IVR Prompt Setup and Routing

IVRs allow you to record customized greetings, messages and prompts so that when your customers call your company they'll have a more personalized experience. "Press 1 for Sales" will be taken to a whole new level.

How To Record Your IVR Menu

1. Log into the admin's DYL account

2. Click the "Settings" tab

3. Click "IVR Prompts"

4. Dial (888) 310-1568 (from any phone) or Ext. 520 (from a phone that has been configured to DYL)

5. Click "Edit Name"

6. Type in the name you would like to assign to this IVR Prompt

7. Click "Update"

How to Route your phone numbers to an IVR

1. Login to your DYL account

2. Click the "Settings" tab

3. Click "Phone Numbers"

4. Click "Update Routing" under "Options", then select the "Route To" IVR from the dropdown

5. Select "Update" to confirm your routing option

How to Add Prompt Options

1. Login into the Admin's DYL account

2. Click the "Settings" tab

3. Click "IVR Prompts"

4. Under "Options", click "Edit Prompt Options"

5. Click "Add Prompt Option"

6a. From the "Digit" dropdown, select an unused digit (0-9, #, and *),
6b. Next, select your "Route To" Destination from the dropdown (within the same row).

Example: If your IVR message says "press 1 for Bob", you will need to configure the digit "1" to Route to Bob's direct extension OR Route to a "Ring Group" which only includes Bob.

7. Click "Add Option", then click "Add Prompt" once more to confirm.

8. Repeat these steps as needed or until all options are filled.