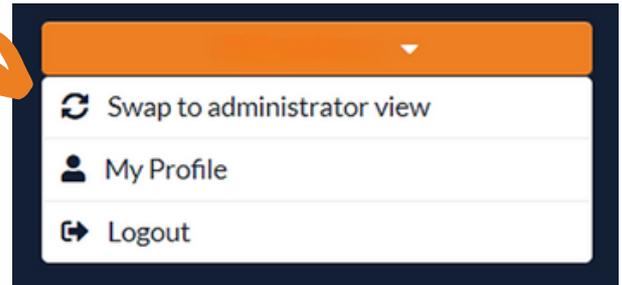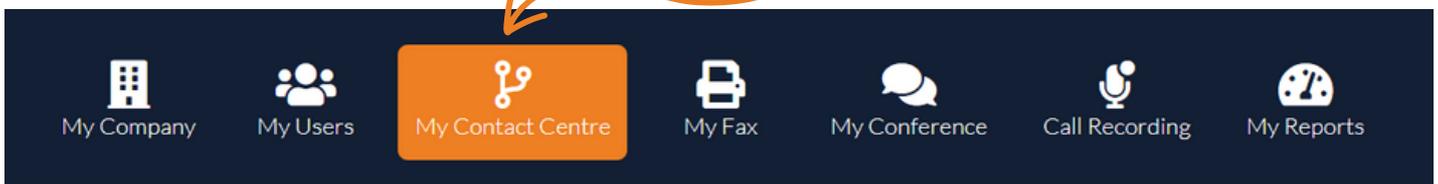# Editing your Universe IVR

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"**
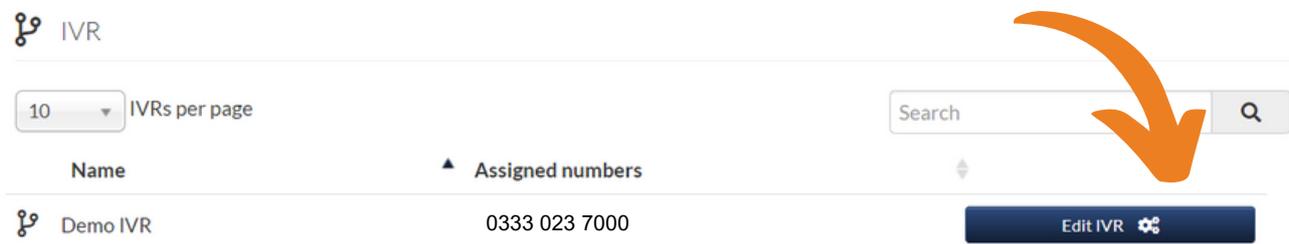
C Swap to administrator view

👤 My Profile

↦ Logout

3.) Select **"My Contact Centre"** from the top menu bar

My Company   My Users   My Contact Centre   My Fax   My Conference   Call Recording   My Reports

4.) Select **"MY IVR's"** from the left

Contact Centre

MY IVRS

RECORDINGS ⓘ

WALLDISPLAY

5.) Find your IVR, and select the **"Edit IVR"** button

IVR

10 ▾ IVRs per page		Search 🔍
Name	▲ Assigned numbers	
〽 Demo IVR	0333 023 7000	Edit IVR ⚙

6.) Once you're in the IVR, you'll see a toolbar at the top which looks like the below:

Play sound	Hangup	Record	Opening hours	Calendar	Send SMS	Jump to IVR
Menu	Callflow	Prefix routing	Queue	Call number	Pin	Send email

7.) The IVR name will be shown on the right of this screen and you can edit it here

