ABSTRACTION

The needs of telecommunication service increase rapidly. Moreover, the needs of information resource increase too. Nowadays, the academic information in Telkom Institute of Technology is distributed by two basic ways which are by using announcement board or through internet network. The problem is the internet connection is not available in every single place and requires plenty of time queuing at the announcement board. Therefore, an information system based on telephone network is built to provide the academic information needs.

IVR (*Interactive Voice Respone*) can be applied by attaching *dialogic card* at personal computer (PC). IVR is one of the dialogic card application that can detect the fequency of telephone numeral signal which is used to connect user to the academic information system automatically by pressing certain number. User will be guided by an operator in such a way that they can access the information compatability.

On that account, IVR technology development is directed to the integration way of academic information distribution which is preesxistent in Telkom Institute of Technology, by detecting the frequency of numeral signal which has been pressed on telephone with DTMF technology.

Key Words: CTI, IVR, Dialogic Card, STDIK, DTMF, Data Flow Diagram (DFD), MOS (*Mean Opinion Score*)