



CALLISTO⁺



PROFIVR

ADMINISTRATION MANUAL

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Setup

Installation

ProfIVR is installed through Callisto's Open Application Manager. The installation and updating process for OAM applications is described in the chapter [Options](#) of the Callisto platform administration manual.

Privileges

The following application privileges can be assigned to a user for the ProfIVR application. For setting user privileges, see the chapter [User administration](#) of the Callisto platform administration manual.

| | |
|------------------|--|
| ACD | Provides access to the ACD tab. |
| DtmfMenus | Provides access to the DTMF Menus tab. |
| NonBusinessHours | Provides access to the Non-Business Hours tab. |
| Holidays | Provides access to the Holidays tab. |

Access



Configure icon

Administrators can access the ProfIVR configuration by navigating to System > Open Application Manager in the main menu. In the tab Applications, locate the ProfIVR instance and click on the *Configure* icon.

Users who were granted privileges to access the ProfIVR instance can do so by navigating to Applications in the main menu and clicking on the name of the ProfIVR instance.

ACD and DTMF menus

Automatic call distribution

In the *ACD* tab, the lines for the call distribution can be set.

ACD DTMF Menus Non-Business Hours Holidays

ACD ProfIVR

| Number ^ | Destination | | | | |
|----------|-----------------------|--------------------|------|------|--|
| 9150 | DTMF menu | Language selection | | Save | |
| 9153 | ProfACD Queue | ProfACD2 | 8901 | Save | |
| 9160 | ProfACD Queue | ProfACD2 | 9900 | Save | |
| 9170 | Voice Mail box number | 9080 | | Save | |

New Entry:

+

A caller who dialed or got redirected to the number set in the Number field will be handled with the action set in the Destination drop-down list. The number can either be a static number or a [regular expression](#). Depending on the chosen Destination option, various configurations can be set (see chapter [Transfer controls](#)).

DTMF menus

In the *DTMF Menus* tab, the menus used during IVR can be created, edited and deleted. To create a new menu, click the Add button in the top right corner and type a name for the new menu in the field labeled DTMF Menus. To edit an existing menu, choose it from the drop-down list labeled Please choose.... The selected menu can be renamed or deleted by clicking the respective button in the top right corner.

General

The General section defines properties of the menu on how to handle a call when it enters the menu and before it gets dericted to another destination.

ACD **DTMF Menus** Non-Business Hours Holidays

DTMF Menus ProfIVR

Language selection ▾ + Add Rename Delete

General

Non-Business Hours: Night ▾ Holidays: Holidays ▾

Greeting: welcome.wav ▾

DTMF Announcement: languages.wav ▾ Loops: 3 ▾ Timeout: 3 ▾ ? Terminate loop only with defined keys

Upload new audio file Save

The following options are available:

Non-Business Hours and Holidays

If the call reaches the menu during a time when non-business hours or holidays are active, the call will be handled by the respective setup. These setups can be configured in the [Non-Business Hours and Holydays tabs](#).

Greeting

The audio that will be played to a caller when first entering the menu.

DTMF Announcement

The audio that will be played after the greeting. It should contain instructions on the options the caller can choose.

Loops

How many times the DTMF announcement should be repeated before terminating the loop (i.e. proceeding with the default option).

Timeout

Time (in seconds) to wait before repeating the announcement again or terminating the loop.

Terminate only with defined keys

Defines the action to take if the caller presses a key that is not defined in this DTMF menu.





- If checked, the key press will be ignored and the announcement loop proceeds as configured above.
- If unchecked, the key press will terminate the loop and the default option will be executed.

With the Upload new audio file button, audio files can be uploaded to use as greetings or DTMF announcements.

Audio files must be of the format: Wave (PCM); 8 kHz; 16 Bit; mono.

DTMF Menu

In this section, all the options that will be available to the caller are set.

| DTMF Menu | | | | |
|-------------------|----------------|----------------------|------|--|
| DTMF | Destination | | | |
| Default | DTMF menu | Inquiry selection EN | | Save |
| # 1 | DTMF menu | Inquiry selection EN | | Save  |
| # 2 | DTMF menu | Inquiry selection DE | | Save  |
| # 3 | DTMF menu | Inquiry selection FR | | Save  |
| # 9 | ProfACD Queue | ProfACD2 | 9900 | Save  |
| New Entry: | | | | |
| + 0 | Terminate call | | | Add |

Each option consists of a DTMF entry and a Destination. The DTMF entry sets which key a caller has to press to select this option: The option can be mapped to any key available on standard 12-key telephone keypads, i.e. the digits from 0 to 9, as well as the star sign * and the number sign #. Additionally, a *Default* option will always be set, which will be chosen automatically once the announcement loop terminates (as defined in the [General](#) section).

The Destination defines what action to execute when the corresponding option is chosen (see chapter [Transfer controls](#)).

Non-business hours and holidays

The tabs *Non-Business Hours* and *Holidays* contain options for setting the times when the company's staff is not available. During these times, a menu will handle calls differently than normal, as defined in these settings. The call may be terminated after an announcement, routed to a specific number or a voicemail box.

In either tab, choose the set of non-business hours/holidays you want to configure by selecting it from the the drop-down menu labeled Choose.... To create a new set, click the Add button in the top right corner. The selected set can be renamed or deleted with the buttons labeled Rename and Delete, respectively.

A set of non-business hours/holidays can only be deleted if it isn't assigned to any DTMF menu.

