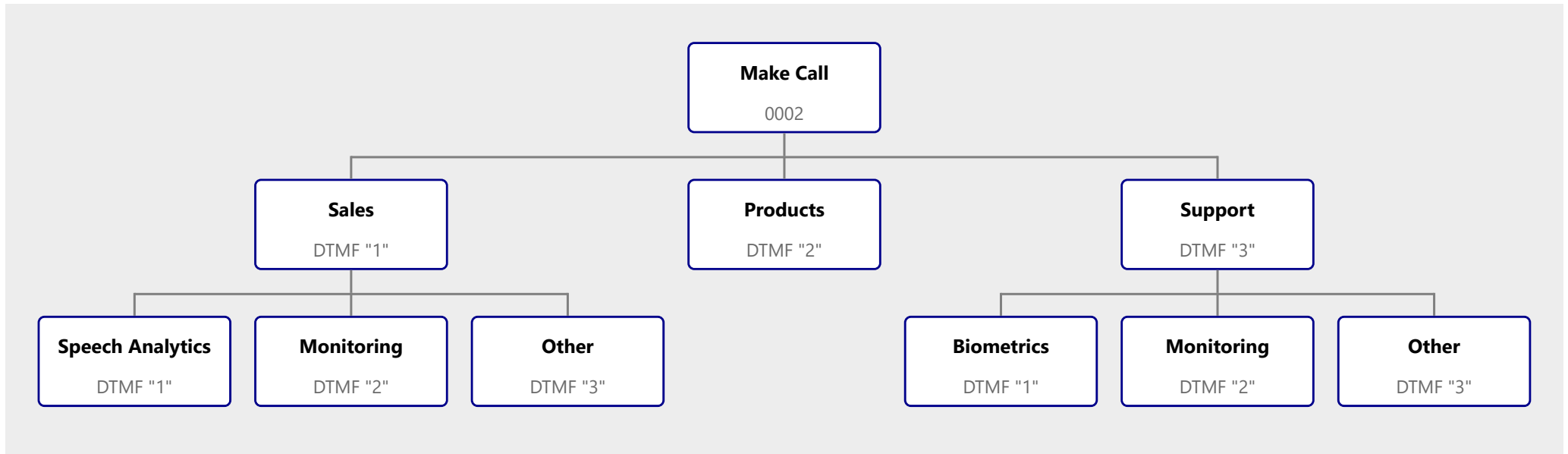


DEMO IVR

Date: 19 April 2021



IVR Summary

IVR Name	Test IVR Report 2
Max. IVR Depth	2
Total Number of Menu Options	10
Average Number of Menu Options per Menu	3.0

IVR Menu Details

Main Menu

Menu path	0002
Description	
Transcript	thank you for calling only intelligence our contact center productivity Cloud platform for sales inquiries please press one to hear about our products and services please press two if you are an existing customer and wish to talk to our support team press three to see our privacy policy please visit our website at ww.w on the Intelligence online to hear these options again press 9 we have not received a valid response. Please try again we have not received a valid response please try again we have not received a valid response please try again we have not received a valid response. Please wait while we connect your call
Audio	https://mptbackendau.omniintelligence.online/Scenarios/GetScenarioFile/21ffbdd9-c371-415c-94a3-786393599102
Menu Options Count	3
DTMF "1"	sales inquiries please press one to hear about
DTMF "2"	and services please press two if you are
DTMF "3"	our support team press three to see our

Sales

Menu path	0002 - DTMF "1"
Description	sales inquiries please press one to hear about
Transcript	for speech analytics and voice Biometrics press one for monitoring and testing press two for any other inquiries press three months we have not received a valid response. Please try again we have not received a valid response please try again we have not received a valid response please try again we have not received a valid response. Please wait while we connect your call
Audio	https://mptbackendau.omniintelligence.online/Scenarios/GetScenarioFile/1a2b0e1a-9f16-436f-8c72-d11af0fc68ee
Menu Options Count	3
DTMF "1"	and voice biometrics press one for monitoring and
DTMF "2"	monitoring and testing press two for any other
DTMF "3"	any other inquiries press three months we have

Support

Menu path	0002 - DTMF "3"
Description	our support team press three to see our
Transcript	for speech analytics and voice Biometrics press one for monitoring and testing press two for any other inquiries press three we have not received a valid response. Please try again we have not received a valid response. Please try again we have not received a valid response please try again we have not received a valid response. Please wait while we connect your call
Audio	https://mptbackendau.omniintelligence.online/Scenarios/GetScenarioFile/7ce6c236-7aa8-4328-9b75-096b4691ed51
Menu Options Count	3
DTMF "1"	and voice biometrics press one for monitoring and
DTMF "2"	monitoring and testing press two for any other
DTMF "3"	any other inquiries press three we have not

IVR Map Files

IVR schema (containing the transcripts) in JSON format as well as all audio files can be downloaded here:

<https://mptbackendau.omniintelligence.online:443/Scenarios/GetScenarioReportZip/b87dba17-d738-41c2-9608-8cd3a90509ca>

IVR Autodiscover Jobs

Autodiscover From Make Call

Start Time (UTC)	04/19/2021 05:07:49
Status	Ready
Total Mapping Time	0d 00:11:58
Total Number of Menus	10

Autodiscover From Sales

Start Time (UTC)	04/06/2021 03:10:41
Status	Ready
Total Mapping Time	0d 00:04:34
Total Number of Menus	4

Autodiscover From Menu 1

Start Time (UTC)	04/06/2021 01:31:14
Status	Ready
Total Mapping Time	0d 00:04:33
Total Number of Menus	4

Autodiscover From Menu 1

Start Time (UTC)	04/06/2021 23:50:03
Status	Ready
Total Mapping Time	0d 00:04:33
Total Number of Menus	4

IVR Autodiscover '0002'

Start Time (UTC)	04/06/2021 01:07:14
Status	Ready
Total Mapping Time	0d 00:11:55
Total Number of Menus	10

Disclaimer

NOTE: Autodiscover relies on Automatic Speech Recognition(ASR) technology. Its performance depends on the audio quality and inherent ASR accuracy. Therefore, IVR Autodiscover is not guaranteed to be always 100 % accurate.