

Every connection, considered.

A clear caller path, from draft to route.

IVR Cloud

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Make the caller's next step clear

- ▶ Introduce the organization.
- ▶ Offer understandable choices.
- ▶ Name each outcome explicitly.

From draft to phone route

Publication and deployment have different effects

Publication

- ▶ Creates an immutable version.
- ▶ Preserves version history.

Deployment

- ▶ Names a phone route.
- ▶ Activates a published version.

Keep the version context visible

State	Version	Meaning
Draft	v4	Editable
Published	v3	Immutable
Active route	v2	Used by callers

Keep the three operations distinct

IVR CLOUD / ILLUSTRATIVE VERSION LIFECYCLE



Publication and deployment are separate operations.

Figure 1: Illustrative IVR version lifecycle.

Show the complete caller path

- ▶ Name the root step.
- ▶ Label menu and transfer outcomes.
- ▶ Explain unconnected steps.

Make each route change explicit

- ▶ Name the number and endpoint.
- ▶ Select a published version.
- ▶ Verify activation state.

Complete the path before proposing activation

Review missing outcomes, then identify the intended phone route and published version.