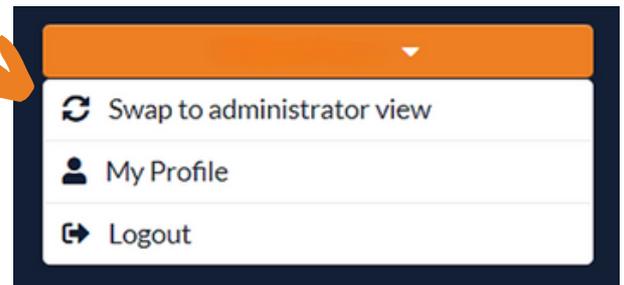


## Diverting

1.) Login to the universe portal (if you're unsure of your username or password you can use the forgot password button on the login screen to get this reset or just get in touch)

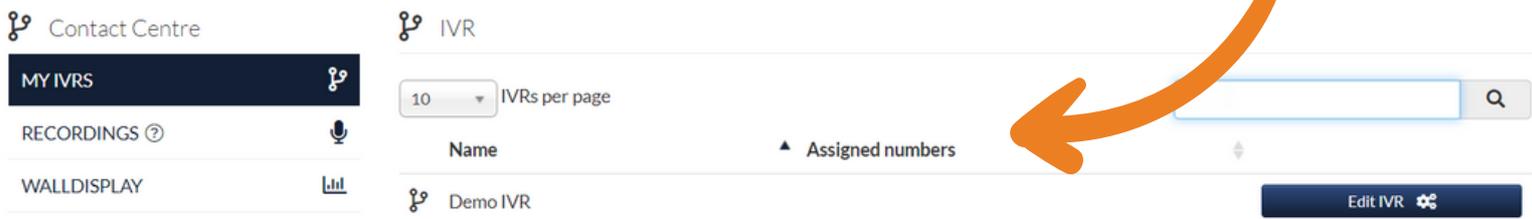
2.) Once logged in hover over the dropdown menu with your username on the top right and select **“Swap to administrator view”**



3.) Select **“My Contact Centre”**



4.) Find your IVR, If you have more than one make sure you check the **“Assigned number”** section to ensure you are choosing the correct one for the divert



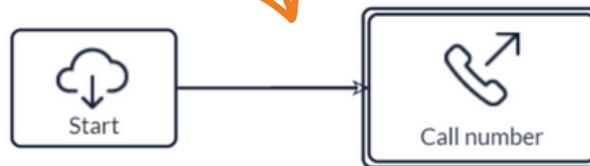
5.) Select the **“Edit IVR”** button

6.) If your IVR is empty it will only show the **“Start box”**

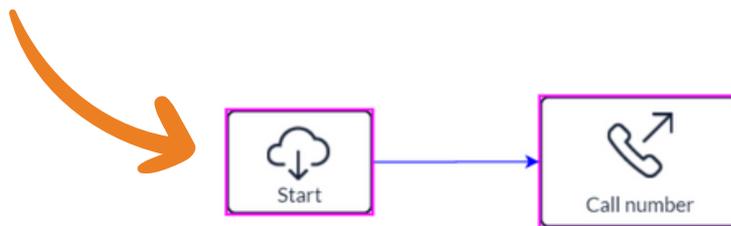
This box is essentially showing the starting point for any incoming calls



7.) In order to add a divert you will need to drag and drop the **“Call number”** box from the toolbar at the top, onto the IVR space below and join the two boxes together like so



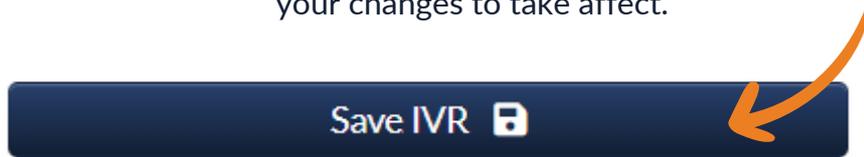
8.) To add the connecting arrows simply click on the first box as the starting point and drag and drop your mouse onto the next and it will automatically snap an arrow in place. The arrow will go blue and the boxes will change color like so to show they are being connected.



