

IVR scripts

Scripts are named modules. The builder speaks that vocabulary and does not pretend to export a VCC file. The module list is the vocabulary The IVR modules chapter names the blocks you may place. The list includes Play, Menu, Get Digits, Input, Voice Input, If/Else, Case, Set Variable, Lookup Contact Record, Query, Skill Transfer, IVA Transfer, Voicemail Transfer, Set DNC, Third Party Transfer, Foreign Script, Language, and others such as Conference, Iterator, and the Salesforce modules. 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. If/Else is two ways. Case is more If/Else has two branches. The modules chapter includes both If/Else and Case. When you need three or more outcomes, Case is the block that exists for that. Nesting If/Else until the drawing looks like a hedge is how scripts become unreviewable. Skill Transfer has more than a skill name The community article lists General, Skills, Announcement, Priority, Connectors, Queue Callback, and Disposition. It also says 'six tabs' and then names more than six. Count the tabs in your editor. Do not trust the word six. Variables, lookup, and query Set Variable writes a value. Lookup Contact Record reads the contact. Query calls out, and the published example is an XML web service POST whose response groups are mapped with regular expressions into variables. That example uses script variables, not call variables, because the caller is not connected to an agent. IVA, foreign scripts, DNC, and leaving the platform IVA Transfer hands the call to a Studio task. Foreign Script jumps to another IVR script. Set DNC is the removal action. Third Party Transfer leaves your agents. Language switches prompt language. These are five different exits. A diagram that says 'send to bot' does not say which one. Visual IVR and frames The technical requirements say administrators can apply web page security so a Visual IVR script is not embedded in a frame where the user can be hijacked. The mechanism named is the X-Frame-Options header. The browser table in that PDF lists old versions and tells you to test others.

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.

Skill Transfer functions. community.

<https://community.five9.com/s/article/Administrator-IVR-Skill-Transfer-Module-Functions-and-Features>.

last checked 2026-10.

Interactive voice response. wikipedia.

https://en.wikipedia.org/wiki/Interactive_voice_response. last checked 2026-10.

confirm. Some third-party notes mention a hangup behavior. It is not in the modules chapter quoted here. last checked 2026-10.

Menu module. vendor.

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

last checked 2026-10.

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>.

last checked 2026-10.

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

If/Else module. vendor.

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

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Skill Transfer module chapter. vendor.

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

last checked 2026-10.

Pause before transfer. community.

https://community.five9.com/s/article/Administrator-Pause-Before-Transfer?language=en_US.

last checked 2026-10.

confirm. The article says six tabs and then lists seven names. The editor is the count that matters. last checked 2026-10.

Call variables for reporting. community.

https://community.five9.com/s/article/Administrator-Enabling-Call-Variables-for-Reporting?language=en_US.

last checked 2026-10.

Studio digital IVA with VCC. community.

https://community.five9.com/s/article/Studio-7-Integrate-Digital-IVA-in-Studio-with-VCC?language=en_US.

last checked 2026-10.

confirm. Public pages describe IVA Transfer and a digital ChatBot integration separately.

This lab does not claim they share one property sheet. last checked 2026-10.

Technical requirements PDF. vendor.

<https://documentation-be.five9.com/bundle/five9-technical-requirements/raw/resource/enus/five9-technical-requirements.pdf>.

last checked 2026-10.

confirm. The PDF's browser matrix is historical. Current browser behavior has to be tested.

last checked 2026-10.