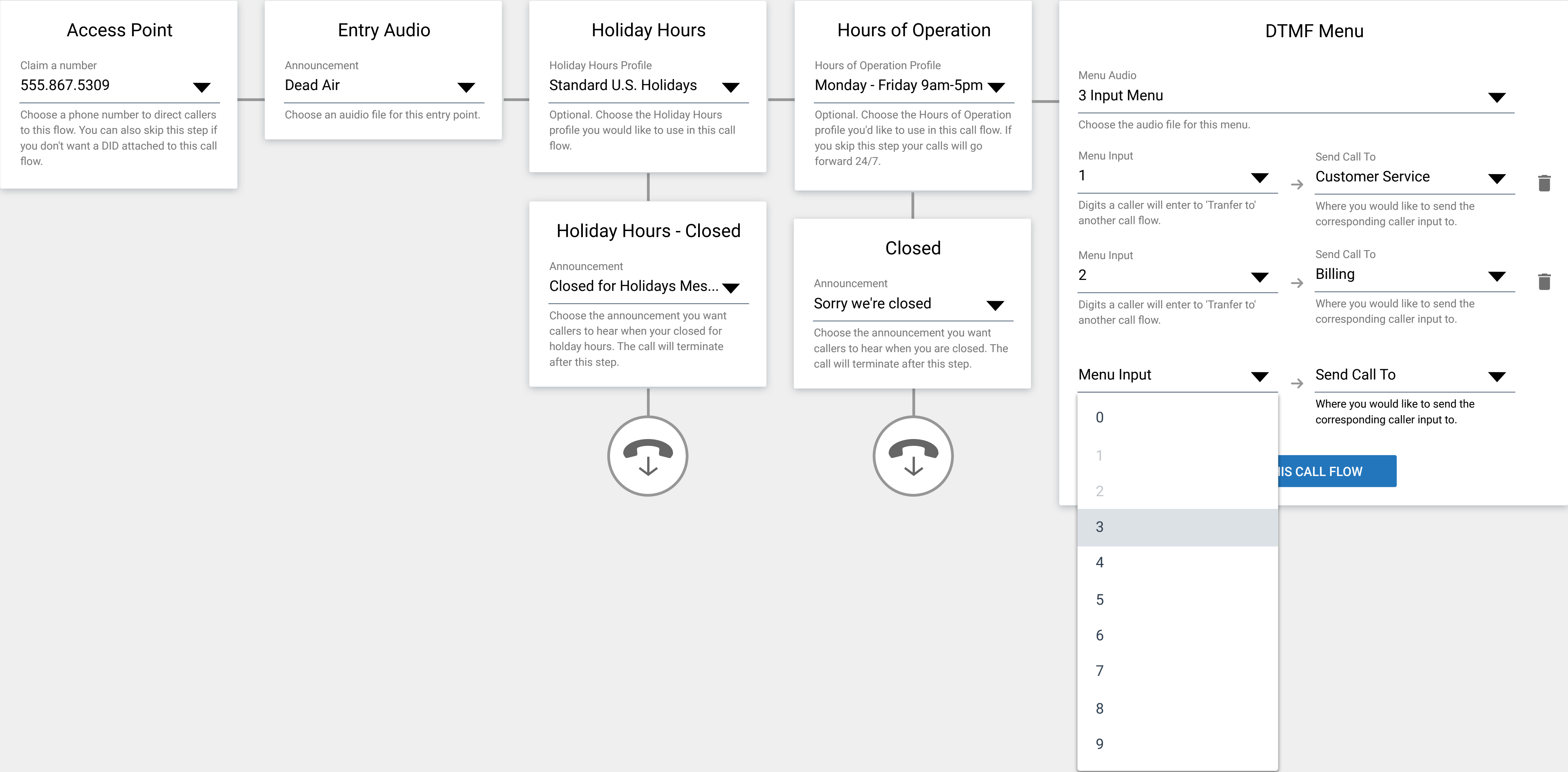


# User Generated Name

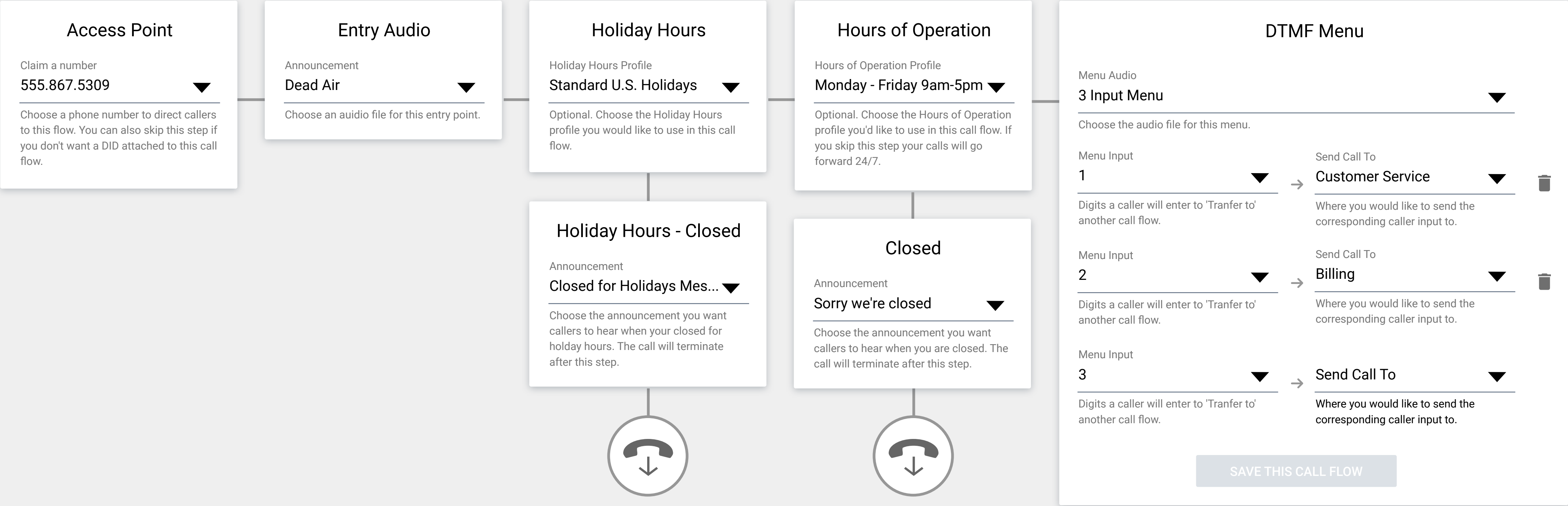




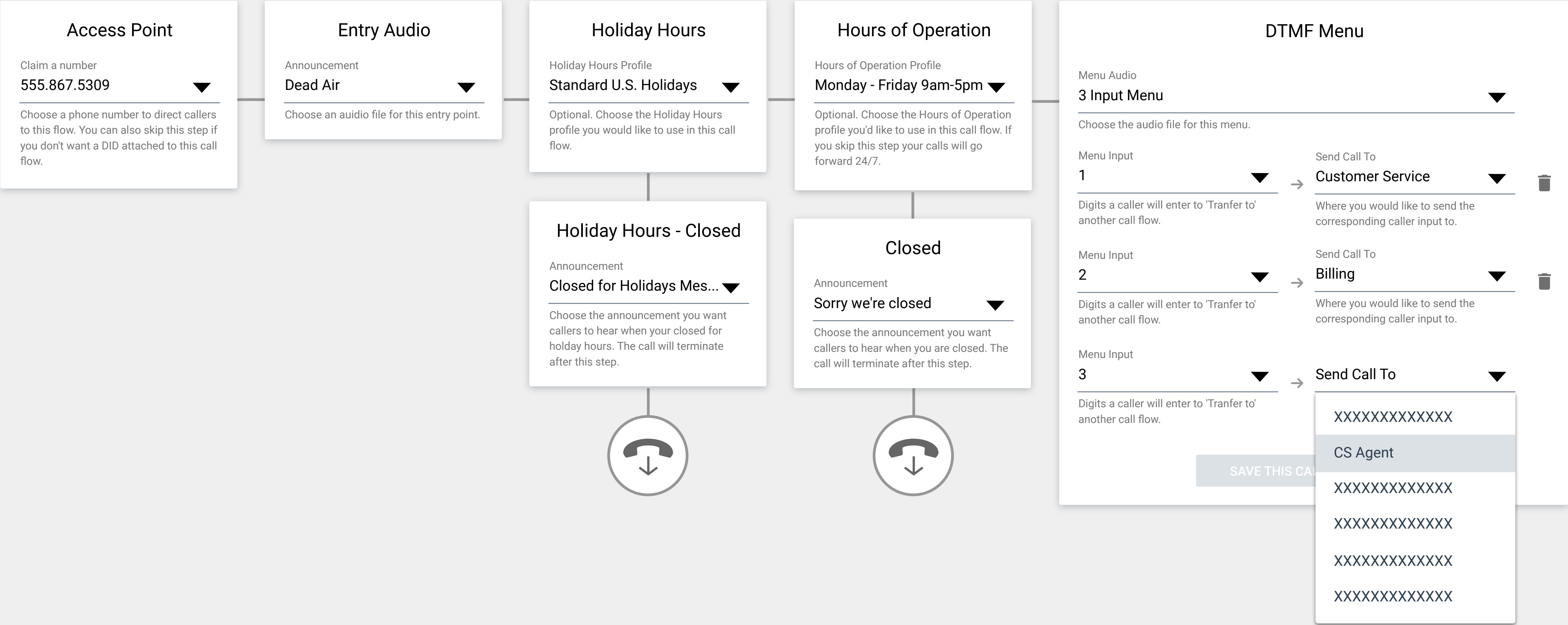
