

SEC-IVRv1520-QUICK-GUIDE

IVR Quick Guide (How to Install, Configure and Run)

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Revision History

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Acronyms

ACD	Automatic Call	Distributo
-		

- RAD Recorded Announcement Device
- IVR Interactive Voice Response
- MMC Man Machine Communication
- TTS Text-To-Speech

...

References

- 1) Author. Date of print. title. volume number. edition. Print agency. company. Document title. version number. date.
- 2) <committee name>.<industry standard>.<version number>.<date>

List up all the references cited in this document.



1. Overview

This document describes how to install, configure and run the OfficeServ IVR.

1.1 S/W Architecture

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



[Figure 1] Architecture

1.2 Features

Table 1 provides the definition of terminologies used in OfficeServ ACD and IVR

Terminology	Definition/Description
Split	Unit of call routing, group of agent with like skill/level
Group	management-purposed pool of splits
Division	management-purposed pool of groups
	The place where the calls stay while waiting for the next available agents. Split and
Queue	queue are 1-to-1 mapped
Queue ID	Queue (Split) Identifier. For queued call, different wait comfort message can be set per
(or Split ID)	queue ID in the RAD or IVR



	For CLI/DID routing, there's an option whether to play welcome message before sending
Message ID	the call to the destination split. If message ID is configured, the call which satisfies
	CLI/DID routing condition is routed to RAD or IVR to play the greet message.
	When the caller enters DTMF input, IVR determines the service code with which the
Service Code	target split to request the agent is determined. The mapping between the service code
	and split is registered in the ACD Supervisor
	System default split where the call without destination split is routed.
Default Split	For example, the call with no or invalid queue ID, service code, message ID is routed to
	the default split.
IVR call	Call routed to the IVR to listen to the greeting message message
IVR queue	A pool where the calls routed to the RAD/IVR wait for the available RAD/IVR ports.
I	Table 1] ACD/IVR Terminologies

Three basic routing rules of ACD are the following.

- CLI: If caller's number (CLI) is a specific number registered, then route the call to the corresponding split.
- DID: If caller's dialed number (DID) is a specific number registered as DID routing, then route the call to the corresponding split
- IVR: Pass the call to the IVR to listen to the welcome message and get the DTMF input to determine the destination split.

From OfficeServ perspective, there are five ports configured for ACD

- Trunk port: the port where the customer call to ACD bypasses through
- ACD gateway port: the port where the customer call to ACD arrives
- ACD queue port: the port where the customer call waits for the available agents
- IVR port: the port where the customer call is cared by RAD/IVR for greet message or wait comfort message
- Agent port: the port where the agent phone is configured

A customer call to ACD passes through the trunk port and is transferred to the ACD G/W. If the routing rule configured per trunk port needs the IVR/RAD service, the call is transferred to the IVR port to listen to the message. If no message service is needed, the call is transferred to the ACD queue port to wait for the available agent of the target split. The call waiting in the ACD queue port goes to IVR port to listen to wait comfort message at every queue message interval configured per split (queue). After finishing the wait comfort service, the call returns to the ACD queue port. When



an agent becomes available in the target split, the call is transferred to the agent port (idle extension port).

By Definition, the call which isn't sent to the ACD queue port for agent request is called "IVR call". The call which is sent to the ACD queue port is called ACD call wherever the call is disconnected (e.g. call disconnected at IVR port while listening the wait comfort message is classified as "ACD call"). The callback request call is classified "ACD call" since the callback request is submitted to each corresponding ACD split.

Table 2 describes all routing combinations available on trunk ports. If the IVR is not used with ACD, only the first four routing rules will be available.

Routing	Description
CLI	If caller's number is found in the CLI routing list, route the call to the target split.
	Otherwise, route the call to the default split. When the CLI routing is applied, if the
	message ID is available the call is routed to RAD or IVR to play the welcome
	massage before routed to the target split.
DID	If DID number is found in the DID routing list, route the call to the target split.
	Otherwise, route the call to the default split. When the DID routing is applied, if the
	message ID is available the call is routed to RAD or IVR to play the welcome
	massage before routed to the target split.
$CLI \to DID$	If caller's number is found in the CLI routing list, route the call to the target split.
	Otherwise, check the DID routing list. If DID number is found in the DID routing
	list, route the call to the target split. If neither CLI routing nor DID routing is
	available, route the call to the default split
$DID \to CLI$	If DID number is found in the DID routing list, route the call to the target split.
	Otherwise, check the CLI routing list. If CLI number is found in the CLI routing list,
	route the call to the target split. If neither DID routing nor CLI routing is available,
	route the call to the default split
IVR	Route the call to IVR. When the IVR self menu is completed, the call is routed back
	to the ACD split depending on the service code which is determined by the DTMF
	input, or routed back to the specific agent number. If no service code (or agent
	number) is available or valid, the call is routed to the default ACD split.
$CLI \rightarrow IVR$	Apply the CLI routing. If CLI routing is not available, apply IVR routing.
$DID \to IVR$	Apply the DID routing. If DID routing is not available, apply IVR routing.



