



SEC-IVR-V15-FL

IVR V1.5 (Feature List)

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Revision History

Revision	Date	Author	Details
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Acronyms

ACD	Automatic Call Distributor
IVR	Interactive Voice Response

References

- 1) OfficeServ ACD Issue Tracker, Seegyoung Seol, 2007
- 2) OfficeServ IVR Issue Tracker, Seegyoung Seol, 2007

1. Overview

1.1 S/W Architecture

This document describes the features of OfficeServ IVR V1.5 which is under development targeting October 2007¹. As depicted in the Figure 1, the IVR consists of the five modules.

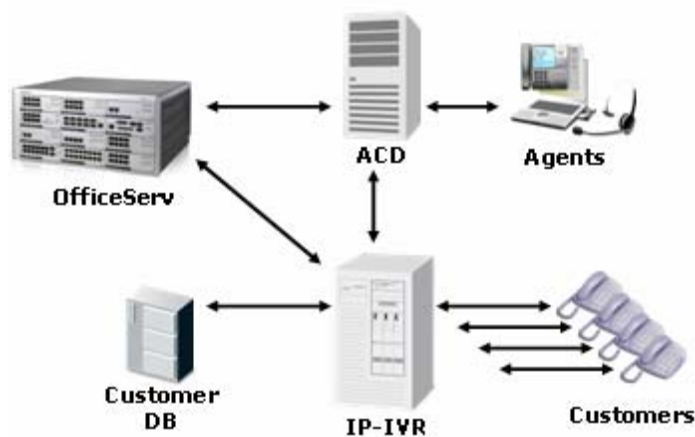
- Engine: self menu scenario (shortly, scenario) execution and monitoring
- Scenario Builder: scenario management
- Call Recorder: call recording
- Supervisor: web-based configuration and administration
- System Configuration: IVR system configuration

1.2 General Specification

- Language: English
- OfficeServ: 500, 7200 and 7400
- DB: SQL Server/Express
- Operating System: Windows NT, XP, 2003 Server, Vista
- Required SW: OfficeServ Link V3.x, OfficeServ ACD V3.x,

1.3 License Policy

- o # switches (2008 Spring)
- o # IVR ports
- o # TTS ports
- o # TTS languages



[Figure 1] Architecture

¹ Any features and requirements described in this document are subject to change.

2. Features

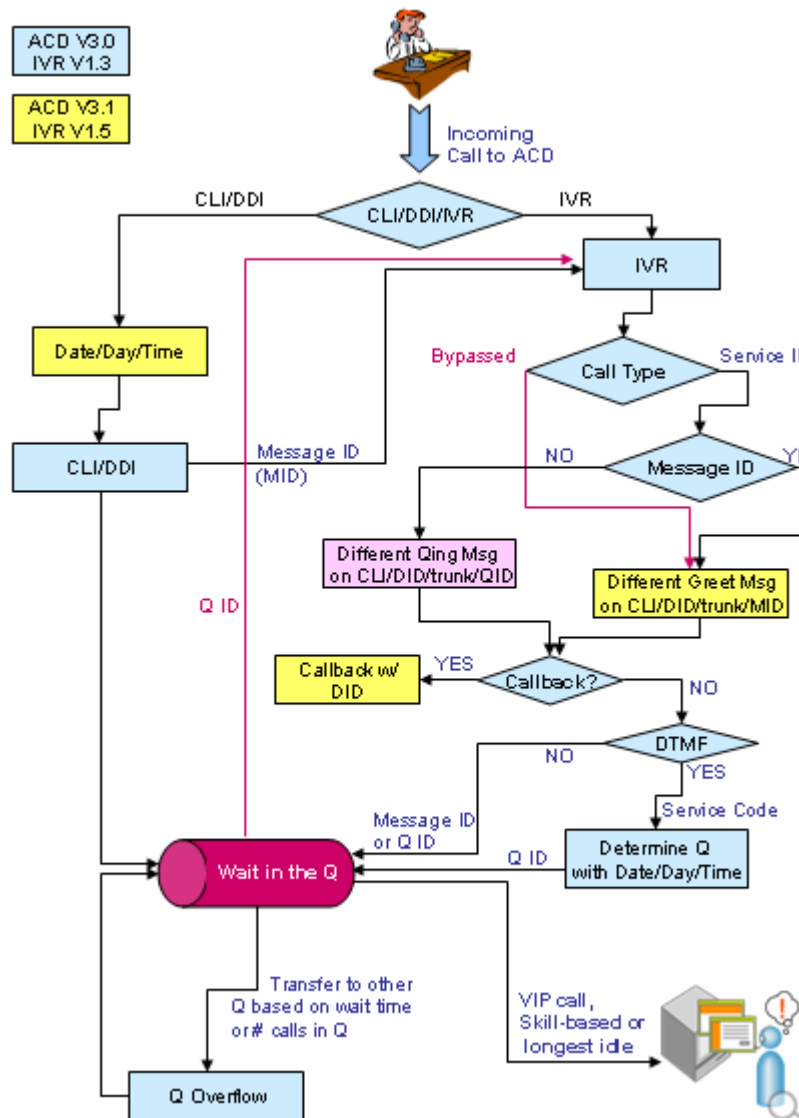
2.1 Engine

- Various prompt options (See Figure 2)
 - o Call types
 - New call WITHOUT target Q
 - New call WITH target Q thru Message ID determined by CLI/DID
 - Queued call
 - o Different messages per CLI/DID/trunk
 - o Call routing to VMS (SVMi or IP-UMS)
 - o Operable either with ACD² or UCD
- TTS (Text-To-Speech)
- Commercial customer DB integration through ODBC
- Data transfer to ACD for personalized call service
 - o Callback
 - o Customer information (customer level, customer ID, etc.)
 - o Target ACD queue ID based on DTMF detection
- Monitoring
 - o Port status
 - o Call flow
 - o DTMF detection

2.2 Scenario Builder

- Two views for scenario
 - o GUI View and Code View (XML)
- Scenario management
 - o Create/Modify/Delete
 - o Upload to (Download from) DB
- Scenario simulation
 - o Compile
 - o Debug with break point

² For playing voice prompts, the ACD can use either of RAD (Recorded Announcement Device) or IVR (Interactive Voice Response). For more information on RAD, refer to the ACD V3.1 Feature List.



[Figure 2] Call Flow Diagram

2.3 Call Recorder

- Call types
 - o VoIP/PSTN
- Recording method
 - o Intrusion
 - o Port mirroring (2008 Spring)
- Recording Type
 - o On demand (request upon IVR Supervisor or ACD Agent)
 - o Total (2008 Spring)

2.4 Supervisor

It provides web-based configuration, administration and execution of IVR system.

- Scenario management
 - o Create/Modify/Delete
 - o Upload to (Download from) DB
- Engine administration
 - o Scenario execution
 - o Port monitoring
 - o Call statistics
- Call Recording
 - o Recording device configuration
 - o Call recording with status monitoring
 - o Call record history search
- System configuration

2.5 System Configuration

- IVR configuration
 - o CODEC, ACD linkage, etc.
- Switch configuration
- TTS configuration
- License management
- Log management

3. Pended Features

The following are the features to be considered in the future release.

- Multiple different scenarios
- Code View GUI improvement
- Printing
- FOD (Fax On Demand)
- ASR (Automatic Speech Recognition)