



# IVR script: Transferir LLAMADA

Date 23/12/2018 18:55:35

Information on the elements [1/2]

[Consultation]Llamada cliente  
Number (var.): ext\_num  
Waiting for consultation call to be accepted: No  
Not interruptible: Yes

[Define Variable]Llamar  
Name: ext\_num  
Value: <:CCK\_Calling\_Address:>

[Drop]Colgar

[Drop]Colgar

[Drop]colgar

[End]

[Send DTMF Tones]DTMF  
DTMF tones (var.): ext\_num  
Not interruptible: Yes

[Start]

[Text to Speech]Error  
Announcement: Error en la transferencia  
Language: Spanish  
Speed of speech: 6

[Text to Speech]Error DTMF  
Announcement: Error de envio del número por tonos  
Language: Spanish  
Speed of speech: 6  
Not interruptible: Yes

[Text to Speech]No contesta  
Announcement: El cliente no contesta en estos momentos  
Language: Spanish  
Speed of speech: 6  
Not interruptible: Yes

[Text to Speech]Nº desconocido  
File: Número desconocido  
Language: Spanish  
Speed of speech: 6

[Text to Speech]Número incompleto  
Announcement: Número incompleto  
Language: Spanish  
Speed of speech: 6

[Text to Speech]Ocupado  
Announcement: El cliente da tono de ocupado  
Language: Spanish  
Speed of speech: 6  
Not interruptible: Yes

[Transfer]Transferir llamada  
Not interruptible: Yes

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Information on the elements [2/2]

[Transfer]Transferir llamada  
Not interruptible: Yes