

Add IVR Questions

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Questions make up the survey. Build the survey by building questions.

1. In the IVR, questions are added to the Message section.

The screenshot shows the 'Message Definition' interface. On the left, a list of items is shown: 'Message' (with a green plus icon), 'Directions and Question #1' (with a red X icon), 'Question #2' (with a red X icon), 'Question #3' (with a red X icon), and 'Question #4' (with a red X icon). On the right, the details for 'Question #2' are shown. The 'Message' field contains 'Build Prompt...' and 'Question #2'. The 'Response Template' is set to 'Yes/No' with a note: 'This template maps Yes to 1 and No to 2.' Below this is a 'Configure Template' link. The 'Action Menu' consists of a grid of buttons: 1 (Collect & Continue, Label: Yes), 2 (Collect & Continue, Label: No), 3 (Do nothing), 4 (Do nothing), 5 (Do nothing), 6 (Do nothing), 7 (Do nothing), 8 (Do nothing), 9 (Do nothing), * (Do nothing), 0 (Do nothing), and # (Do nothing).

2. Questions are listed on the left-hand side. Add questions by pressing the green button with the cross.

This screenshot is identical to the previous one, but the green plus icon on the 'Message' item in the left-hand list is highlighted with a red box, indicating the action of adding a new question.

Delete unneeded questions using the red X icon.

This screenshot is identical to the previous ones, but the red X icon on the 'Directions and Question #1' item in the left-hand list is highlighted with a red box, indicating the action of deleting a question.

The order of questions can be changed using the arrows.

3. Each question has parts. The Message Prompt is the audio that will be played. Click Build Prompt to construct it (see [Build IVR Prompt](#))
4. The Actions Menu offers the ability to map actions to any of the buttons on the phone keypad. Map actions to a button using the drop-down box. Actions are:
 - a. Collect & Continue- Record the button press with the question for later reporting.
 - b. Do Nothing- This button has no response when pressed.
 - c. Exit IVR- Leave the IVR.
 - d. Transfer to Extension- Transfer to the specified extension. Enter a valid

extension on the system.

5. Add additional questions as needed.

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