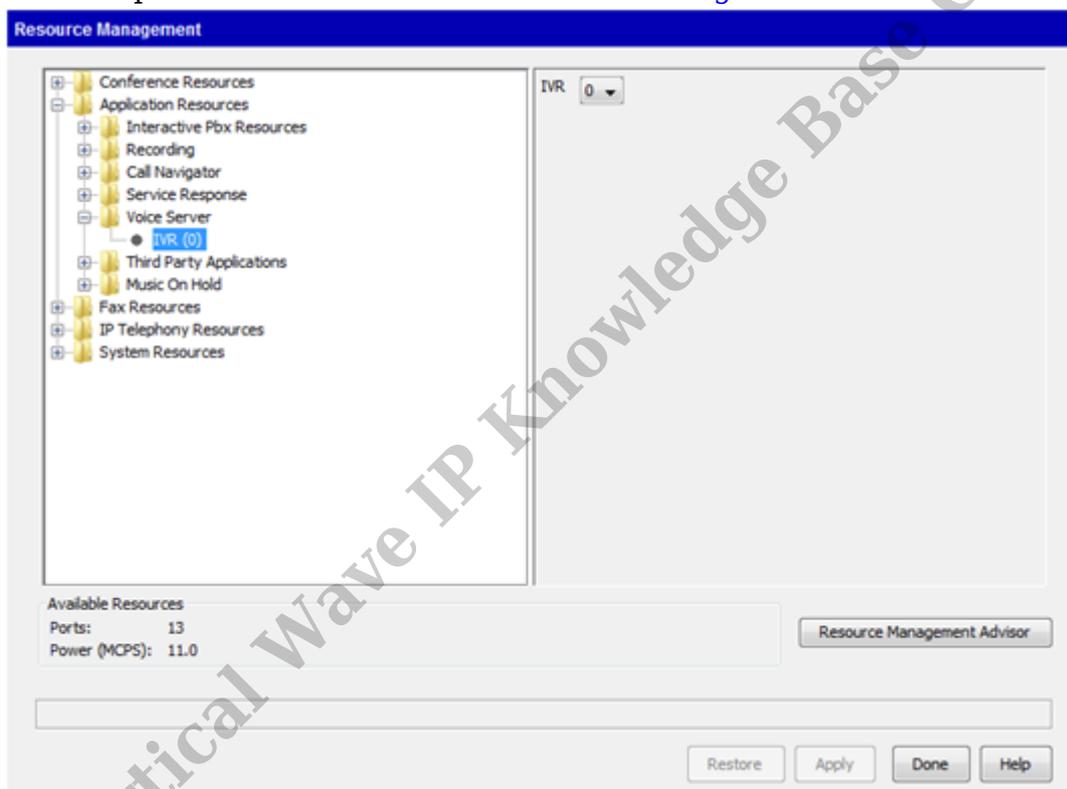


# Configure Inbound Survey IVR

Last Modified on 10/02/2015 11:11 pm EDT

1. Log in to Global Administrator (see [Login to Wave IP Global Administrator](#)).
2. Make sure 5.0 HF 1 is loaded. This is not currently included in Vertical Updates so it will need to be manually installed.
3. Make sure the license key for the Inbound Survey Application is loaded. The first port should be included with your base license set (but may not have loaded if HF 1 was not installed before the license key is added.) See [Add Licenses to Wave](#).
4. Assign Resources to the Voice Server>IVR group. Resources will equal the number of licensed ports installed. See [Set Resource Management](#).



5. Make sure the correct voice is assigned in Voice Server (see [Set Voice for Text to Speech \(TTS\) in IVR](#)). Kate or Paul are the US English voices and should be set for most use cases. Violeta is Spanish and Bridget is UK English (both of these need a special software fix to work in 5.0. Contact Support for assistance).
6. Make sure ports are assigned for Inbound IVR use. By default, all IVR ports are assigned to inbound usage. Check the Outbound IVR settings to see how many ports are assigned to Outbound use (see [Assign Ports for Outbound IVR use](#)).
7. Build an Application Hunt Group for each inbound campaign (see [Create an Application Hunt Group](#)). This will assign an extension in the routing plan for that campaign, allocate inbound ports to the campaign, and allow setting the action if the

inbound ports aren't available to take the call.

8. Click on the Applications tab in GA.

Host: 10.0.1.25  
Vertical Wave ISM 5.0.0 (4370)

Administration **Applications** Diagnostics

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### Vertical Wave Call Navigator Suite

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 Call Navigator General Settings	 Call Navigator Queues	 Call Navigator Pilot Numbers
 Fax Manager	 Service Response	 Voice Server
 Reports	 Applications Data Service	

9. Click on the Inbound Survey Applications applet.

Host: 10.0.1.25  
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Administration **Applications** Diagnostics

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### Vertical Wave Call Navigator Suite

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 Call Navigator General Settings	 Call Navigator Queues	 Call Navigator Pilot Numbers
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### Outbound Voice Applications

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 Appointment Reminder for CSV File	 Survey Application
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### Inbound Voice Applications

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 Inbound Survey Application
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10. Click on New to create a new Campaign.

Global Administrator > Inbound Survey

**New** Save Clone Delete Start Stop Validate Reports Help

Name	Pilot	Status	Failed
Inbound Template		Invalid	0

11. Enter a Name for the new campaign. The Description field below allows a longer explanation of the purpose of this campaign. It is only for reference.

Name: < New Campaign > Pilot:  Status: < New Campaign >  
 Description: This is a sample campaign for an inbound customer survey. Archive:  Delete reporting data older than 365 days  
 Remarks: None

**Connector Definition**

Type: CSV File  
 File Path: C:\Program Files\CMS\VoiceServer\Applications\InboundSurvey\Data\customers.csv

12. Enter the Extension of the Application Hunt Group created for this campaign in the Pilot field. This connects this campaign to the Application Hunt Group.

Name: < New Campaign > Pilot:  Status: < New Campaign >  
 Description: This is a sample campaign for an inbound customer survey. Archive:  Delete reporting data older than 365 days  
 Remarks: None

**Connector Definition**

Type: CSV File  
 File Path: C:\Program Files\CMS\VoiceServer\Applications\InboundSurvey\Data\customers.csv

13. Click on Build Prompt to create the initial message callers hear when they dial the extension (see [Build IVR Prompt](#) for more details).

**Callflow Definition**

Introduction:  Ask the customer if they would like to participate in the survey.

Caller Identification Menu:  Enable  
 Match to connector field: -- Select Column --  
 Use Caller ID number for match  
 Request input from caller for match

14. The Caller Identification Menu is used to filter callers by their CallerID, only allowing matching callers to proceed to the survey. Choose to enable it by clicking the Enable box. See [Inbound IVR and Caller ID](#) for more information on using this feature.

15. The next step is to build the survey by adding questions to the Message list (see [Add IVR Questions](#)).

16. The Closing is the last prompt played to the caller. Build the prompt for any closing words (see [Build IVR Prompt](#)).

17. Make sure to Save the Campaign.

**Global Administrator > Inbound Survey**

Name	Pilot	Status	Failed
Inbound Template	1100	Stopped	0

18. Start the Campaign to make it active.

**Global Administrator > Inbound Survey**

Name	Pilot	Status	Failed
Inbound Template	1100	Stopped	0

19. Test by calling the extension assigned to the campaign.

**RELATED ARTICLES** [template("related")]

Vertical Wave IP Knowledge Base Content