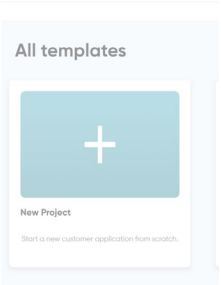
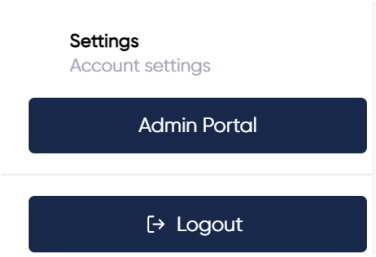
Setting up a Webex visual IVR using the CallVU studio

Follow the guidelines below to setup a visual IVR using the Webex Flow Designer and the CallVU studio. Using CallVU, your Webex visual IVR will have the power to send visual screens and play voice messages in parallel during the flow.

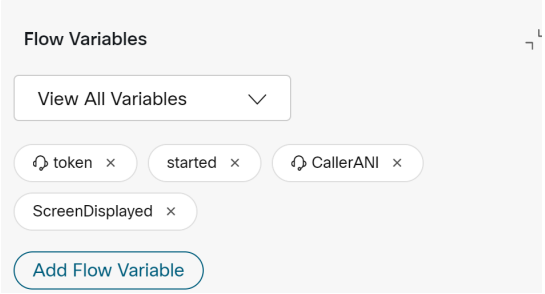
1. Create your CallVU tenant – browse to https://studio.ficx.app/ and create your tenant
2. Enter your tenant's studio by browsing to https://studio.ficx.app/callvu-studio/
3. In the studio, click the New Project button and create a Micro App



4. Setup your micro app flow (journey) as explained in https://ficx.gitbook.io/ficx-studio
5. On the upper right corner, click on the down arrow and enter Settings

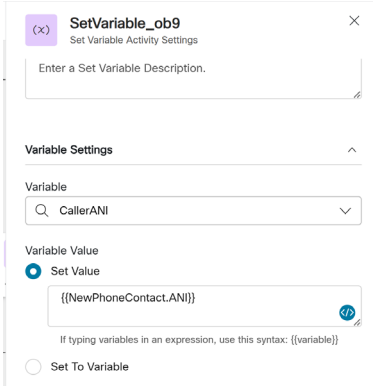


6. Copy the values of the Organization ID and the Access Token
7. Create a connector in the Webex portal
    a. Log in to your customer organization at https://admin.webex.com and navigate to **Services** > **Contact Center** > **Integrations**
    b. Add a Custom Connector
        i. Assign a name to it, for example, CallVUConnectorv1
        ii. Select Basic Authentication
        iii. Set the Resource Domain to: https://studio.ficx.app/VIVR
        iv. In the User Name paste the Organization ID copied in step 5
        v. In the Password paste the Access Token copied in step 5
        vi. Set the validation URL to https://studio.ficx.app
        vii. Activate the connector
8. To create a flow using the Webex Flow Designer and initiate your tenant's visual journey created by the CallVU Studio, in the Webex Flow Designer start a new flow and set the following string variables

