

SCOPSERV
INTERNATIONAL INC.

Rating calls using IVR menus and custom scripts

How to rate calls using an IVR and Custom Scripts

EXAMPLE

- We need a two question Survey (With an option to add more questions should there be a need) questions are:
 - Were you happy with the service?
 - Would you refer someone to use the service?
- LANGUAGE REQUIREMENTS:
 - The IVR must be in 5 different languages: English, Afrikaans, Sotho, Zulu and Xhosa.
 - You must create an IVR for each language.
- REPORTING REQUIREMENTS:
 - Rate the agent (The agent who transferred the call to the IVR).
 - Collect customer data by generating a report based on the DID initially dialed.
 - Run an overall report for all languages.

This can be done using a Custom Script which defines a tagcode in the CDR data. Here is a simple example of how this could be done:

Create a Custom Script in GUI under Configuration -> Telephony -> Applications -> Custom Scripts

In General tab:

- Tenant: Share with all Tenants
- Name: ratecall
- Mode: Macro

The screenshot displays the 'Application Manager: Custom Scripts' interface. At the top, there are navigation tabs: 'Applications', 'Auto Attendants', 'Conferences', 'Custom Scripts' (which is selected), and 'Scheduled Tasks'. Below this, the 'Custom Scripts' section is active, with sub-tabs for 'General', 'Arguments', and 'Script'. The 'General' tab is selected, showing the following configuration:

- Name:** ratecall
- Description:** (empty text area)
- Mode:** Macro (dropdown menu, with 'Default: Script' text below it)
- Share with all Tenants?:**

At the bottom of the form, there are three buttons: 'Save', 'Copy', and 'Cancel'.



In Arguments tab, set:

- Number of Argument(s): 1
- Argument #1
- Name/Label: TAGCODE
- Argument #1
- Mandatory: Yes



The screenshot displays the 'Application Manager: Custom Scripts' configuration page. The 'Custom Scripts' tab is selected, and the 'Arguments' sub-tab is active. The 'Number of Argument(s)' is set to 1. Under 'Argument #1', the 'Name/Label' is 'TAGCODE' and 'Mandatory' is checked. The 'Save', 'Copy', and 'Cancel' buttons are visible at the bottom.

Application Manager: Custom Scripts

Applications Auto Attendants Conferences **Custom Scripts** Scheduled Tasks

Custom Scripts

General **Arguments** Script

Number of Argument(s) : 1 

Argument #1

* Name/Label: TAGCODE

Mandatory:

Save Copy Cancel



In Script tab, enter this script:

- exten => s,1,NoOp("RATING CALL")
- same => n,Set(CDR(tagcode)=\${ARG1})
- same => n,Playback(auth-thankyou)
- same => n,Hangup

Once done, click on 'Add'.

The screenshot displays the 'Application Manager: Custom Scripts' interface. At the top, there are navigation tabs for 'Applications', 'Auto Attendants', 'Conferences', 'Custom Scripts', and 'Scheduled Tasks'. Below these is a sub-header 'Custom Scripts' with three tabs: 'General', 'Arguments', and 'Script'. The 'Script' tab is active, showing a text area with the following script content:

```
Script: exten => s,1,NoOp("RATING CALL")
        same => n,Set(CDR(tagcode)=${ARG1})
        same => n,Playback(auth-thankyou)
        same => n,Hangup
```



Create the IVR menus for call rating under Configuration -> Telephony -> Applications -> Auto Attendants and ...

Were you happy with the service?

- Press 1 for Yes
- Press 2 for No
- Press 3 if you don't want to answer

Application Manager: Auto Attendants

Applications Auto Attendants Conferences Custom Scripts Scheduled Tasks

Auto Attendants: [1 to 1 of 1] [Add a new Auto Attendant](#)

Search: Search

Name	Description	Keys Assignment	Tenant
ratecall_ivr		Press '1' for Custom Script (_default-ratecall) Press '2' for Custom Script (_default-ratecall) Press '3' for Custom Script (_default-ratecall)	default

Action: - select an action - Columns to display: Select

In General tab, set:

- Tenant: Select your tenant
- Name: ratecall_ivr
- In Options tab, you set the audio message(s) to play in the IVR.

Application Manager: Auto Attendants: IVR ratecall_ivr

Applications Auto Attendants Conferences Custom Scripts Scheduled Tasks


Auto Attendants

General Options Keys Assignment Custom Keys

* Name:
Name must contain only alphanumeric characters.

Description:

Save Copy Cancel

Legend: * Required Field  Page Refresh on Change



In the Options tab,

- You Select the audio message(s) to play in the IVR
- You Select the Language to play in the IVR
- Make a copy of each IVR for each Language.

Application Manager: Auto Attendants: IVR ratecall_ivr

Applications Auto Attendants Conferences Custom Scripts Scheduled Tasks

Auto Attendants

General Options Keys Assignment Custom Keys

Report Sort Order:
Highest value will be sorted first on Reports -> IVR.

Maximum Concurrent Calls:
If empty or set to 0, no limit will be enforced.

* Wait for response (sec): 03
Default: 03

* Wait for key press (sec): 03
Default: 05

Language: Default

Announcement Messages

Time Delay before announcement playback:
You can specify 0.5 for an 1/2 seconds.

Announce Message(s):

Select



In Keys Assignment, set:

- Press '1' for
- Destination #1: Custom Script
- Script: ratecall
- TAGCODE: HAPPY
- Press '2' for
- Destination #1: Custom Script
- Script: ratecall
- TAGCODE: NOT_HAPPY
- Press '3' for
- Destination #1: Custom Script
- Script: ratecall
- TAGCODE: REFUSE_TO_ANSWER

General Options **Keys Assignment** Custom Keys

Press '1' for ...

Destination #1: Custom Script

* Script: ratecall (default)

Use Custom Variable?:

Variable Name #1: HAPPY

Variable Value #1:

Set as Global Variable?:

Variable Name #2:

Variable Value #2:

Set as Global Variable?:

Variable Name #3:

Variable Value #3:

Set as Global Variable?:

Variable Name #4:

Variable Value #4:

Set as Global Variable?:

Variable Name #5:

Variable Value #5:

Set as Global Variable?:

Destination #2: None

Authentication (PIN): None

Default: none

Prefix CallerID:

Press '2' for ...

Destination #1: Custom Script

* Script: ratecall (default)

Use Custom Variable?:

Variable Name #1: NOT_HAPPY

Variable Value #1:

Set as Global Variable?:

Variable Name #2:

Variable Value #2:



NOTES

- You need to specify this rate_call menu as a destination.
- If you want to access the Rate Call IVR from an incoming line or another IVR then you need to set the destination to Auto Attendant and select "ratecall_ivr".
- If you want this IVR to be played after an ACD agent hangup, then you need to update the ACD queues setting to enable the option "Continue execution of dialplan when agent/callee hangs up" and you specify in Fallback/Overflow tab a destination to Auto Attendant and select "ratecall_ivr".

