



Asterisk IVR Support in Flexor

Flexor has the ability to take processed Interactive Voice Response input from Asterisk and use this input for display within the Flexor Call Summary window along with the other call information. Examples of the information that you may wish to collect using your IVR system and display within the Call Summary window are the Customer Account number, an Invoice number or a Support Case number

If you wish to take advantage of this feature within Flexor then the Dial plan within the Asterisk telephone system will need to be programmed to pass the input to the Asterisk Manage Interface. The information should be passed to Flexor as an Asterisk UserEvent message, as described below, which will be detected by the Flexor interface to AMI.

```
Event: UserEvent
Privilege: user,all
UserEvent: IVR/[IVRDATA]
Uniqueid: [UNIQUEID]
```

In this message the parameters should be completed as follows:

- [IVRDATA] - Any information entered via IVR e.g. 1243543#
- [UNIQUEID] - The unique ID of a call leg to which this data is related

Please note that the standard functionality within Flexor is to display the IVR input only. If you would like to search a field within your CRM to display the matching Customer Record or display the matching Support Case then please contact us for software development pricing.

For more information or details on how Asterisk IVR CRM interaction can be customised for you or your customers business please contact Camrivox.