



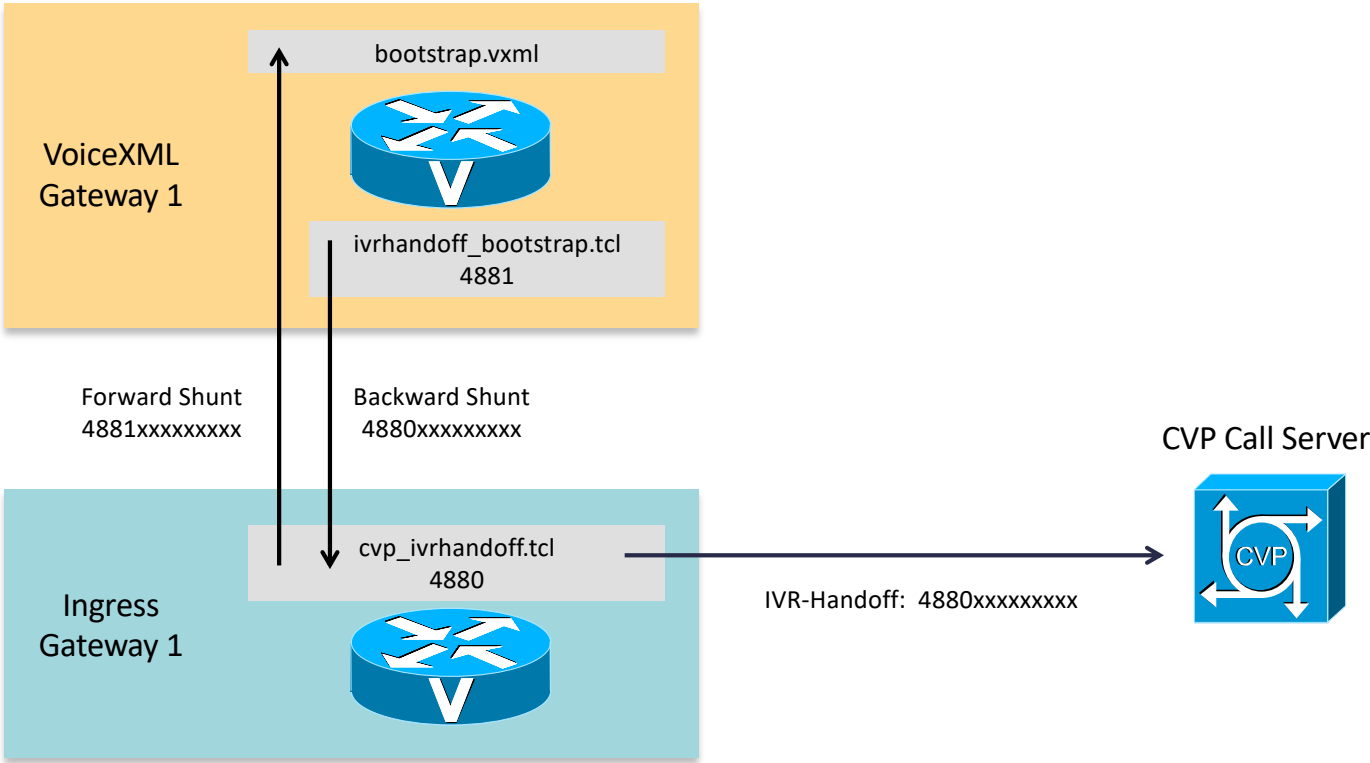
Temporary IVR Handoff Prefixes And Shunt Calls

Paul's Advanced Tips And Tricks Series

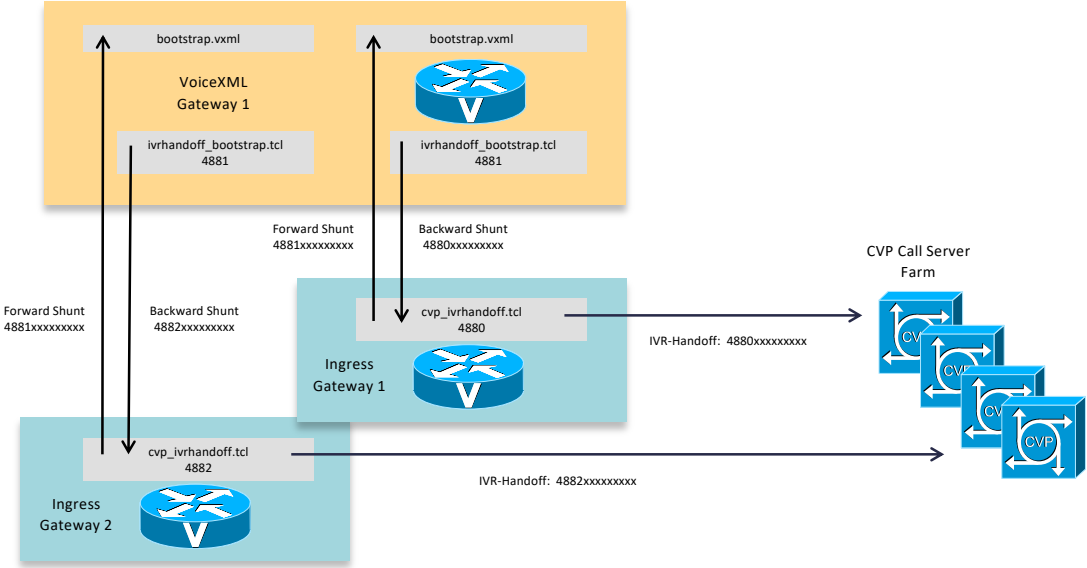
Paul Tindall
EMEAR Contact Centre Technical Consulting