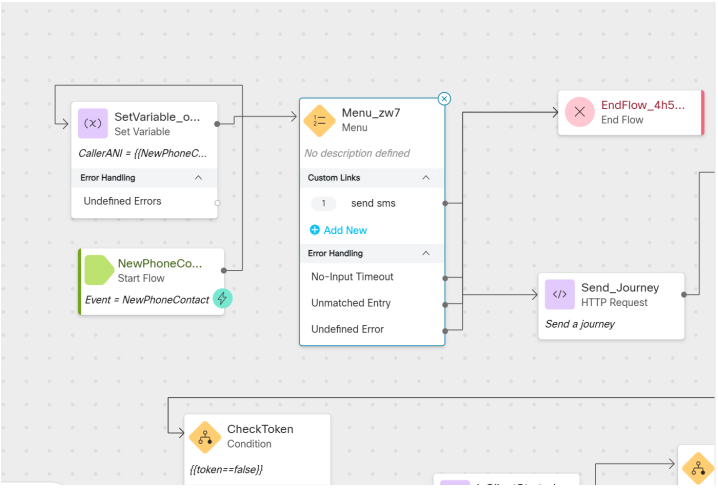


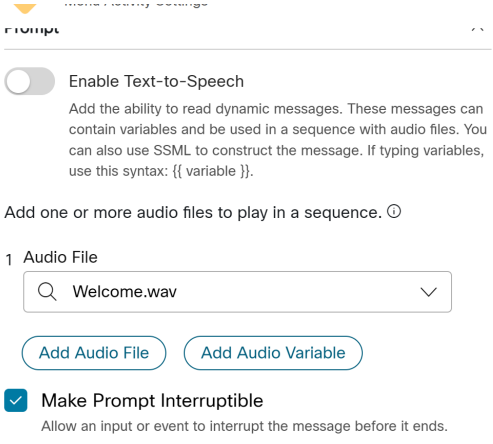
Set the default values of token and started to false

9. Assign the variable CallerANI with the value of {{NewPhoneContact.ANI}}

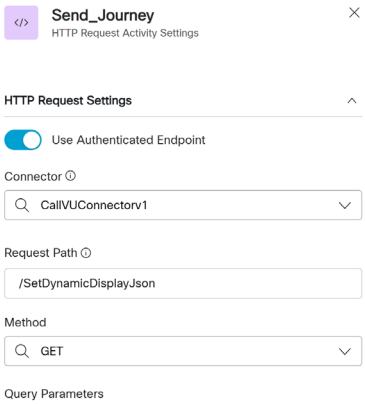


10. Add a menu block with a voice prompt inviting customers to receive a text message to start the visual journey, for example, Welcome.wav will say “to easily complete your transaction, press 1 and we will send you a text message. Click on the link in the message to start your journey”

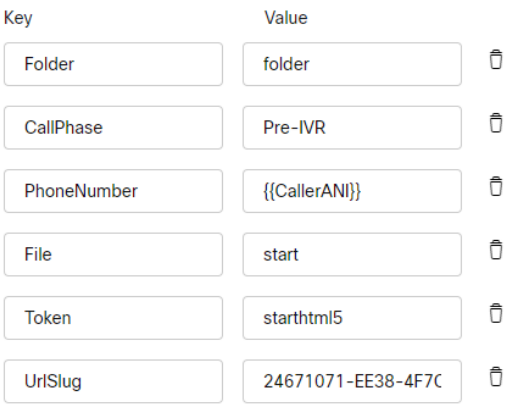




11. In this case, if the caller presses 1 the flow will advance to the Send_Journey HTTP Request block. In this block an API request to SetDynamicDisplayJson will be made using the connector that will send an SMS to the calling number and initiate the visual IVR experience.



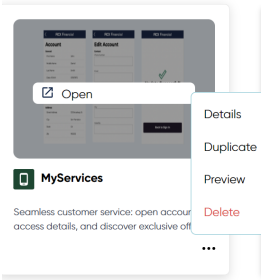
12. Use the following parameters when calling the initial SetDynamicDisplayJson API are:



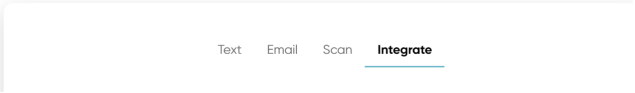
The UrlSlug value is the unique identifier of the Micro App created in the CallVU Studio.