# User Generated Name



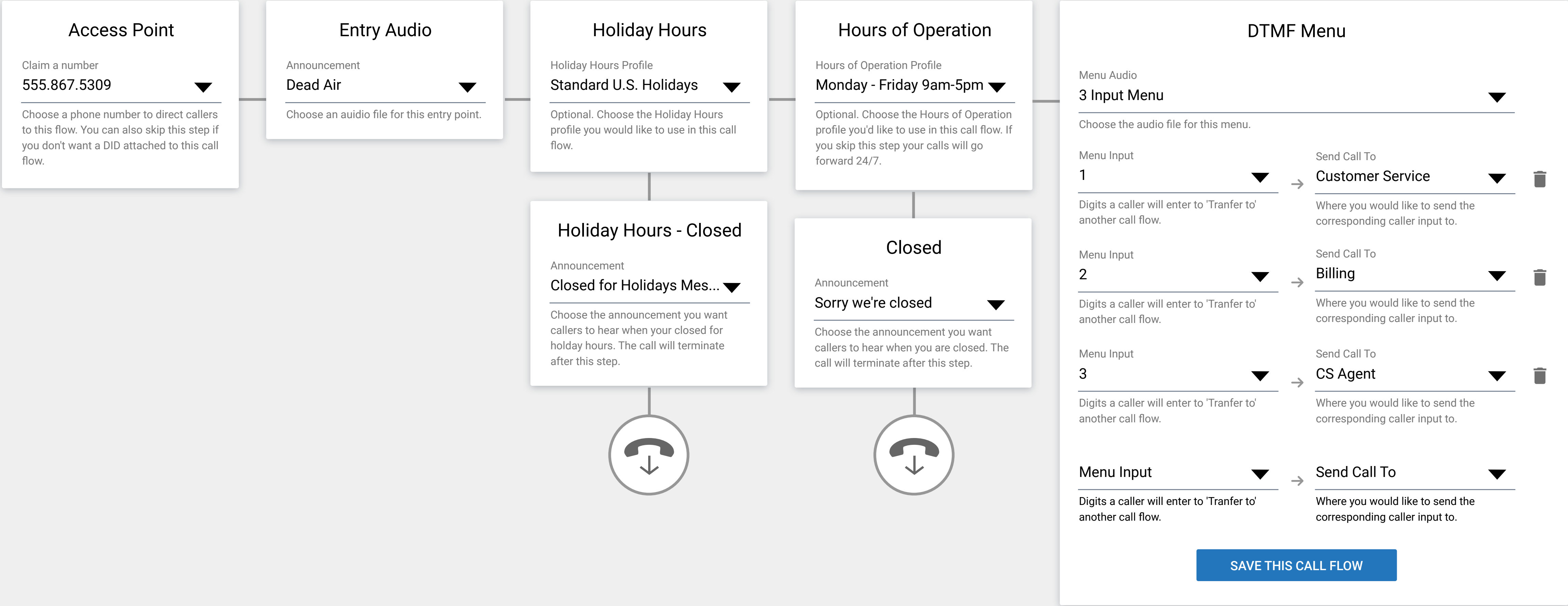
# User Generated Name



# User Generated Name



# User Generated Name



# User Generated Name

Access Point

Claim a number  
555.867.5309

Choose a phone number to direct callers to this flow. You can also skip this step if you don't want a DID attached to this call flow.