August 2019

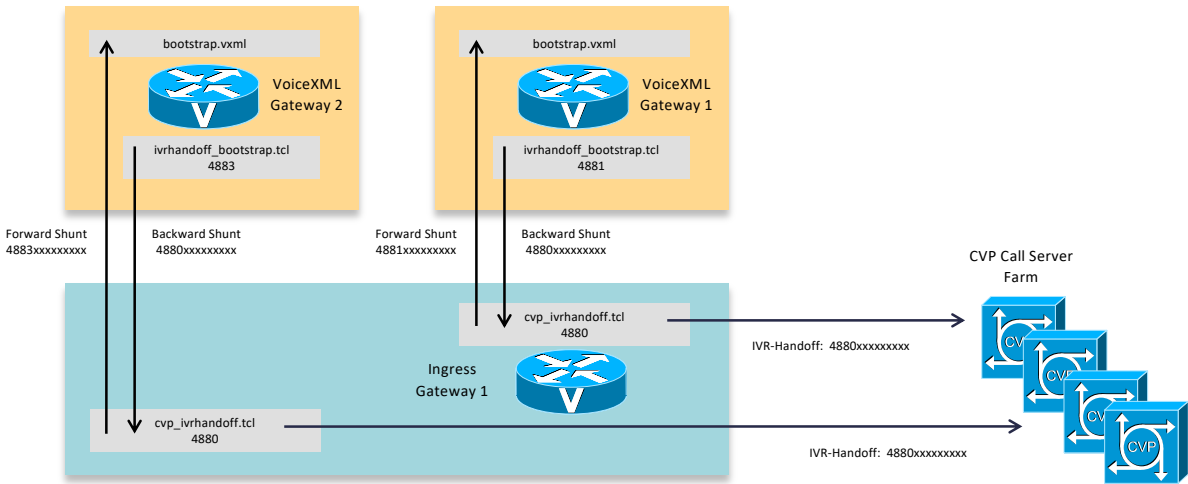
Prefix Use: Ingress x 1, VoiceXML x 1



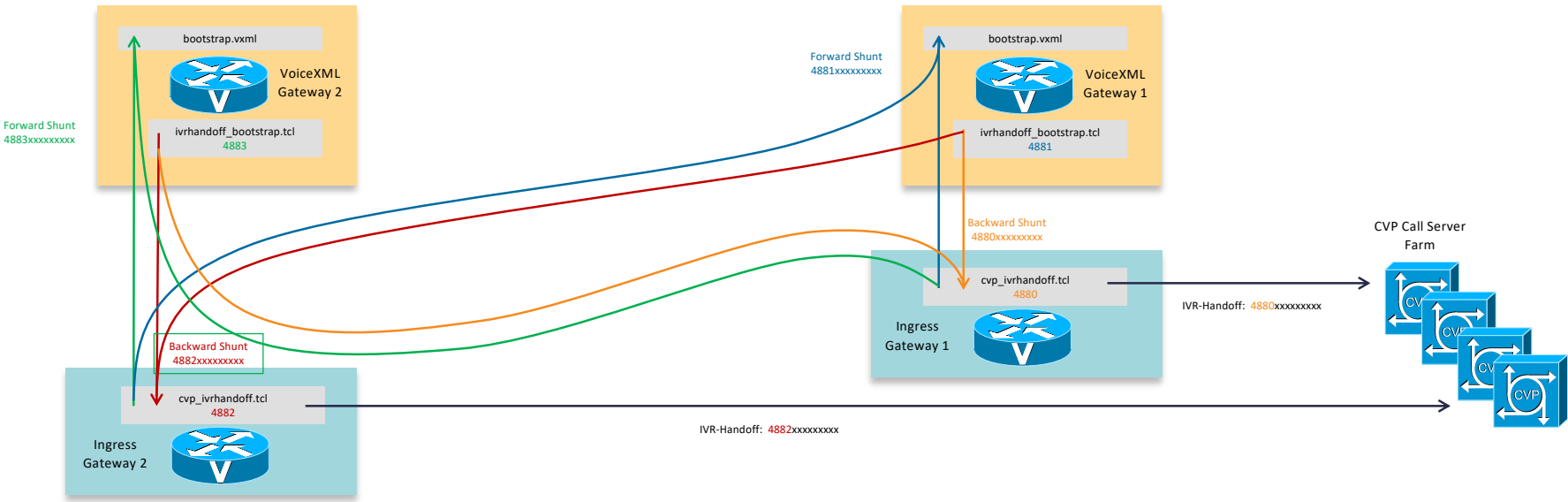
Prefix Use: Ingress x 2, VoiceXML x 1



Prefix Use: Ingress x 1, VoiceXML x 2



Prefix Use: Ingress x 2, VoiceXML x 2



Thank you