In order to retrieve it, open the CallVU Studio and preview the Micro APP

- Click the 3 dots on the micro app's button and select Preview



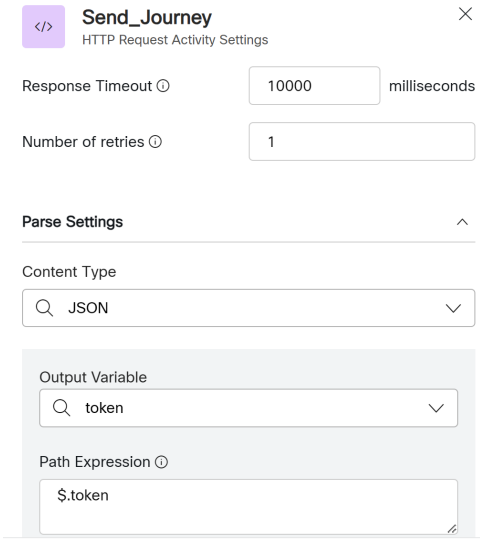
- In the Preview screen, select the Integrate tab



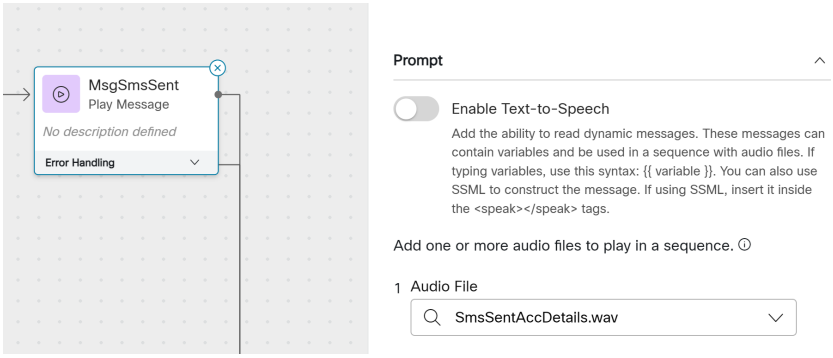
Copy the UrlSlug value of the VIVR Integration URL. Clicking the button will copy the entire text in the black window.

- Use this UrlSlug value in the Flow Designer's http request

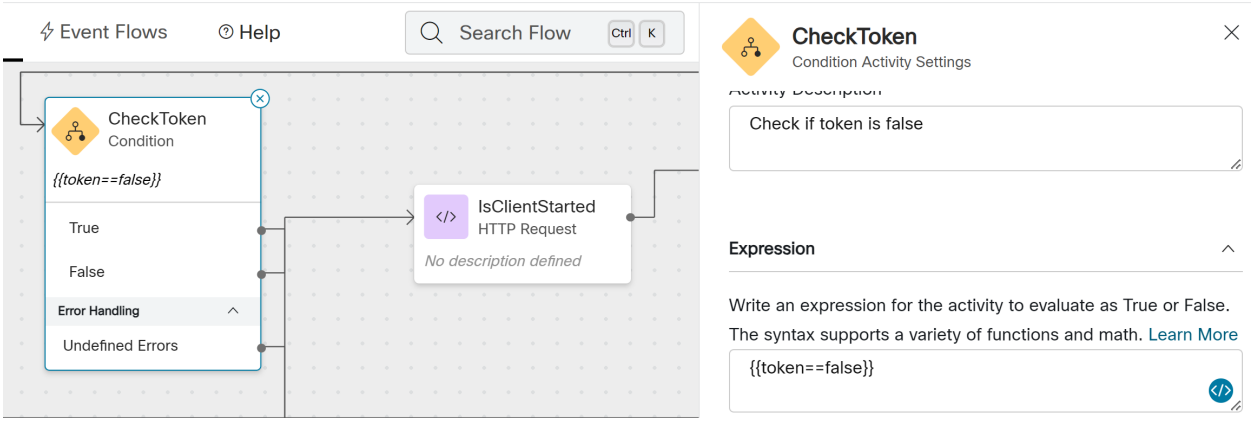
13. Set the following for the response. The token variable will get a unique session identifier in case the visual session has successfully started, otherwise, it will get false.