IVR name

Training IVR

Save IVR
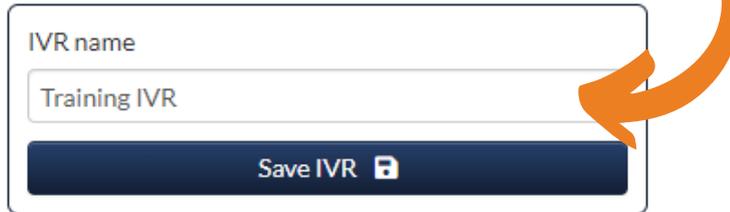
8.) All IVR's will be different depending on your business and how you want your calls to flow, an example IVR below shows how incoming calls route from the beginning to end
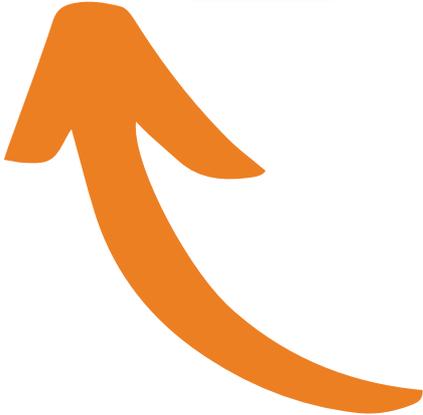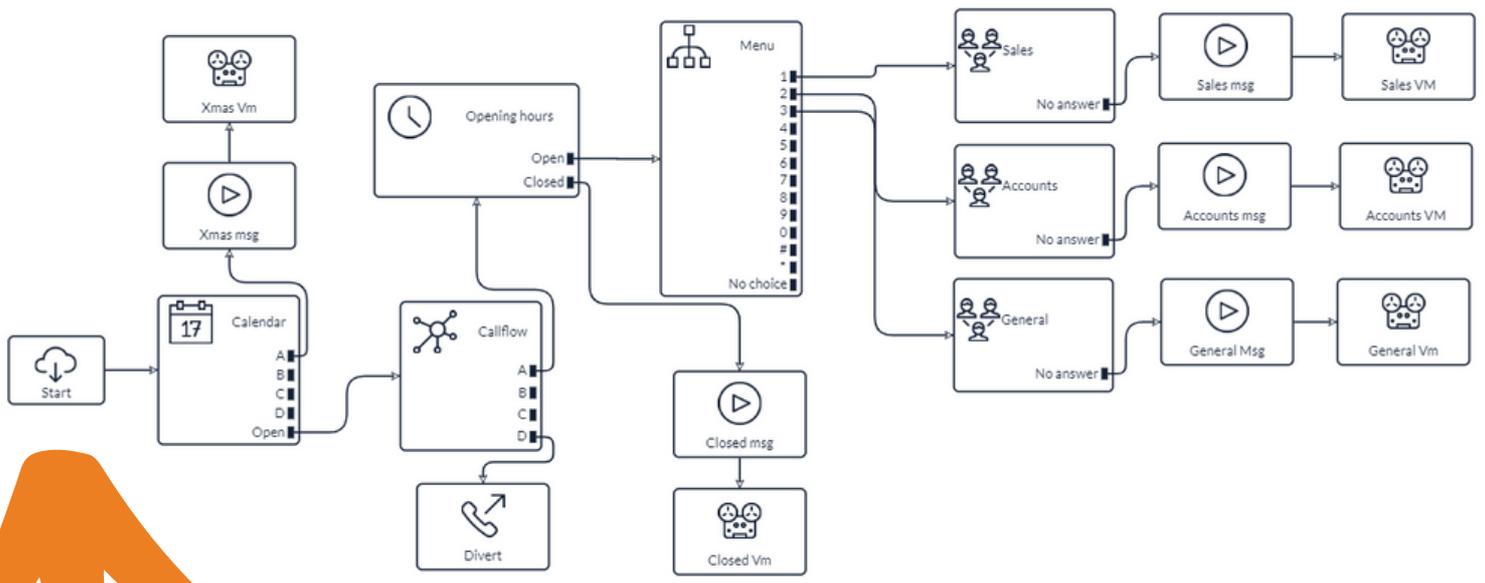
9.) This tool represents the beginning of your IVR. All incoming calls will start from here

10.) The way the IVR works is by joining the arrows to the different tool boxes available on the toolbar so if your ever unsure, find the start box and follow the arrows along to see where it routes to

11.) The toolbar at the top offers a wide range of features available for you to use, each tool has its own function which is listed below in more detail:

12a.) The **Play sound** option once selected will pop up with this box

Play sound

Playback type

Prompt

Prompt voice

Amy (UK) (HQ)

Speech text

Speech text

Play example ▶

Save module 💾

12b.) In this box you can choose to play either a **sound file** or a **text to speech** prompt. If you opt for a sound file our support team will need to upload this onto your account for you. If you choose the Text to speech option then you can choose the **prompt voice** and listen back to any text you put into the box. Just make sure any special symbols aren't used such as **@** or **£** as this will stop it from being played back.

