

# Callcentric IVR Setup

Callcentric has a built-in IVR utility that allows for practically infinite permutations of menus, auto attendant scripts, and scriptable interactive call flows using [Call Treatments](#). The flow itself can be found [here](#), but this page is solely to contain the scripts for uploaded recordings for all announcement and menu audio files when read through [NaturalReader](#) software "Guy Online (Natural) (Free)" voice read at x1 speed extracted using Audacity software using the Windows WASAPI loopback device as an audio recording into a WAV file, which can be easily uploaded through the portal as described below.

## Setup

[+ Add new IVR](#)

IVR <span>Help</span>		
<b>0aiv - Org Info</b>	Status: <a href="#">Configured correctly</a>	<a href="#">Modify</a>
<b>1 - Main - Language</b>	Status: <a href="#">Configured correctly</a>	<a href="#">Modify</a>
<b>1a - Main - English - Menu</b>	Status: <a href="#">Configured correctly</a>	<a href="#">Modify</a>
<b>2 - Grand - Language</b>	Status: <a href="#">Configured correctly</a>	<a href="#">Modify</a>
<b>2a - Grand - English - Menu</b>	Status: <a href="#">Configured correctly</a>	<a href="#">Modify</a>

[+ Upload audio files](#)

AUDIO FILES <span>Help</span>	
<b>0 - English (1).wav</b>	<a href="#">rename</a> <a href="#">delete</a>
<i>Used in 2 IVRs</i>	
<b>0 - Repeat Pound (#).wav</b>	<a href="#">rename</a> <a href="#">delete</a>
<i>Used in 4 IVRs</i>	
<b>0aiv - Org Info (A).mp3</b>	<a href="#">rename</a> <a href="#">delete</a>
<i>Used in 1 IVR</i>	
<b>1 - Thank You (A).wav</b>	<a href="#">rename</a> <a href="#">delete</a>
<i>Used in 1 IVR</i>	
<b>1a Buildings Projects Fiber (3).wav</b>	<a href="#">rename</a> <a href="#">delete</a>
<i>Used in 1 IVR</i>	
<b>1a Org Info (4).wav</b>	<a href="#">rename</a> <a href="#">delete</a>
<i>Used in 2 IVRs</i>	
<b>1a Tech Support (2).wav</b>	<a href="#">rename</a> <a href="#">delete</a>
<i>Used in 2 IVRs</i>	
<b>1a To Get Connected (1).wav</b>	<a href="#">rename</a> <a href="#">delete</a>
<i>Used in 2 IVRs</i>	
<b>2 - Thank You Grand (A).wav</b>	<a href="#">rename</a> <a href="#">delete</a>
<i>Used in 1 IVR</i>	
<b>2a - Grand Community (A).wav</b>	<a href="#">rename</a> <a href="#">delete</a>
<i>Used in 1 IVR</i>	

On the left, you can add and configure IVRs and their menu trees which follow the structure and naming convention listed in the below section. On the right, MP3 or WAV audio files below 1Mb can be uploaded to be used within the IVRs. There is a built-in validator to ensure there are audio files in the mandatory places for calls to be handled correctly.

EDIT IVR
? Help

▶ IVR entry points (click to expand)

IVR Name:
1a - Main - English - Menu
?

Timeout:
10
sec
?

Repeat on error:
3 times
?

Announcement Audio (DTMF not supported):
?

+

Menu Audio (DTMF Routing supported):
?

1a To Get Connected (1).wav
1a Tech Support (2).wav
1a Buildings Projects Fiber (3).wav
1a Org Info (4).wav
0 - Repeat Pound (#).wav
+

User error audio:
?

Sorry
+

Apply Save Cancel Delete

Key pressed:
?

1
Single forward / Simultaneous ringing

Where to send a call:

Send to my extension
100 - Mesh Room
Send to this number
16469263746
Not specified
Not specified
Not specified

Ring for Push "1" (sec) to answer
20
60

\* You can forward to a single destination or up to 5 different ones

Failover:
Use global Last Route (see below)

2
Single forward / Simultaneous ringing

Where to send a call:

Send to this number
16469263746
Not specified
Not specified
Not specified
Not specified

Ring for Push "1" (sec) to answer
60

\* You can forward to a single destination or up to 5 different ones

Failover:
Use global Last Route (see below)

3
Single forward / Simultaneous ringing

Where to send a call:

Send to my extension
100 - Mesh Room
Not specified
Not specified
Not specified
Not specified

Ring for Push "1" (sec) to answer
20

\* You can forward to a single destination or up to 5 different ones

Failover:
Use global Last Route (see below)

4
Special forward

Busy tone/Line disconnect
Calling card
IVR
Voicemail

0aiv - Org Info

When adding an IVR or clicking "modify" on an existing IVR, the Edit IVR screen will open. On the left, the Announcement Audio selection is for audio files to be played only once when entering the IVR, and the Menu Audio selection is for audio files to be played after the Accountment Audio, and repeatedly after User error events such as timeout or invalid entry. This audio can be controlled in the User error audio selection, which currently only plays a built-in female voice "Sorry".

On the right, there are multiple options to route calls based on user entry, between direct transfers to extensions, sending to other IVRs, or connecting to other menus through a transfer. Depending on the setting of Repeat on error, after the error limit is reached the call will terminate.

# Call Tree Key

Audio file names are based off of the menus where they are used, either as a menu option or as an announcement. Files that begin with 0 refer to common elements shared among multiple root hotlines. Items in red are options are either planned but not implemented or ideas pending discussion.

IVRs in the 0 zone:

- 0. a. iv. Common - English - Org Info  
*Non-Default Parameters: Timeout: 0 sec*  
**Comment:** with no Last Route setting configured, the call just drops per the [documentation](#). It would be nice to send this back "up" a menu but unfortunately it doesn't appears that there is any option that allows you to select the previous IVR menu.

Hotline Roots:

1. Main - Language (Root Hotline)
  - a. Main - English - Menu  
*Non-Default Parameters: Repeat on error: 3, User error audio: Sorry*
    - i. To Get Connected: Simultaneous ringing to Mesh Room and Marco/VM
    - ii. Tech Support: Single forward to Marco/VM
    - iii. Buildings Projects Fiber: Single foward to Mesh Room
    - iiii. Org Info: Special forward to IVR 0.a.iv - Org Info
  - b. Grand - Spanish- Menu (doesn't exist yet!)
  - c. Grand - Chinese- Menu (doesn't exist yet!)
2. Grand - Language (Root Hotline)
  - a. Grand - English - Menu  
*Non-Default Parameters: Repeat on error: 3, User error audio: Sorry*
    - i. To Get Connected: Simultaneous ringing to Mesh Room and Marco/VM
    - ii. Tech Support: Single forward to Marco/VM
    - iii. Org Info: Special forward to IVR 0.a.iv - Org Info
  - b. Grand - Spanish- Menu (doesn't exist yet!)
  - c. Grand - Chinese- Menu (doesn't exist yet!)

## Text-to-Speech Audio Files and Scripts

**Comment:** The pound keys are not truly configurable in Callcentric, and despite the script advising its use to repeat the menu, it triggers the User error audio and subsequently the Last route if

pressed after the third failure, which disconnects the call.

#### **0 - Repeat Menu (#)**

To repeat this menu, press pound.

#### **0a - Root - Language - English**

To continue in English, press 1.

#### **0ai - Root - English - Get Connected**

To get connected to the mesh, press 1.

#### **0aai - Root - English - Tech Support**

For technical support, press 2.

#### **0aiv - Root - Org Info**

For more information about our organization, press 4.

#### **0aiv - Root - Org Info - Info**

NYC Mesh is a community network offering fast, affordable, and fair access to the Internet for all New Yorkers. By joining NYC Mesh, you can access the Internet while helping your neighbors get better and more accessible internet access. NYC Mesh is a neutral network and we do not monitor, collect, or store any user data or content.

For more information about our community network, visit our website at [nycmesh.net](http://nycmesh.net), and find a list of frequently asked questions and answers at [nycmesh.net/faq](http://nycmesh.net/faq).

#### **1 - Main - Language - Thank You**

Thank you for calling NYC Mesh.

### **1aiii - Main - English - Buildings Projects Fiber**

For buildings, projects, and fiber installs, press 3.

### **2 - Grand - Thank You**

Thank you for calling NYC Mesh at Grand Street Guild.

### **2a - Grand - Menu - Community**

NYC Mesh is glad to be part of your Grand Street Guild community.

## Incomplete Recordings

The Callcentric call handling only has IVRs with English. The entry points for other languages would be formatting along the lines of the below:

0b - Root - Language - Spanish

0C - Root - Language - Chinese

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