



How to create voice menus using Multi User VoIP

Getting started

Voice menus allow you to route a call efficiently by the use of key presses. The caller will hear a voice prompt providing them with options, for example to press one for support or two for sales. They will then be transferred to the desired destination automatically.

Basic configuration

To get started, click **Create New Menu**. Select an unused internal number, enter a name for the voice menu and an email address. Click **Create** to finish creating the group.

Customising the group is a simple process. Before you start, you will probably want to record some voice prompts to use to guide the caller, and for more information on doing this visit the [Voice Prompts section](#) of the guide to the Multi User setup menu.

Once you have created the custom voice prompts, click on the voice menu you wish to customise and edit the following options:

Message on answer: Select the voice prompt you wish to use from the drop down box. This will be played to the caller when they enter the voice menu.

Message on invalid/no response: If you wish for the caller to hear a message if they fail to enter a key press, select the relevant voice prompt from the drop down box.

Allow IVR extension dial: If this checkbox is ticked, users will be able to dial the voice menu directly. This is useful for transferring callers, for example a member of the sales team transferring a caller to the support menu.

To add key press options to the menu, use the **Actions** section. Select the digit you wish to customise using the **Digit** dropdown box, and then the destination that that key press would lead to in the next drop down box. This can be an individual extension, an alias, a hunt group, a queue, a conference room or even another voice menu. You can also give the caller the option to hang-up. Click **Update** when you have added the options you require.