Don't forget to press the **"Save module"** button before closing this box off!

13.) The **hangup** feature will simply hangup a call, this function can be useful if you want to block specific numbers and then route them to hangup

Hangup

14a.) The **Record** option once selected will pop up with this box

Record

Name of recordings

Voicemail

🔘 Voicemail mode

Email recordings to

Select contacts or enter email

Save module 💾

14b.) This functions allows a customer to leave a voicemail, the box on the right lets you **rename the voicemail** and also choose who the **notification** will be emailed to. You can also toggle the voicemail mode off if you didn't want this enabled.

Don't forget to press the **"Save module"** button before closing this box off!

15a.) The **Opening hours** option once selected will pop up with this box:

Opening hours

	Monday	
From		To
08:30		16:30

	Tuesday	
From		To
08:30		16:30

	Wednesday	
From		To
08:30		16:30

	Thursday	
From		To
08:30		16:30

	Friday	
From		To
08:30		16:00

	Saturday	
From		To
10:00		14:00

|	Sunday	
From		To
10:00		14:00

Save module 🖫

15b.) This tool allows you to input your working hours for every day of the week, simply input the times **from** and **to** and Toggle the days **on or off** and scroll to the bottom of the box and click **"Save module"**

From *

From 📅

To *

To 📅

Period name *   Port

Period name   Select an Option ▼

Delete 🗑

Add period ➕

Save module 🖫

16a.) The **Calendar** option once selected will pop up with this box:

17 Calendar

16b.) This lets you add **specific dates** that you know your business won't be open for. This can be particularly useful for **holiday periods** or **training days** so you can make sure your phone system won't ring through when nobody will be available.
Simply add the dates **to and from,** give the date range a **name** and **choose a port** which will be used to route the call flow for these dates and press **save module.**

17 Calendar
A
B
C
D
Open
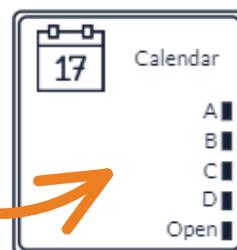
16c.) You can add multiple date ranges in this box by clicking the **add period** button and you can also use the **delete** button if you'd like to remove any old ones.

