Velantro

PBX Guide

IVR Menu

Click `Apps` **and select** `IVR Menu`

IVR Menus

The IVR Menu plays a recording or a pre-defined phrase that presents the caller with options to choose from. Each option has a corresponding destination. The destinations can be extensions, voicemail, other IVR menus, call groups, FAX extensions, and more.

Name	Extension	Direct Dial	Enabled	Description

Click ➕ **to add IVR menu**

IVR Menu   BACK COPY SAVE

The IVR Menu plays a recording or a pre-defined phrase that presents the caller with options to choose from. Each option has a corresponding destination. The destinations can be extensions, voicemail, other IVR menus, call groups, FAX extensions, and more.

Name: IVR
Enter a name for the IVR menu.
→ **Set IVR Name**

Extension: 7500
Enter the extension number.
→ **Set IVR extension number**

Greet Long: IVR Menu MONO
The long greeting is played when entering the menu.
→ **Set IVR greet long recording**

Greet Short: IVR Menu MONO
The short greeting is played when returning to the menu.
→ **Set IVR greet short recording**

Options:

Option	Destination	Order	Description		
1	7000	0	Support	✏️	❌
2	7001	0	Sales	✏️	❌
3	7003	0	Billing	✏️	❌
		000		ADD	

Define caller options for the IVR menu.
→ **Set IVR menu options**

Timeout: 3000
The number of milliseconds to wait after playing the greeting or the confirm macro.

Exit Action: 100
Select the exit action to be performed if the IVR exits.

Direct Dial: False
Define whether callers can dial directly to registered extensions.
→ **Set to true if you want callers to directly dial your company's extensions.**

Ring Back: Default
Defines what the caller will hear while the destination is being called.

Caller ID Name Prefix:
Set a prefix on the caller ID name.

`ADVANCED`

Enabled: True
Set the status of this IVR Menu.

Description:
Enter a description, if desired.

SAVE

Click `SAVE` **to save changes**