

- Play 'Press '1, then pound' to be transferred to the voicemail for the house's main copper phone line, (573) 334-5355, Press '2, then pound' to be transferred to the voicemail for Jacob Keogh's pair gain phone line, (573) 334-5055, or Enter Your 4-Digit Passcode'
  - An incorrect passcode or X# code is entered.
    - Play 'Invalid Entry'
    - Play 'Press '1, then pound' to be transferred to the voicemail for the house's main copper phone line, (573) 334-5355, Press '2, then pound' to be transferred to the voicemail for Jacob Keogh's pair gain phone line, (573) 334-5055, or Enter Your 4-Digit Passcode'
      - An incorrect passcode or X# code is entered.
        - Play 'Invalid Entry'
        - Play 'Press '1, then pound' to be transferred to the voicemail for the house's main copper phone line, (573) 334-5355, Press '2, then pound' to be transferred to the voicemail for Jacob Keogh's pair gain phone line, (573) 334-5055, or Enter Your 4-Digit Passcode'
          - An incorrect passcode or X# code is entered.
            - Play 'Invalid Entry'
            - Play 'Goodbye'
  - 1# is pressed.
    - Play 'Please wait.'
    - Dialogic hardware dials AT&T UM access number via either line and dials through IVR to the (573) 334-5355 VM, dumps caller into call after dialing sequence is complete.
      - Once battery drop is detected on the outgoing line for the voicemail call, return to the main menu 'Press 1 to...', etc.
  - 2# is pressed.
    - Play 'Please wait.'
    - Dialogic hardware dials AT&T UM access number via either line and dials through IVR to the (573) 334-5055 VM, dumps caller into call after dialing sequence is complete.
      - Once battery drop is detected on the outgoing line for the voicemail call, return to the main menu 'Press 1 to...', etc.

- A correct passcode is entered.
  - Play 'Press 3 for an extender dial tone from the house's main copper phone line, (573) 334-5355.'
    - 3 is pressed.
      - Play 'Please wait.'
      - Dialogic checks line status.
      - Line is off-hook
        - Play 'This line is currently in use or out of service. Please try again later.'
      - Line is on-hook
        - Dialogic dumps caller into dial tone.
          - Once battery drop is detected on the outgoing line for the extender, return to the main menu 'Press 1 to...', etc.
  - Play 'Press 4 for an extender dial tone from Jacob Keogh's pair gain phone line, (573) 334-5055.'
    - 4 is pressed.
      - Play 'Please wait.'
      - Dialogic checks line status.
      - Line is off-hook
        - Play 'This line is currently in use or out of service. Please try again later.'
      - Line is on-hook
        - Dialogic dumps caller into dial tone.
          - Once battery drop is detected on the outgoing line for the extender, return to the main menu 'Press 1 to...', etc.

- Play 'Press 5 to initiate a 3-way call from this line.'
    - 5 is pressed.
      - Dialogic confirms the line you called into.
- Play 'You are currently on the house's main copper phone line, (573) 334-5355. This line will be used for three way'.
- OR*
- Play 'You are currently on Jacob Keogh's pair gain phone line, (573) 334-5055. This line will be used for three way'.
- Play 'Enter the number you wish to three way'.
    - A number is entered.
      - Play 'Please wait.'
      - Dialogic hardware flashes, dials the number, flashes again, bridging the caller. Uses \*\*# and \*\*0 system.
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- Play 'Press 6 to initiate a callback from the house's main copper phone line, (573) 334-5355.'
    - 6 is pressed.
      - Dialogic checks line status.
        - Line is off-hook
          - Play 'This line is currently in use or out of service. Please try again later.'
        - Line is on-hook
          - Play 'Enter the number you wish to be called back at.'
            - A number is entered.
              - Play 'Please wait.'
              - Dialogic hardware hangs up, waits 10 seconds, takes the selected phone line off hook, dials the callback number. Callback number goes to 'Enter passcode' initial login.

- Play 'Press 7 to initiate a callback from Jacob Keogh's pair gain phone line, (573) 334-5055.'
  - 7 is pressed.
    - Dialogic checks line status.
      - Line is off-hook
        - Play 'This line is currently in use or out of service. Please try again later.'
      - Line is on-hook
        - Play 'Enter the number you wish to be called back at.'
          - A number is entered.
            - Play 'Please wait.'
            - Dialogic hardware hangs up, waits 10 seconds, takes the selected phone line off hook, dials the callback number. Callback number goes to 'Enter
  
- Play 'Press 8 for a dial tone from the Samsung Prostar 816 Plus.'
  - 8 is pressed.
    - Play 'Please wait.'
    - Dialogic checks line status.
      - Line is off-hook
        - Play 'This line is currently in use or out of service. Please try again later.'
      - Line is on-hook
        - Dialogic dumps caller into dial tone.
          - Once battery drop is detected on the ProStar 816 Plus' line, return to the main menu 'Press 1 to...', etc.

## Some Notes:

- Option '1#' and '2#' will work without the pound in the initial passcode menu, the system will just wait for a 4 digit passcode until timing out to those options. '1' and '2' without a pound will work immediately in the main menu once you've authenticated with a passcode.
- The UM voicemail transfer functions should check and verify if a spare extender line is available. If one is available, use that first. If not available, utilize the 3-way function to connect a caller to the UM access number.
- When the extender is used, the following functions should work during a call:
  - ##1 to flash for 500ms
  - ##2 to disconnect for 2 seconds, then go back off-hook
  - ##7 to hang up the call, and go back to the main menu.
- NOTE: ##7 should also function universally across the IVR as the 'go to the previous menu' option. At the main menu, ##7 will not go back to the initial passcode prompt, rather, it will hang up the platform completely.
- If, when using the callback function, during the 10-second cooldown period used by the system, the selected callback line becomes unavailable (off-hook, no line voltage, etc), the platform should abandon the callback.
- The callback function should, of course, within the code have a way of determining if a requested callback for an 'in use' line is the line for which the user is calling in on. The IVR should move forward with the callback and not return an 'in use or out of service' message.