16d.) The example below shows this tool in action. It has been specifically routed using **Port A** for an **Xmas message** and **Xmas VM** whilst the business is closed over the holiday period. Once this holiday period has ended and its outside of any dates inputted into the tool itself then it will automatically follow the **Open** routing and continue to flow as normal.
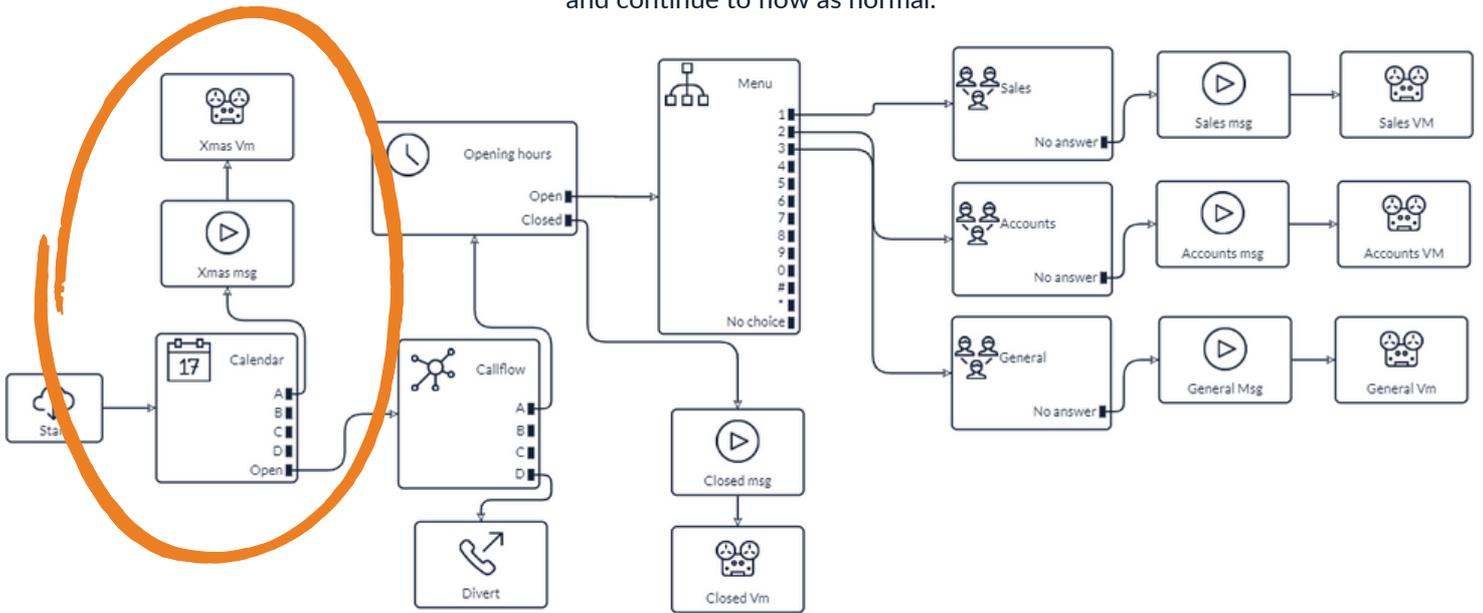
17a.) The **Send SMS** option once selected will pop up with this box:

17b.) This option can be used as an alternative to the record tool. If a user doesn't tend to use emails and would prefer an SMS notification of a missed call then they can set this up instead. Simply **add the number** you'd like the notification sent too and the message and press **save module**.

18a.) The **Jump to IVR** option once selected will pop up with this box:

18b.) This allows the call to be routed through a different IVR if your business has **multiple**. This can be useful if for example a business has multiple sites throughout the country and would like the call routing to another IVR. It can be particularly helpful to use this for busy IVR's to make it easier to follow and make changes to

Simply select the **IVR** you'd like to jump to in the drop down and click the **same module** button.

