

# 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 <a href="#">ACD</a> tab.
DtmfMenus	Provides access to the <a href="#">DTMF Menus</a> tab.
NonBusinessHours	Provides access to the <a href="#">Non-Business Hours</a> tab.
Holidays	Provides access to the <a href="#">Holidays</a> 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.