Configuring non-business hours

ACD DTMF Menus **Non-Business Hours** Holidays

Non-Business Hours

Regular hours + Add Rename Delete

| Day | Start | End | Announcement | Destination | Description |
|----------|-------|-------|--------------|-------------------------|--------------------------------|
| Workdays | 00:00 | 08:00 | Closed.wav | Terminate call | Closing time Save |
| Workdays | 17:00 | 24:00 | Closed.wav | Terminate call | Closing time Save |
| Workdays | 12:00 | 13:30 | Lunch.wav | Transfer to number 1054 | Lunch break Save |
| Weekend | 00:00 | 24:00 | Closed.wav | Terminate call | Weekend Save |

New Entry:

+ Monday Add

Upload new audio file

Day The day of the week when the non-business hours should be active. The option Workdays will apply the settings to every day from Monday to Friday, and the option Weekend will apply to Saturday and Sunday.

Start and End When the non-business hours should start and end. The time is set in 24-hour format.

One single entry will set a single consecutive time range within one day. If you have multiple non-consecutive non-business hours one day, each time range requires a separate entry. Similarly, if your non-business hours extend from one day to the next (i.e. overnight), two entries must be configured for both days.

If your company stops taking calls on 17:00 and opens again on 8:00 the following day, two entries are needed.

- from 17:00 to 24:00
- from 00:00 to 08:00

Configuring holidays

Holidays
ProfIVR

Regular holidays ▾
+ Add
✎ Rename
✖ Delete

| | Start Date/Time ^ | End Date/Time | Announcement | Destination | Description | |
|--|-------------------|------------------|-----------------|----------------------------------|---------------|------|
| | 29.05.2025 00:00 | 30.05.2025 24:00 | Closed.wav ▾ | Voice Mail box number ▾ 10/..\$/ | Ascension Day | Save |
| | 01.05.9999 12:00 | 01.05.9999 24:00 | Closed.wav ▾ | Transfer to number ▾ 1054 | May Day | Save |
| | 24.12.9999 00:00 | 26.12.9999 24:00 | Christmas.wav ▾ | Terminate call ▾ | Christmas | Save |
| | Easter-2 00:00 | Easter+1 24:00 | Closed.wav ▾ | Terminate call ▾ | Easter | Save |

New Entry:

+

Add

The Start and End columns consist of a *Date* and *Time* field each. In the *Date* field, setting the year to 9999 will activate the holiday every year at the same date and time. Entering the string Easter will calculate the date of Easter every year. The strings Easter-<n> and Easter+<n> will set the date to n days before and after Easter, respectively.

In 2025, the date of Easter is 20 April 2025. Entering the string Easter-2 into the Date field sets the holiday start to 18 April 2025.

General settings

The following settings are applicable to both non-business hours and holidays configurations.

- Announcement

The audio file that will be played during the set non-working hours.
- Destination

The action to take when a call arrives during the set time (see chapter [Transfer controls](#)).
- Description

An optional description for the entry.

Transfer controls

Transfer control actions

In all tabs, various transfer controls are available to set a call's routing destination. All fields prompting for numbers also accept wildcards and regular expressions (see [Dynamic destination routing](#)).

| | |
|--------------------------|--|
| DTMF Menu | Direct the call to a DTMF menu set up in the DTMF Menus tab . |
| Transfer to number | Direct the call to the specified number/regex. |
| Blind transfer to number | Direct the call to the specified number/regex using SIP blind call transferring. |
| Bridge to number | Use callisto to bridge the current call and the call to the destination. |
| Application | Direct the call to the specified application, using the provided number/regex as parameter. |
| ProfACD Queue | If ProfACD is available, direct the call to a call queue. Choose the ProfACD instance you want to direct the call to from the second drop-down menu, and set the number/regex to the corresponding queue's number. |
| Voice Mail box number | Allow the caller to record a voicemail to the specified number. |
| Terminate call | End the call immediately. |

Dynamic destination routing

Besides regular numbers, regular expressions can be used to determine the call destination. A regex pattern must be enclosed by two slashes and will match against the number dialed by the caller. Numbers and regular expressions can be combined by putting absolute numbers before or after the regex pattern. For details on the regex syntax, see the [Regular expressions](#) quick reference.

Besides proper regular expressions, two wildcards also exist that don't need to be enclosed by slashes:

- . will match exactly one digit.
- T will match zero or more digits.

The Destination field contains the following value: 10/..\$/

The digits 10 are an unchanging value outside the regex pattern. The pattern itself will take the last two digits of the number dialed by the caller.

- A caller who dialed 8801 will be routed to 1001.
- A caller who dialed 8812 will be routed to 1012.
- A caller who dialed 907712 will be routed to 1012 as well.

Redirection number

The syntax `/REDIR*/` determines the caller's redirection number.

The number 1234 is called. This number is diverted to a ProfACD number: If the destination agent is

occupied or doesn't answer, it is possible to call back the number 1234 when /REDIR/*/ is used in the number field.

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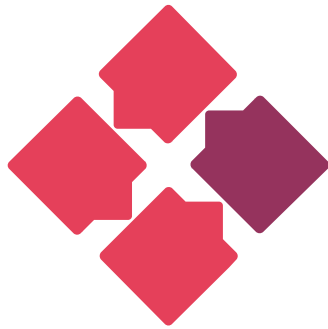
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