14. Add a voice message saying the message has been sent

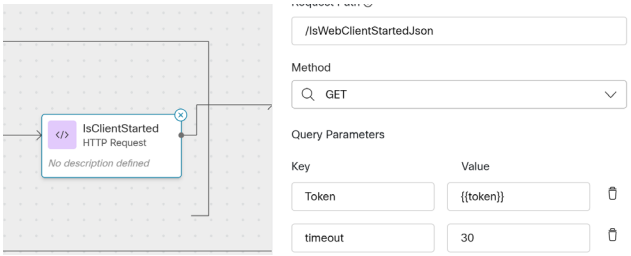


15. Add a condition to check if the token is false

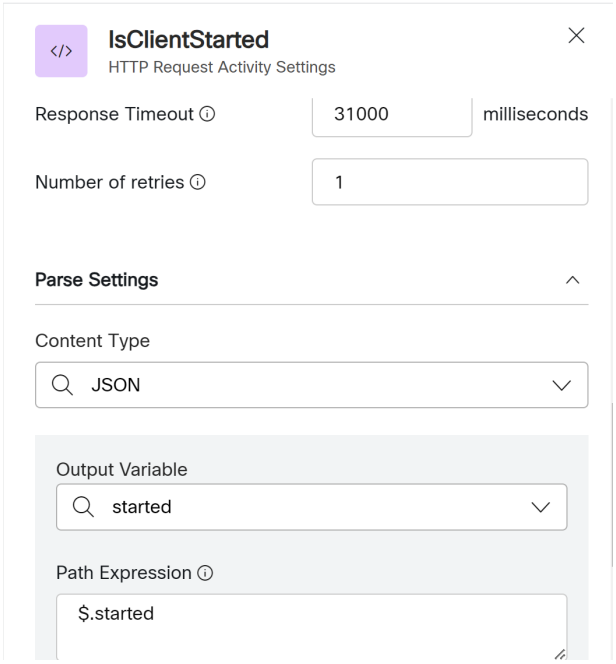


If the token is false, you may continue as a voice only IVR flow, otherwise make an http request to see if the caller has connected to the URL sent in the SMS and started the visual session

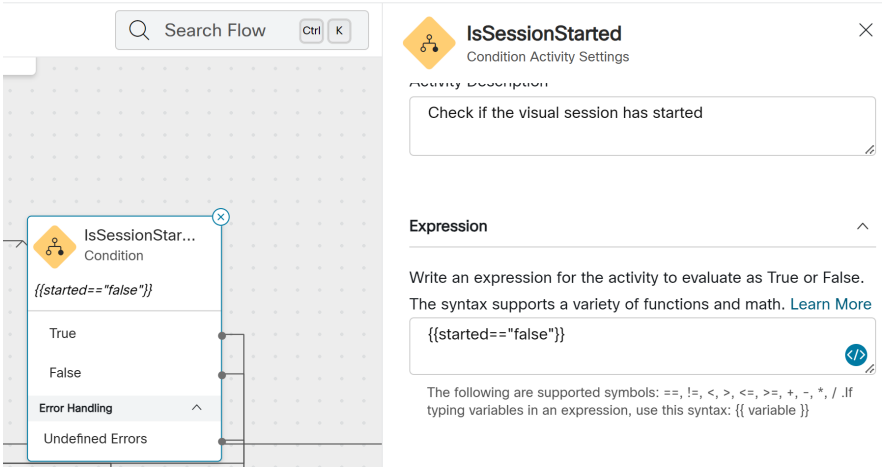
16. Calling the IsWebClientStartedJson with the following parameters (the token was retrieved in the previous http request)