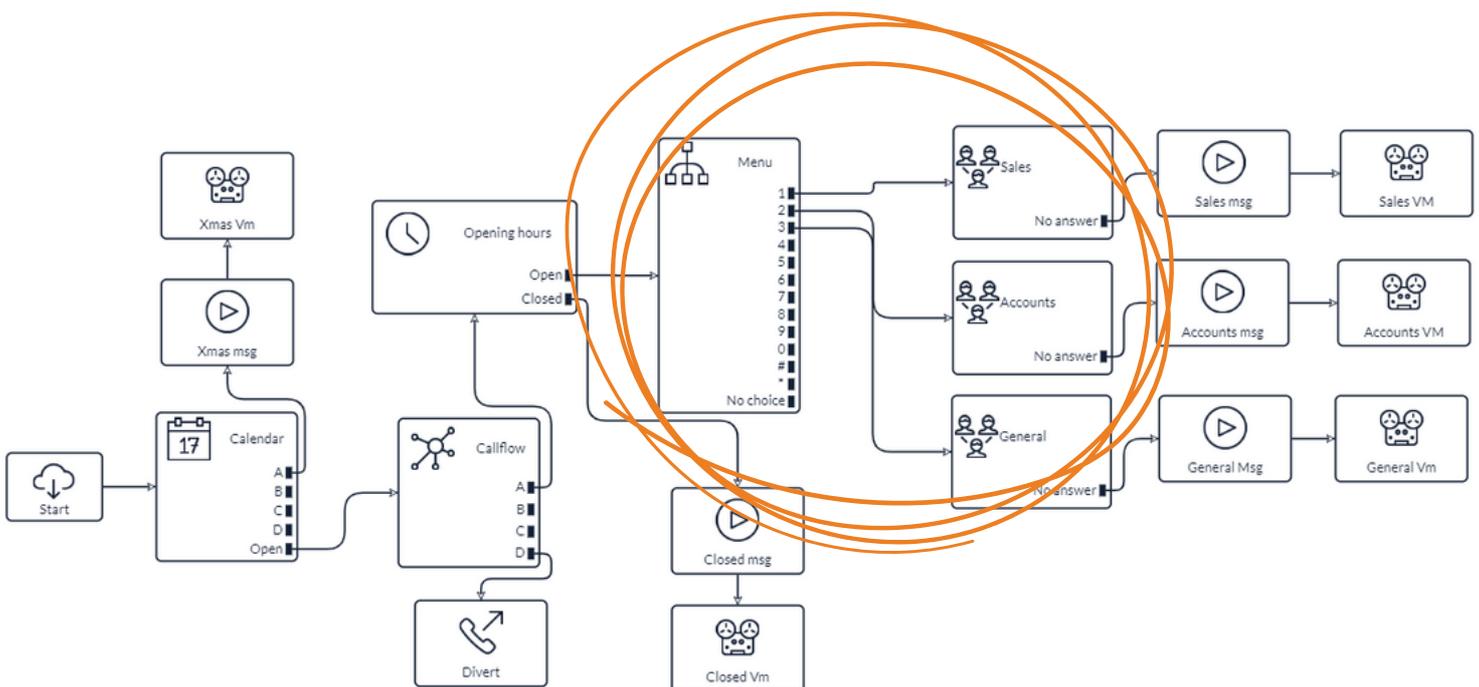**19a.)** The **Menu** option once selected will pop up with this box:

19b.) The menu option allows you to route calls to other tools to ensure calls are routed correctly depending on what the customer selects on their keypad.

19c.) This box is similar to the **play sound** feature. In this box you can choose to play either a **sound file** or a **text to speech** prompt. If you opt for a soundfile our support team will need to upload this onto your account for you. If you choose the Text to speech option then you can choose the **prompt voice** and listen back to any text you put into the box. Just make sure any symbols aren't used such as **@** or **£** as this will stop it from being played back.

Timeout is if the customer hasn't made a choice in seconds, the below drop down you can then choose what it does if they haven't made a choice in that allotted time, either **repeat the prompt** you have entered above or route to the **no choice** option on the menu

Don't forget to press the **save module** button before closing this box !

19d.) If we look back to the example IVR, you can see below that we have the **menu tool** and 3 options, **1 for sales**, **2 for accounts** and **3 for general enquiries**
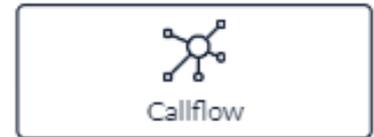
20a.) The **Callflow** option once selected will pop up with this box:

20b.) This allows you to change the routing of your callflow for different reasons. A good use of this is if you'd like to **divert calls to a mobile** if something like a power cut happens on site so you know you won't miss any calls from customers. You can also route them for other reasons such as a **holiday period**.

