

TECHNICAL DOCUMENT

Introduction

The Interactive Voice Response (IVR) software allows you to set the maximum call duration for a call. There are two ways one may set the maximum call duration. The first one is through the compute block of the IVR and the second one is the global setting in Parwan.ini file.

Software Setup

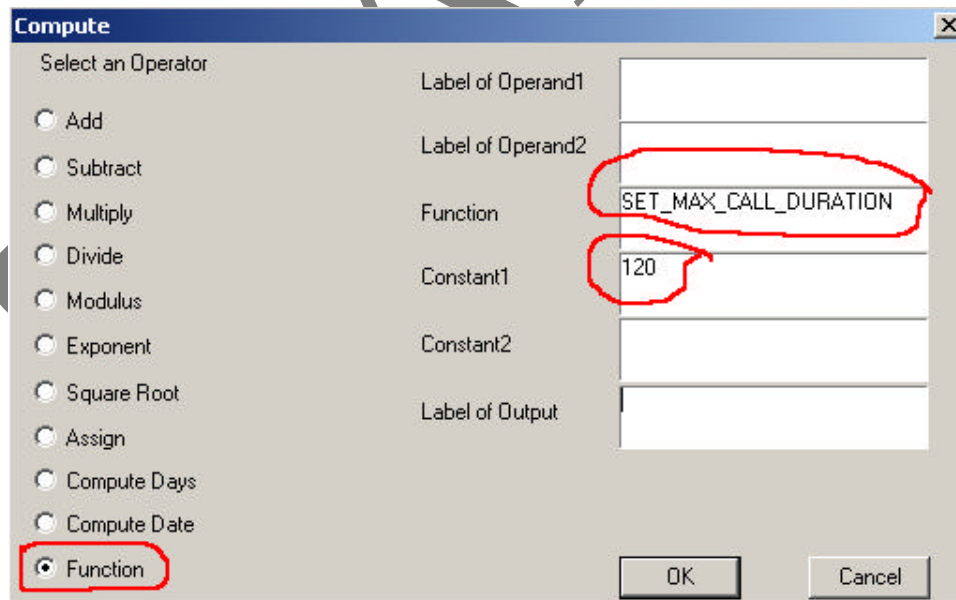
There are no special provisions for the software.

SET_MAX_CALL_DURATION

The Compute block with the CHANGE_IVR_FOLDER function sets the maximum call duration.

Parameters:

1. Function – SET_MAX_CALL_DURATION
2. Constant1/Label of Operand1 –
New folder specification, e.g. 120 which means two minutes.
3. Constant2/Label of Operand2 –
Not Used



In the above example **SET_MAX_CALL_DURATION** is the function and **120** is the maximum call duration in seconds. The duration of the call is calculated from the time this function is invoked. The maximum call duration must be set to a value larger than 6 seconds. When the caller disconnects, this maximum call duration is reset.

SETTING GLOBAL MAXIMUM CALL DURATION

The IVR software allows you to set the maximum call duration globally. This applies to both inbound and outbound calls. You must create the Parwan.Ini file and place it in the \pec folder.

The Parwan.Ini has multiple sections, you should only modify the [CALL_PARAMETERS] section.

Example:

```
[CALL_PARAMETERS]
MAX_CALL_DURATION = 7200           // TWO HOURS
```

In the example above, the maximum call duration is set to two hours.

During the IVR startup, the software reads the Parwan.Ini file and sets the global maximum call duration to a value specified by the MAX_CALL_DURATION.

In case you do not want to use the global maximum call duration, then either remove the line or set the MAX_CALL_DURATION to 0.

Please note you should not set the value of this parameter to a number less than 60 seconds.

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