

IVR Testing Course Content

1. Introduction

- Call centre definition.
- Altitude's role in a call centre.
- IVR within Altitude.
- Altitude IVR features.

2. General Architecture

- Hardware architecture.
- Software architecture.

3. Script Developer for Altitude IVR.

- Script Developer features.
- Event handlers.

4. Building an IVR script.

- Campaign overview.
- Script development.

5. Development and testing

- Integration with script for uAgent Windows.
- Testing the script with a switch.

6. Installation

- Installing Altitude IVR.

7. Configuring and Tuning

8. Troubleshooting