Entry Audio

Announcement  
Dead Air

Choose an auidio file for this entry point.

Holiday Hours

Holiday Hours Profile  
Standard U.S. Holidays

Optional. Choose the Holiday Hours profile you would like to use in this call flow.

Hours of Operation

Hours of Operation Profile  
Monday - Friday 9am-5pm

Optional. Choose the Hours of Operation profile you'd like to use in this call flow. If you skip this step your calls will go forward 24/7.

DTMF Menu

Menu Audio  
3 Input Menu

Choose the audio file for this menu.

Menu Input  
1

Digits a caller will enter to 'Tranfer to' another call flow.

Send Call To  
Customer Service

Where you would like to send the corresponding caller input to.

Menu Input  
2

Digits a caller will enter to 'Tranfer to' another call flow.

Send Call To  
Billing

Where you would like to send the corresponding caller input to.

Menu Input  
3

Digits a caller will enter to 'Tranfer to' another call flow.

Send Call To  
CS Agent

Where you would like to send the corresponding caller input to.

Menu Input

Digits a caller will enter to 'Tranfer to' another call flow.

Send Call To

Where you would like to send the corresponding caller input to.

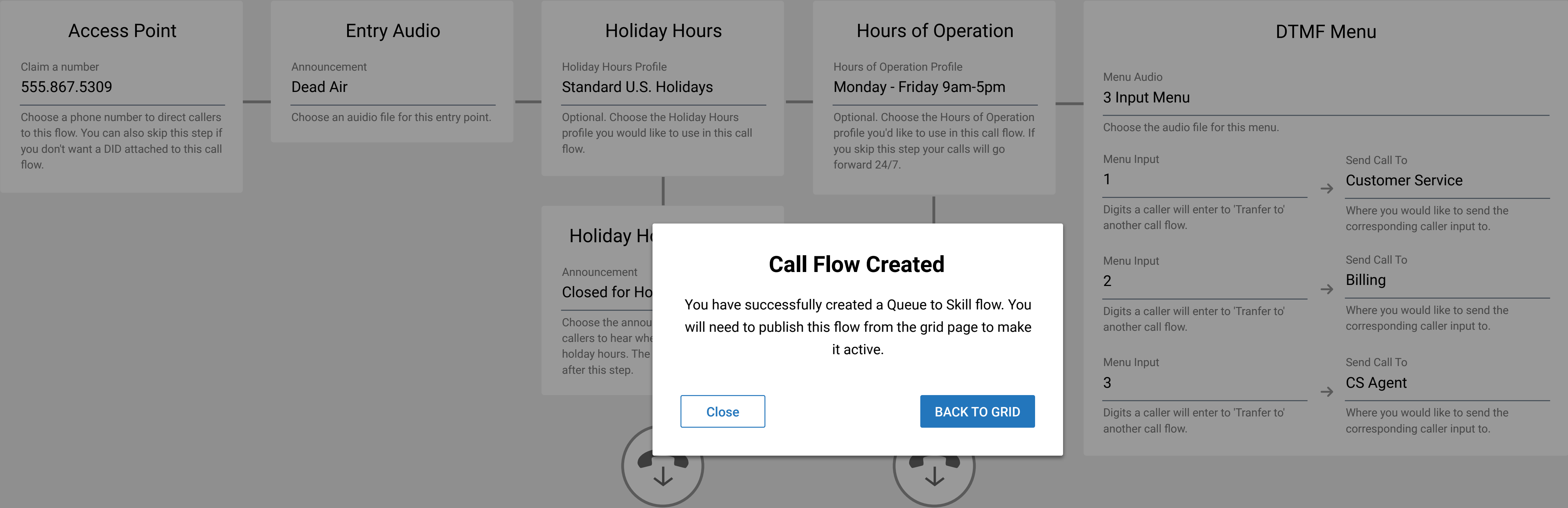
SAVE THIS CALL FLOW

Are You Sure?

Once this call flow is saved you will no longer be able to edit it.