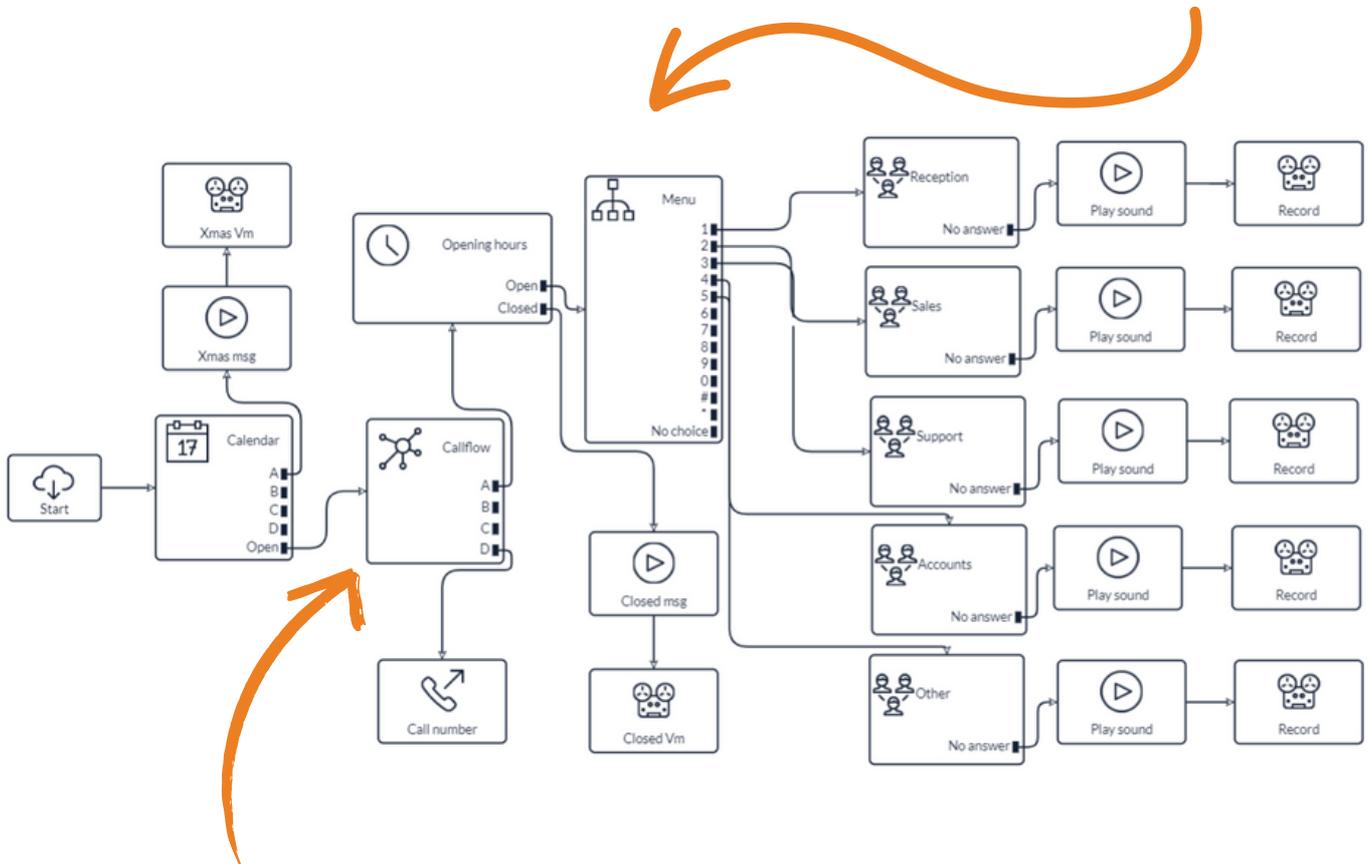
9.) Once everything is joined up you then need to click the **“Call number”** box and this box will pop up on the right asking you to input the destination. Simply add the number in here that you wish to divert to and click the **“Save module”** button.

A form with two input fields: "Destination" and "Caller ID (?)". The "Caller ID" field has "Incoming caller id" entered. Below the fields is a dark blue button labeled "Save module" with a lock icon. An orange arrow points from the text above to the "Save module" button.

10.) Once you have finished making changes, make sure you click the “**Save IVR**” button for your changes to take affect.



11.) If you have an IVR already configured, it may look a bit busier like the example below



12.) No matter the layout, the divert will always be where the “**Call number**” box is located on your IVR. For this example above, you would just need to follow the call flow from the “**Start box**” and find the “**Callflow box**”

Flow name  
Callflow

Active port  
Port A

Port names

Port A  
Normal

Port B  
Closed

Port C  
Holiday Mode

Port D  
Divert Mode

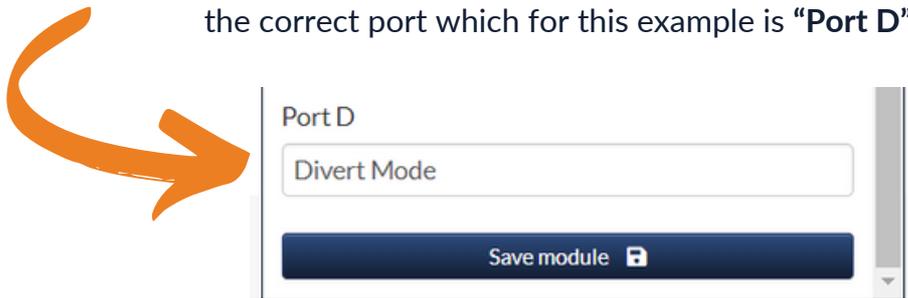
Save module

13.) Once you have selected the “**Callflow**” box, you will see this box pop up on the right of your screen. Here you can change the ports for different modes and the “**Active port**”

