



# Product Tutorial

How to Create Multi-Level IVR?

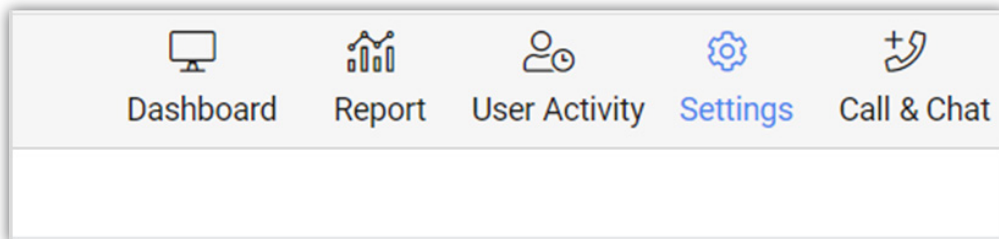




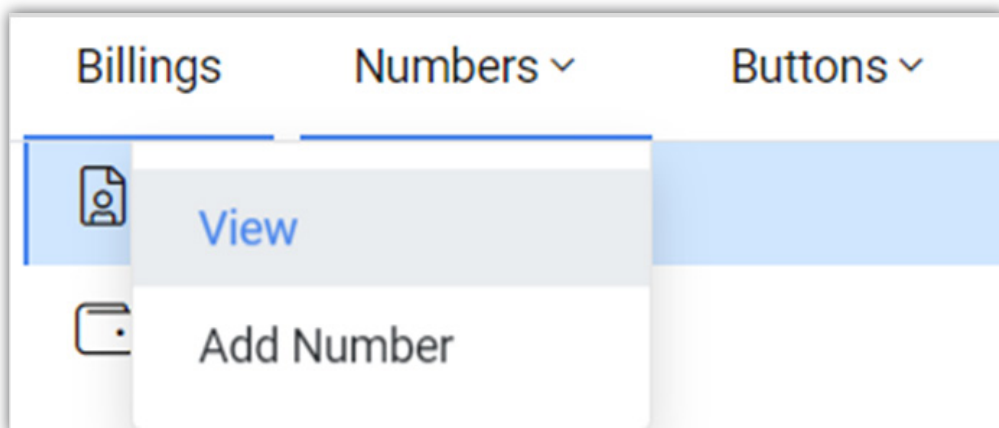
Login to your KloudTalk Account:

<https://www.kloudtalk.com/registration/login>

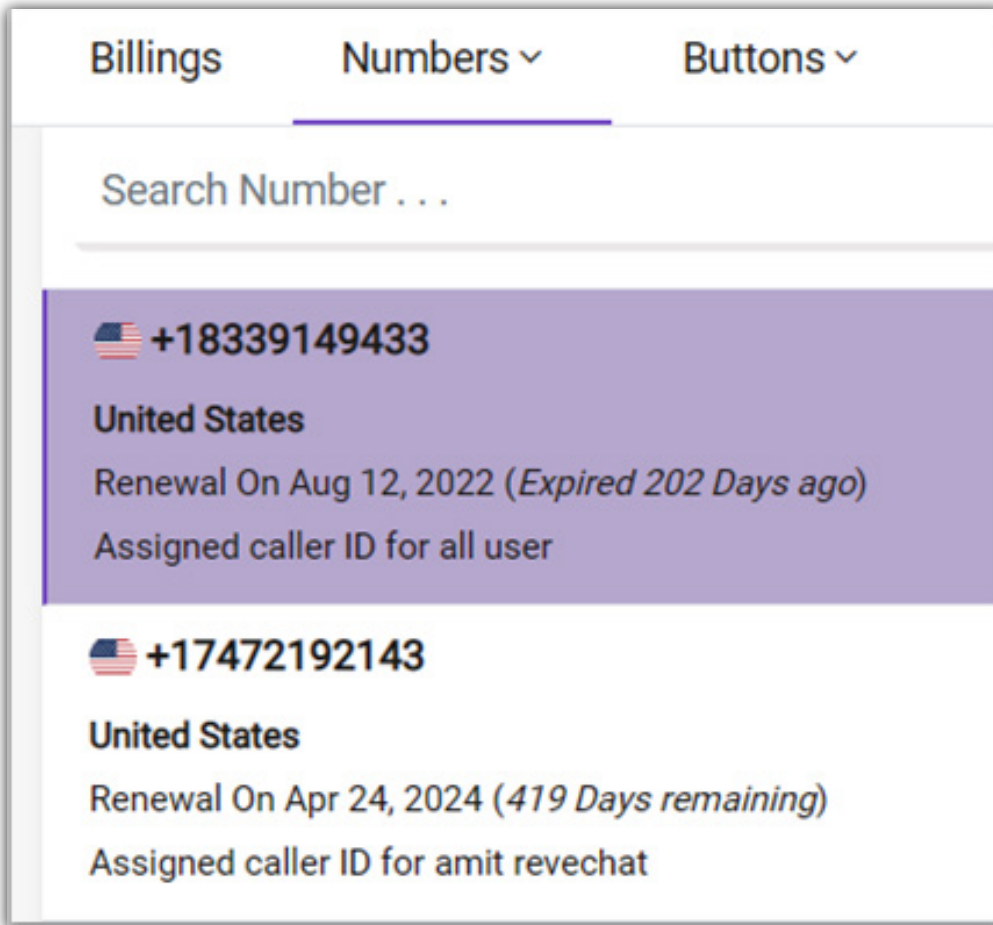
Click on '**Settings**'



Under **Numbers**, click on '**View**'




Now select the number for which you want to set the IVR.



Billings   **Numbers** ▾   Buttons ▾


Search Number . . .