To add a callflow simply call it whatever you'd like such as **"Divert"** and connect this to a **call number tool** like the example below and click **save module.** Just make sure the **active port** you want is selected in the drop down:
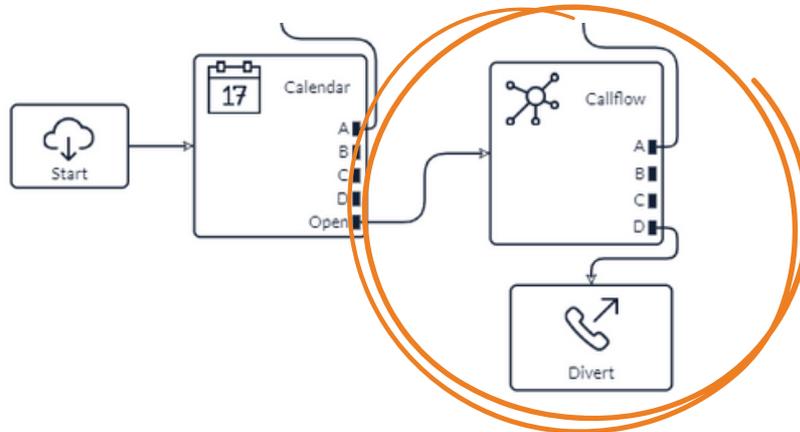
21a.) The **Prefix routing** tool once selected will pop up with this box:
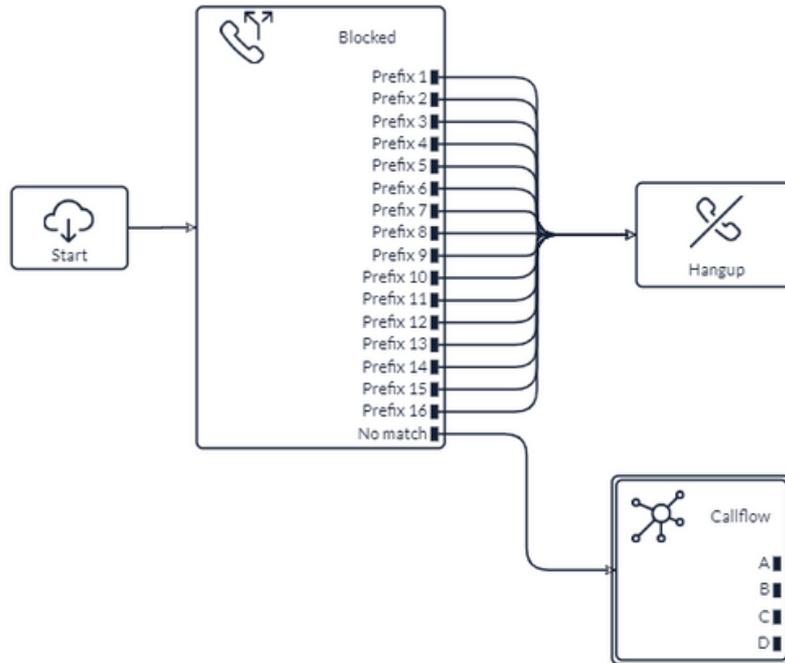
21b.) This will allow you to route specific numbers to different places, the most popular use for this tool is for **blocking numbers**. Essentially you can route any number inputted to just **hangup the call** so you know anyone on the blocked list can't speak to any staff.

Simply **add the number** in to any prefix, select **save module** and draw your arrow from the numbered prefix filled in to another tool of your choice

21c.) The below example shows this tool in use on an IVR:

22.) The **Queue** option allows you to **assign groups** of people to answer calls such as **sales** or **accounts** to ensure the right staff members are taking the relevant incoming calls.

We have a separate userguide for this feature which can be found on our website resources page: https://firstcomeurope.co.uk/resources/

23a.) The **Call number** option once selected will pop up with this box:

23b.) This tool can be helpful if you have an **out of hours number** you'd like customers to be able to get through to or someones **direct dial**. Simply **Add the number** into the **destination** you'd like the call to go through and select if you'd like the **incoming caller id displayed** or the IVR extension and click **save module**.

You can also use any **short numbers/extension numbers** in this tool if you have staff members assigned to them.

24a.) The **Pin** option once selected will pop up with this box:

24b.) This allows someone who calls in to **input a pin** number on their keypad and then if accepted they can be put through to specific people or groups.

Simply add the **pin** of choice in and click **save module** and anyone given the pin will be routed this way.

25a.) The **Send** email once selected will pop up with this box:

25b.) The send email allows you to send a email of your choice to a specific employees email. This can be useful for **missed call notifications** or **voicemail notifications**

To use this feature simply add a subject such as "**missed call**" who you'd like to receive the email and what you'd like the message to say.

Don't forget to click **save module**!

Any changes you make will only take affect once you have selected the **"Save IVR"** button on the Top right!

If you have any problems with your IVR or questions please get in touch with a member of our faults team

faults@firstcomeurope.co.uk

0333 023 7000