Set the following parameters for the response

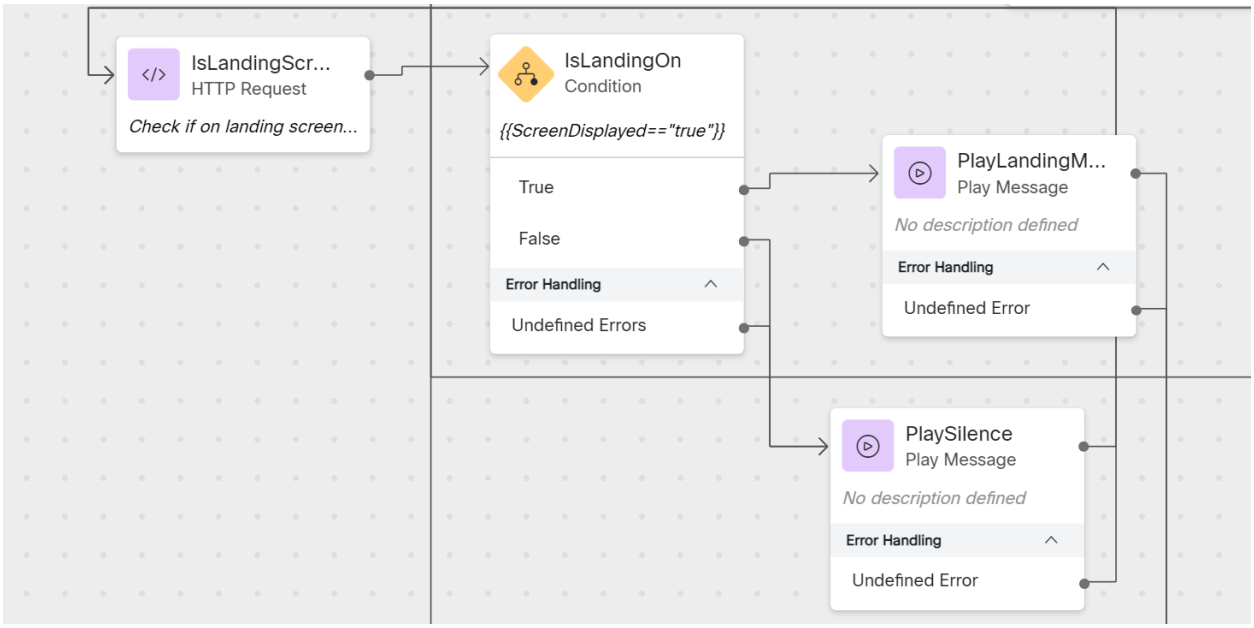


Then set a condition for the started variable



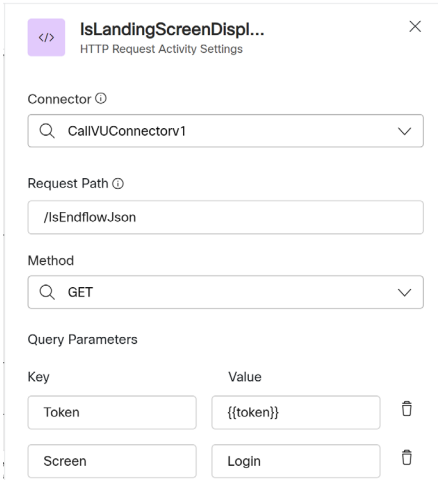
If the value is False, you may continue as a voice only IVR or disconnect the call.
In case the value is True, it means the visual interaction is on and the caller already sees the first visual screen.

<u>Playing voice prompts when displaying screens (optional)</u>
Using Webex and the CallVU platform, you can play voice prompts while displaying screens within the VIVR interaction. For example, while displaying a screen that collects your address details, you can play a message like “please fill in your updated address details”. In order to do so, we are using the following 4 blocks for each such screen:

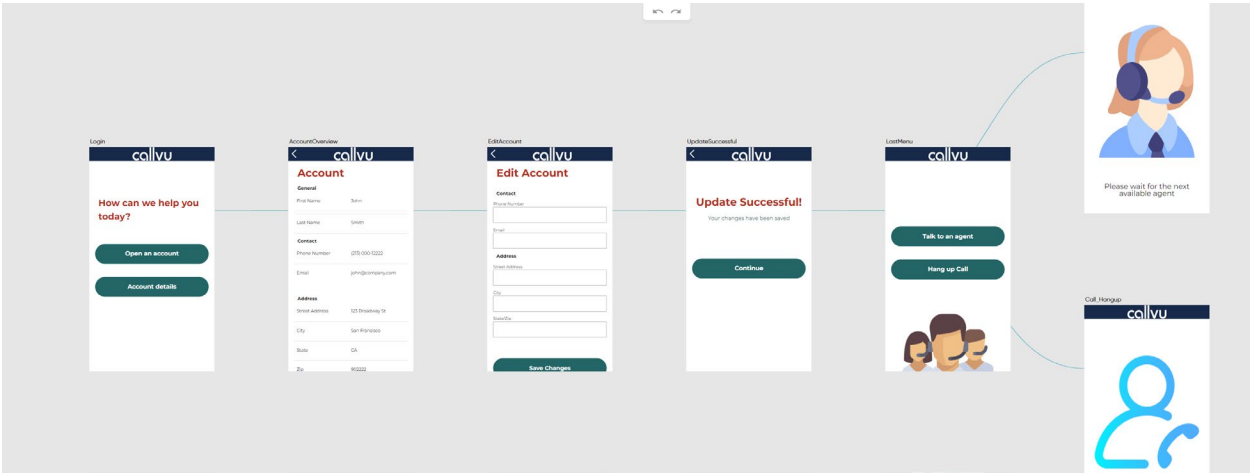


In this example we check if the landing screen is displayed and play a message we have recorded in advance for that screen.

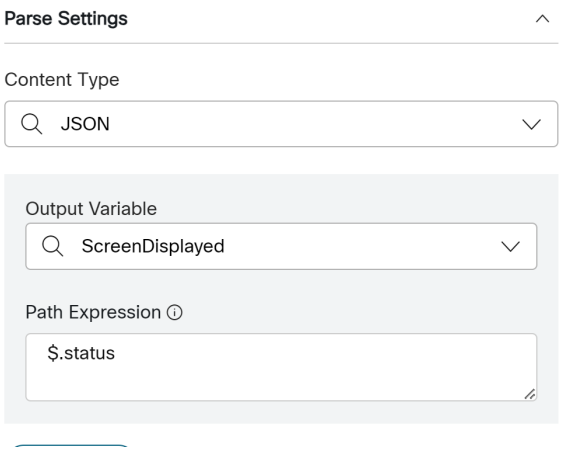
1. Make a request to IsEndFlowJson with the following request parameters



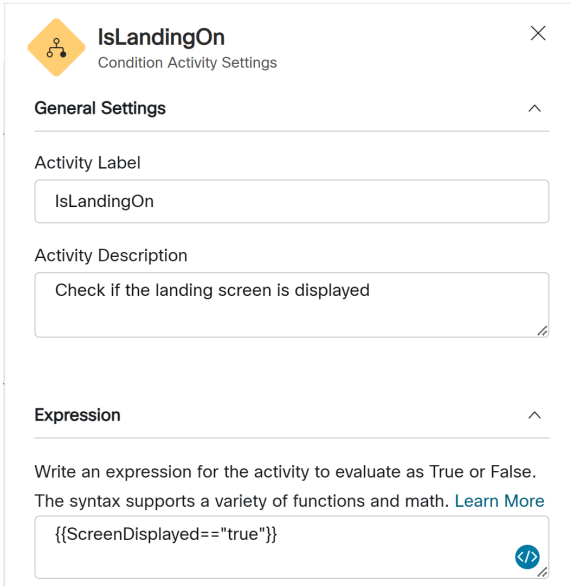
The Login, is the screen's name in the visual Micro App created in the CallVU Studio (first screen of the flow)



