

AltiGen KB

Cannot Dial Extension in IVR Submenu (Tech Note)

Cannot Dial Extension in IVR Submenu (Tech Note) Symptoms: Cannot dial extension in IVR submenu.

Resolution: By default, a caller can enter an extension number only when in the first level of the IVR tree. To enable a caller to enter an extension from a submenu, just assign Call - Collect Extension to a node (for instance, 3) in IVR Configuration.

An IVR prompt should be played that instructs callers who are in a submenu to enter that assigned node (digit), followed by the desired extension.

<https://know.altigen.com/questions/863/>