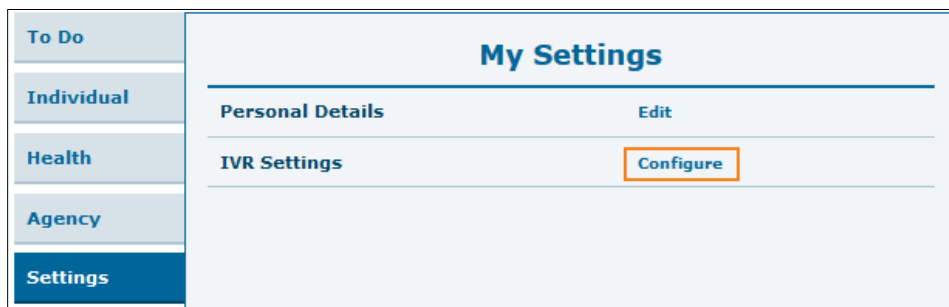Tus qauv siv IVR yuav tau qhib siv rau xwm txheej ceev.Rau kev paub ntxiv, thov txuas lus nrog Therap feem hauj lwm sawv cev muag nyob hauv koj cheeb tsam.
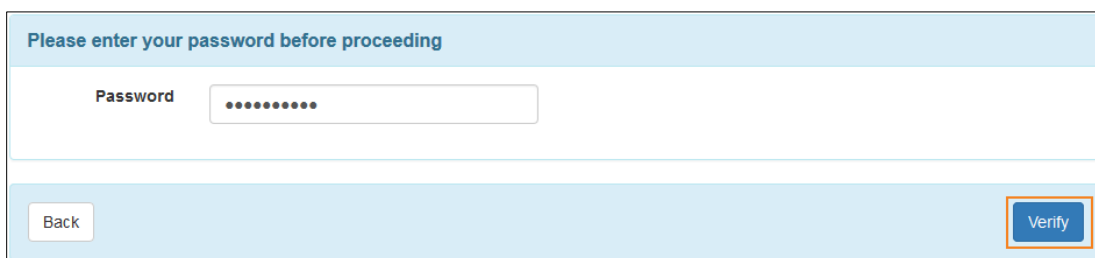
Qhov **Hais Lus Teb Ua Suab Lus (Interactive Voice Response, IVR)** kev ua hauj lwm raug tsim tawm los pab cov neeg siv kom ua kev txheeb xyuas kev mus saib hauv es lev taus niv los ntawm kev hu mus thiab kev sau npe nkag thiab tawm ntawm cov kem tau teem caij lawm.Thaum IVR qhib siv lawm rau tus kws muab kev pab los ntawm Therap Tus Kav Tswj, txhua tej tus neeg siv yuav tau los teeb lawv **Cov Kev Teeb IVR (IVR Settings)**.

1.   Nyem rau txoj kab txuas nrog **Teeb (Configure)** nyob tom ntej ntawm txoj kab txuas nrog txoj hauv kev xaiv Cov Kev Teeb IVR (IVR Settings) los ntawm kem Kev Teeb (Settings).

2.   Ntaus koj tus phav xas vawj thiab nyem rau lub pob **Txheeb Xyuas**.

3. Nyob rau nplooj ntawv 'Kev Teeb IVR (IVR Settings), qhov <u>Tus Siv Lub Npe (User Name)</u> nws yuav tshwm nws tuaj nrog lub npe ntawm tus siv.Muaj ntau tus nab npawb nws yuav tshwm nws tuaj rau qhov <u>Tus Siv IVR Tus ID (IVR User ID)</u>.Cov neeg siv yuav tau ntaus cov ntaub ntawv rau <u>Tus PIN Tshiab (New PIN)</u> thiab cov kem <u>Lees Lav Tus PIN Tshiab (Confirm New PIN)</u>.Tus PIN yuav tsum yog rau tus zauv nyob sib txuas ntawm cov zauv uas yuav tau tsim los ntawm tus neeg siv.Tus khauj PIN yuav tau raug muab ntaus nkag txhua zaus thaum sau npe nkag thiab tawm ntawm cov kem uas siv IVR.Nyem rau lub pob **Save** los kaw tseg cov kev teeb tseg.

IVR Settings

User Name	Matthew Hill
IVR User ID	10101010
* **New PIN**	••••••
* **Confirm New PIN**	•••••• **Pins match**

Cancel   Save

4. Ib tsab xo lees lav yuav tshwm tuaj thaum cov kev teeb raug kaw tseg tiav lawm.

IVR Settings has been successfully saved