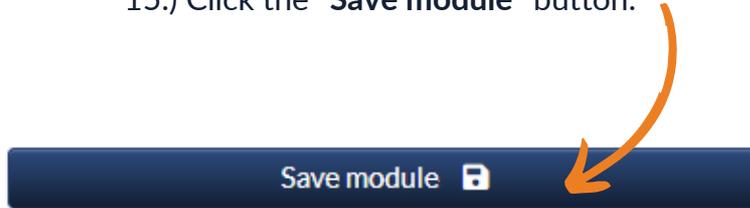


14.) For this example we already have names for each port, if you have empty spaces in this box then you can name them however you like.

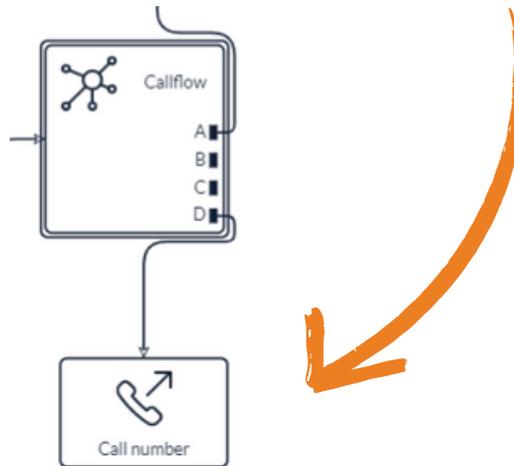
As we already have a divert mode set up you would just need to change the active port to the correct port which for this example is **“Port D”**



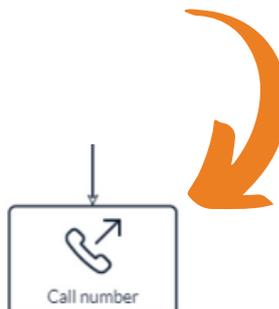
15.) Click the **“Save module”** button.



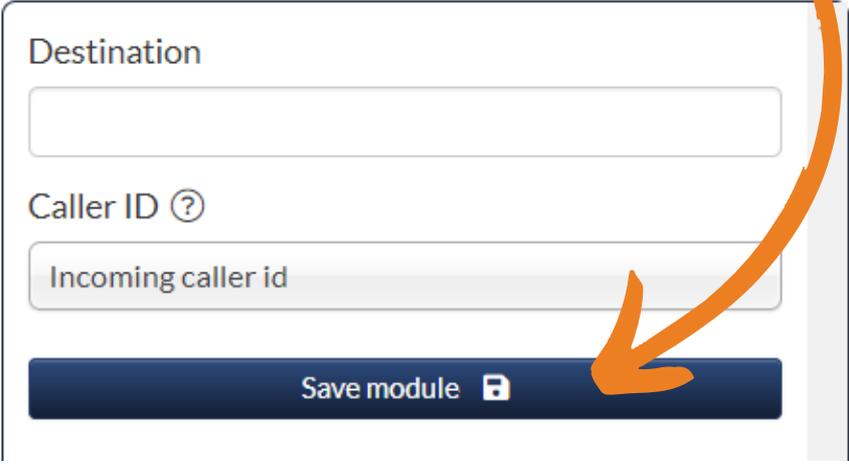
16.) Make sure there are arrows connected from both the **“Callflow”** box and the **“Call number”** box and follow this



17.) Select the **“Call number”** box

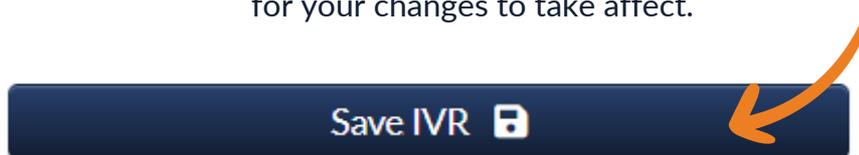


18.) This box will pop up on the right of your screen asking you to input the destination. If it has been set up previously then a number may already have been inputted, just check this number is correct, if not then you can add the right number in here that you wish to divert to and click the **“Save module”** button.



The image shows a configuration form with two input fields and a button. The first field is labeled 'Destination' and is empty. The second field is labeled 'Caller ID' with a question mark icon and contains the text 'Incoming caller id'. Below the fields is a dark blue button with the text 'Save module' and a lock icon. An orange arrow points from the top right towards the 'Save module' button.

19.) Again, Once you have finished making changes, make sure you click the **“Save IVR”** button for your changes to take effect.



If you have any questions or problems regarding a divert then please get in touch and a member of our faults team will be able to assist you

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faults@firstcomeurope.co.uk