

Play, Menu, digits, and voice

Play speaks a prompt or TTS. Menu takes a choice and has an exit per option. Get Digits and Input collect what the caller types. Voice Input and the Natural Language Processing module are the speech-side blocks in the same chapter. Input is what the ZIP-code web-service example uses, storing ZIP as a variable.

A menu that has no No Match path strands people who press the wrong key. Draw that exit before you draw option 1.

Draw the failure exit

Store digits in a named variable

Sources and go deeper

IVR modules. vendor.

https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/_ch-modules.htm.

last checked 2026-10.

Menu module. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/modules/menu-module.htm>.

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XML web service IVR example. vendor.

<https://documentation.five9.com/bundle/ivr-admin/page/ivr-admin/examples/creating-ivr-script-xml-web-service-query.htm>.

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RFC 4733. rfc. <https://www.rfc-editor.org/rfc/rfc4733>. last checked 2026-10.

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