CloseYES

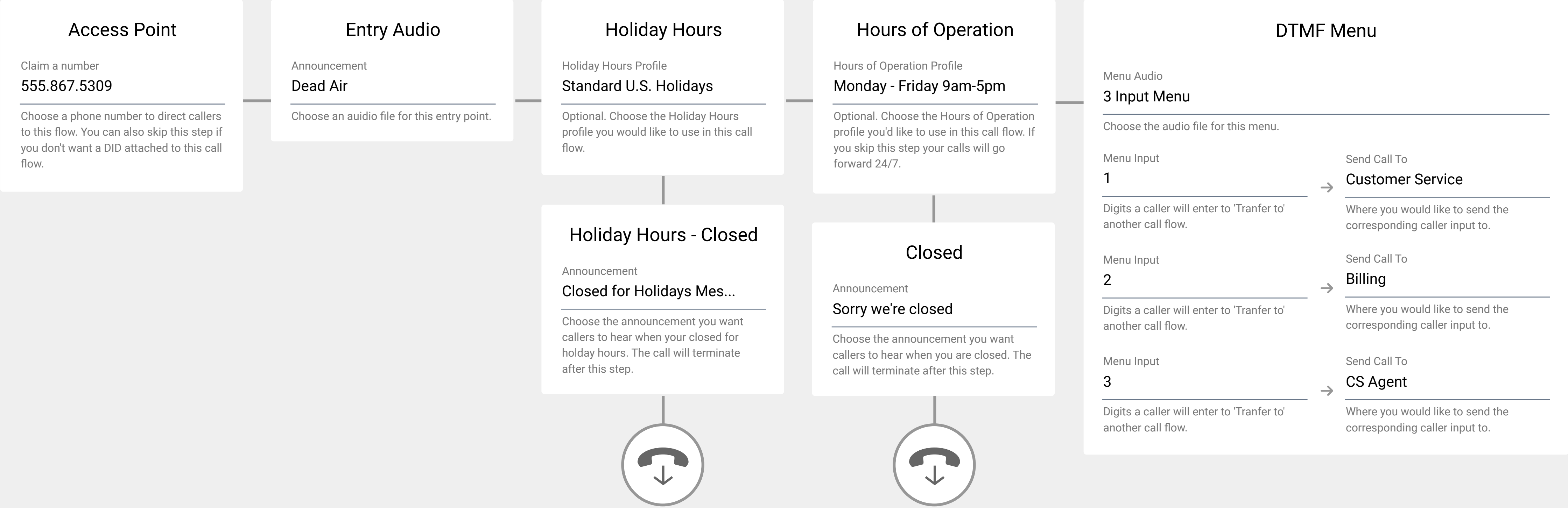
# User Generated Name



Close

BACK TO GRID

# User Generated Name





DTMF Menu

Menu Audio

3 Input Menu

Choose the audio file for this menu.

Menu Input

1

Digits a caller will enter to 'Tranfer to' another call flow.

Send Call To

Customer Service

Where you would like to send the corresponding caller input to.

Menu Input

2

Digits a caller will enter to 'Tranfer to' another call flow.

Send Call To

Billing

Where you would like to send the corresponding caller input to.

Menu Input

3

Digits a caller will enter to 'Tranfer to' another call flow.

Send Call To

CS Agent

Where you would like to send the corresponding caller input to.

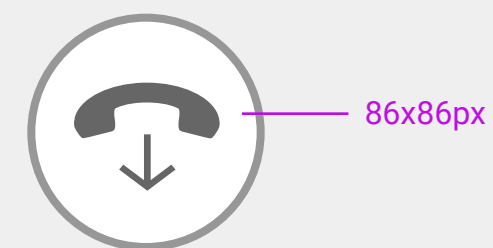
Menu Input

Digits a caller will enter to 'Tranfer to' another call flow.

Send Call To

Where you would like to send the corresponding caller input to.

SAVE THIS CALL FLOW



DTMF Menu

Menu Audio

3 Input Menu

Choose the audio file for this menu.

Menu Input

1

Digits a caller will enter to 'Tranfer to' another call flow.

Send Call To

Customer Service

Where you would like to send the corresponding caller input to.

Menu Input

2

Digits a caller will enter to 'Tranfer to' another call flow.

Send Call To

Billing

Where you would like to send the corresponding caller input to.

Menu Input

3

Digits a caller will enter to 'Tranfer to' another call flow.

Send Call To

CS Agent

Where you would like to send the corresponding caller input to.

Menu Input

Digits a caller will enter to 'Tranfer to' another call flow.

Send Call To

Where you would like to send the corresponding caller input to.

SAVE THIS CALL FLOW