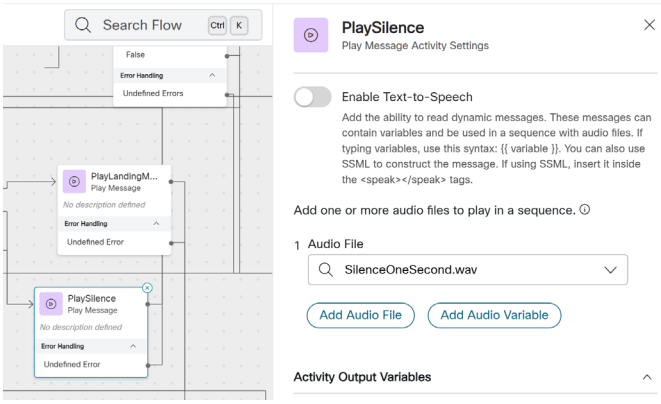
Set the response parameters as follows



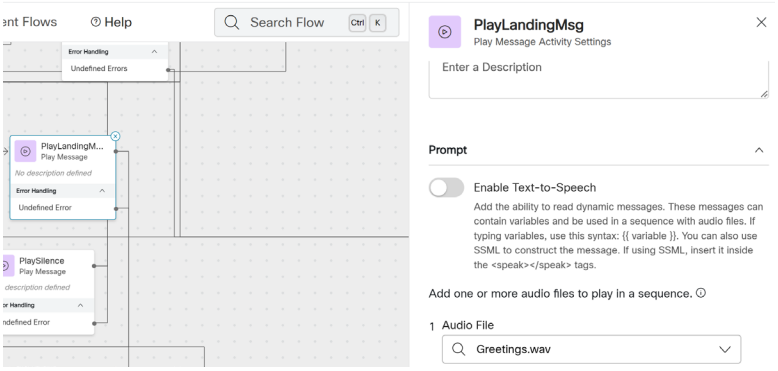
2. Set a condition to check if the screen is displayed to the caller



3. If the screen is not displayed play a one second silence message and go back to step 1

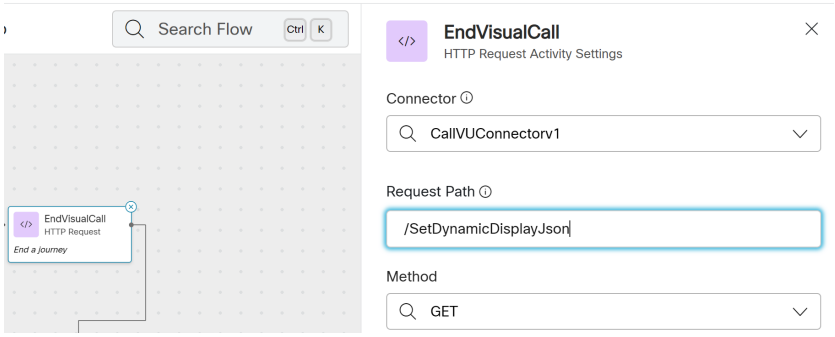


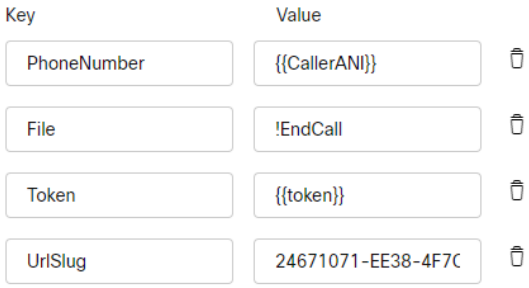
4. If the screen is displayed, play the screen's voice message you have recorded and continue to the next screen



Termination of the visual journey

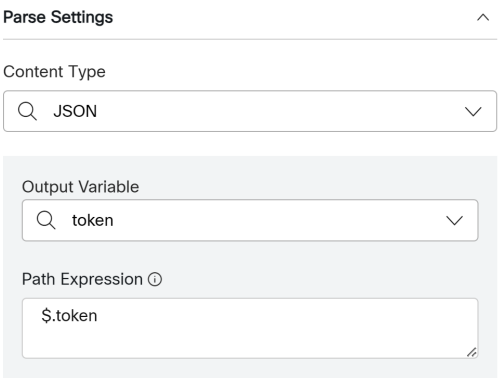
The visual journey can be terminated within an IVR flow or at the end of it, upon hang-up based on the business decision of the client that builds the IVR flow.
In order to terminate the visual journey, an http request to SetDynamicDisplayJson with the following parameters should be called





The UrlSlug value is the one retrieved previously

The response is defined as follows



Download Sample VIVR Flow.json to see the implementation above.