



GATEWAY INTERNATIONAL SCHOOL

Session:2026-27

Classes: Pearl - XII

Circular No: GIS/2026-27/AC011

Date: 12May 2026

Subject: Introduction of New IVR Calling System for Parent Assistance

Dear Parents

Namaste!

To improve communication and provide quick assistance to parents, the school has introduced a new **IVR (Interactive Voice Response) Calling System** for all incoming calls.

Parents are requested to listen carefully to the recorded instructions and select the appropriate option to connect with the concerned department or class coordinator.

The IVR options are as follows:

- Press 1 – Front Desk / Reception
- Press 2 – Pearl, Ruby & Diamond Classes Queries
- Press 3 – Classes I & II Queries
- Press 4 – Classes III, IV & V Queries
- Press 5 – Classes VI, VII & VIII Queries
- Press 6 – Classes IX & X Queries
- Press 7 – Classes XI & XII Queries
- Press 8 – To hear the message again

Kindly note that all calls are recorded for parent support and quality purposes.

For any class-related or subject-related queries, parents are requested to contact the concerned department between **2:00 p.m. and 4:00 p.m.** on the given extension numbers.

During the remaining working hours, parents may kindly contact the **Front Desk/Reception** for assistance.

Please also note that calls received after school working hours (**7:30 a.m. to 4:30 p.m.**) will be automatically diverted to the **Security Supervisor** for urgent assistance.

We request all parents to make use of this facility for smooth and effective communication with the school.

Warm Regards,

Team GIS