

INFORMATION

Dynamic RAD Messages in IVR

The following documentation outlines the process for configuration and implementation of Dynamic RAD messages in prairieFyre IVR. Dynamic RAD messages in IVR allow a single group of IVR ports to play different RAD messages for each queue. This solution allows for better utilization of purchased ports and provides greater functionality of RAD ports over Intelligent Queue.

Design Overview

The overall concept for Dynamic RADs involves using multiple controller hunt groups assigned to a single IVR callflow. This diagram provides a clearer representation of how a call is differentiated from one queue RAD message to another.

PrairieFyre Configuration Requirements

The following items must be completed prior to configuration of your Dynamic RAD call flow:

- Media Server configuration complete
 - Full Telephone System Synchronization completed, all Hunt Groups, Extensions, and Class of Service options are present in YourSite Explorer
- Extension configuration complete
 - Ensure each IVR port has been properly configured in the Extensions form in YourSite Explorer
 - Extension type must be set to RD port 5020IP, and Trusted Service Level has been checked
 - If using a remote IVR instance, ensure the remote configuration is complete
 - If using multiple un-teamed NIC cards, ensure local MiTAI Binding IP address is configured
- • Prompts configured for all RAD messages

Building the Call Flow

In order to build a Dynamic RAD call flow, navigate to the Call Flows configuration within YourSite Explorer. Click Add, and select RAD for the Call Flow type (Figure 1: RAD Call Flow Type).

Figure 1: RAD Call Flow Type

Start by giving your call flow a name, and inserting an Answer action and a Hang Up action. For RAD call flows an Answer and Hang Up action are required. If no Hang Up action has been implemented the caller will remain talking to the port and will not be presented with queue music on hold.

Figure 2: Named Call Flow with Answer and Hang Up

In order to evaluate which hunt group the call is being directed towards add a Hunt Group condition from the toolbox. Once your Hunt Group condition has been added, add a condition

branch for each Hunt Group you wish to evaluate against. In this example Hunt Group 4001 and 4002 will play different messages, however Hunt Group 4003 will play the same message as Hunt Group 4002. It is highly recommended for ease of administration to rename your branches as in Figure 3: Hunt Group Condition with Named Branches.

Figure 3: Hunt Group Condition with Named Branches

For this example we also would like to play a different message in the morning than in the afternoon for the customer service RAD. Place a Schedule Condition into the customer service branch and add a condition branch for morning and afternoon (Morning checks time of day between 00:00:00 and 11:59:59, while afternoon checks between 12:00:00 and 23:59:59). The call flow should look similar to Figure 4: Schedule Condition within Hunt Group Check.

Figure 4: Schedule Condition within Hunt Group Check

Finally to complete our call flow we need to add messages to be played in the morning and afternoon for the customer service RAD and a message for the Sales RAD. Drop in a Play action for each branch, and associate them to your individual RAD prompts. Your finalized call flow should appear similar to Figure 5: Finished Call Flow with Play Actions.

Figure 5: Finished Call Flow with Play Actions

The final step is to associate all RAD hunt groups to this call flow. Click the Hunt Group Membership tab and add the three Hunt Groups from the Available Members column. Once complete your selected members should be similar to Figure 6: Hunt Group Members Applied to Call Flow. Save the call flow and ensure Call Flows are completed publishing before testing.

Figure 6: Hunt Group Members Applied to Call Flow

Testing

In order to test the call flow, dial the hunt group dialable number for each RAD. You should hear a different message for each hunt group you dial. You should also hear a different message depending on the time of day configured in the schedule condition.

See attached file *PFSE_Dynamic_RADs.zip* for the completed callflow from the above tutorial. Please note that this callflow can only be imported into versions 6.0.0.1 or later.

APPLIES TO
IVR 6.0, 7.X, 8.X

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