 **+18339149433**

**United States**

Renewal On Aug 12, 2022 (*Expired 202 Days ago*)

Assigned caller ID for all user

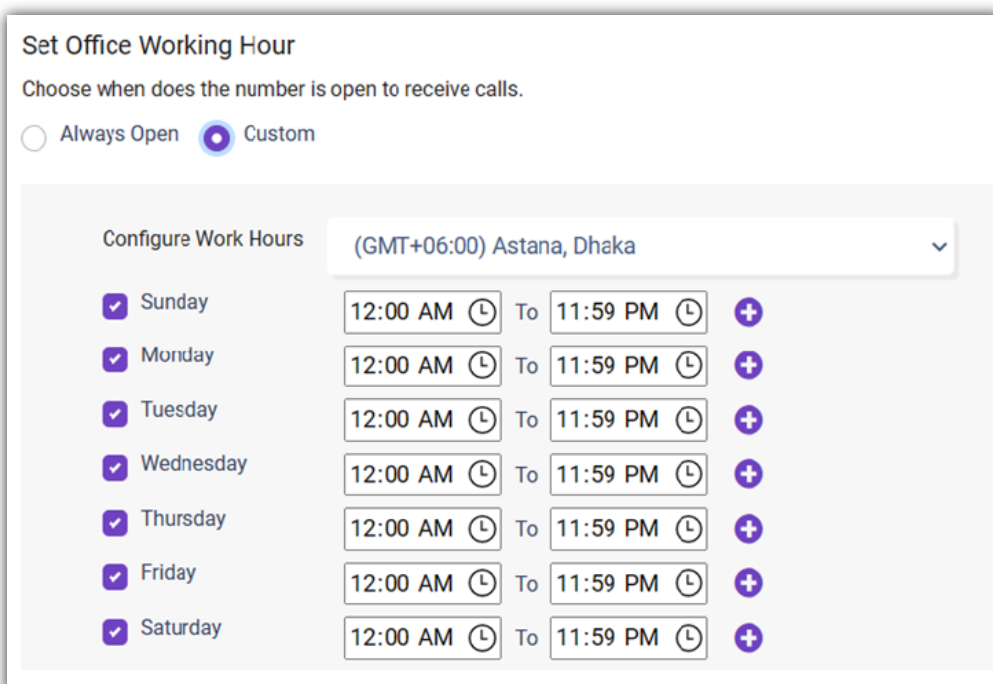
 **+17472192143**

**United States**

Renewal On Apr 24, 2024 (*419 Days remaining*)

Assigned caller ID for amit revechat

Once number is selected, you can set the office working hours by choosing an appropriate option from the following section:



**Set Office Working Hour**

Choose when does the number is open to receive calls.

☐ Always Open   ☒ Custom

Configure Work Hours   (GMT+06:00) Astana, Dhaka ▾

<input checked="" type="checkbox"/> Sunday	12:00 AM ⌚	To	11:59 PM ⌚	+
<input checked="" type="checkbox"/> Monday	12:00 AM ⌚	To	11:59 PM ⌚	+
<input checked="" type="checkbox"/> Tuesday	12:00 AM ⌚	To	11:59 PM ⌚	+
<input checked="" type="checkbox"/> Wednesday	12:00 AM ⌚	To	11:59 PM ⌚	+
<input checked="" type="checkbox"/> Thursday	12:00 AM ⌚	To	11:59 PM ⌚	+
<input checked="" type="checkbox"/> Friday	12:00 AM ⌚	To	11:59 PM ⌚	+
<input checked="" type="checkbox"/> Saturday	12:00 AM ⌚	To	11:59 PM ⌚	+



After that, you can set the action when the call comes after office hours.

**Action if Call Come After Office Hours**  
This action will be triggered if someone calls after Work or Business hours

☒ Forward to IVR ☐ Forward to Users

IVR Type ☒ Text to Speech ☐ Upload File

Voice ☒ Male ☐ Female

Language English

Message Sorry, we are closed today.

[Save Changes](#)

**Now scroll down to this section for calls that come within office hours.**

**Action if Call Come Within Office Hours**  
From here choose your desired call landing destination . It can be a user's or IVR chain

**Here you will see different options to set up your IVR. Here's a step by step guide:**

1. Select suitable options from IVR type and Voice.

☒ Forward to IVR Chain ☐ Forward to Users ☐ Forward to SIP Switch

IVR Type ☒ Text to Speech ☐ Upload File

Voice ☒ Male ☐ Female

2. Now, select a language from the dropdown menu. Then enter the Language message and IVR message. You can create the IVR in multiple languages.

Language (en) English 1

Welcome Message Dear Customer, Thank you for calling us.

IVR Message Press 1 for sales, Press 2 for supports, Press 3 for admin

3. Now select the DTMF action. You can select an extension number, action and the destination. Once done, click save.

Select DTMF Action	Extension	Action	Destination	
	2	User	Fahad Farhad(fahad	⊖
	3	User	Abhijeet Guha(abhij	⊖
	4	User	Zillur Rahman(zillur	⊕

[Save Changes](#)

In the next section, you can choose the settings for calls that will be added in queue. Enable the call queue option and define the duration in seconds for which the call will stay in the queue. You can also enable the music for callers in the queue. After that, you can choose an appropriate option for message type whether text or music. Once done, click on save.

**Call Queue Default Message**  
When you will receive simultaneously then those call will be added in Queue.

Call Queue ☒

Queue Duration (s)

Wait Music ☐ Caller will here this music while they are in the waiting queue

Message Type ☐ Text ☒ Music

File  No file chosen

[Save Changes](#)

After this, you also have the feature to record incoming and outgoing calls by enabling the call recording option.

Call Recording ☐ It will record all the incoming and outgoing calls. Note: Ensure if it is legal in your country