$CLI \to DID \to IVR$	Apply the CLI routing. If CLI is not available, apply DID routing. If DID routing is
	not available also, apply IVR routing.
$DID\toCLI\toIVR$	Apply the DID routing. If DID is not available, apply CLI routing. If CLI routing is
	not available also, apply IVR routing.

[Table 2] Basic Routing Combinations



[Figure 2] ACD/IVR Call Flow (not up-to-date)

Figure 2 illustrates the call flow between ACD Server, IVR and Agent. When a new call arrives at ACD gateway port, if IVR routing is configured, the call is routed the IVR. In the IVR, the target split



is determined based on the caller's input via DTMF digits. Integrated with customer DB, the caller's personal information such as customer ID, customer level, and customer type is searched, authorized and transferred to the Agent program.

When new call arrives at the IVR port, the Engine determines its type and triggers the corresponding event for processing the call. There are four events triggered based on the incoming call type.

- DEFID: Greet message for IVR routing call from ACD
- QUEID: Per-split wait comfort message for ACD queued calls
- MSGID: Per-message-ID Greet message for CLI/DID routing call from ACD
- OFF HOOK: IVR direct or incoming call from UCD

1.2.1 Engine

- Various prompt options (See Figure 2)
 - Call types
 - New call WITHOUT target split
 - New call WITH target split thru Message ID determined by CLI/DID
 - Queued call
 - o Different messages per CLI/DID/trunk
 - Call routing to VMS (SVMi or IP-UMS)
 - Operable either with ACD¹ or UCD
- TTS (Text-To-Speech)
- Commercial customer DB integration through ODBC
- Data transfer to ACD for personalized call service
 - o Callback
 - Customer information (customer level, customer ID, etc.)
 - Target ACD queue ID based on DTMF detection
- Monitoring
 - o Port status
 - o Call flow
 - o DTMF detection

1.2.2 Scenario Builder

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

¹ For playing voice prompts, the ACD can use either of RAD (Recorded Announcement Device) or .



- Scenario simulation
 - o Compile
 - Debug with break point

1.2.3 Call Recorder

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

1.2.4 Supervisor

- It provides web-based configuration, administration and execution of IVR system.
 - Scenario management
 - o Create/Modify/Delete
 - Upload to (Download from) DB
 - Engine administration
 - o Scenario execution
 - Port monitoring
 - o Call statistics
 - Call Recording
 - Recording device configuration
 - Call recording with status monitoring
 - o Call record history search
 - System configuration

1.2.5 System Configuration

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



Language	Voice	~		Language	e Conce:	Voice	.ung
American English	lennifer			American	- Epalish	Till	
American English	Tom			Hindrican	English	200	
American English	Samanta						
American English	Varan	-		-			
American English	Loo						
American English	Anartica		(💷 🕂)	L			
Dasque Deleter Dutek	Aranicza			L			
Beigian Dutch	Ellen			<			>
Brazilian Portuguese	Raquei						_
British English	Daniel				Set D	efault	
British English	Emily			-			_
British English	Serena	v	Default :	American	English - Jill		
Considion Exception	Tolio	_		I			
		(💿 <u>S</u> pee	ch Test	8 <u>5</u> ave	<u>R</u> ese	et

[Figure 3] System Configuration

1.3 General Specification

- Language: English
- OfficeServ: 7200 and 7400 (MP V4.21 or above)
- DB: SQL Server/Express
- Operating System: Windows NT, XP, 2003 Server, Vista
- Required S/W: .Net Framework 1.1 or, IIS (Internet Information Server), OfficeServ Link V3.0.0.3 (March 10, 2008), OfficeServ ACD V3.1
- H/W Specification:

1.4 License Policy

- o # switches (2009-2010)
- o # IVR ports
- o # TTS processors
- o # TTS languages

1.5 Organization

This document is organized as the following.

- Chapter 2. Preparation
- Chapter 3. Installation
- Chapter 4. Configuration
- Chapter 5. Creating IVR Scenario



Chapter 6. Running Chapter 7. Trouble Shooting



2. Preparation

2.1 MMC for ACD Integration

Note: The MCP Version should be V4.21 or above.

ММС	Description				
841	Set feature license				
	From SIP STACK ALLOW, set # SIP trunk and # IVR/UMS ports				
857	Assign virtual slot to IVR/UMS (usually C4:S9)				
225	For each IVR/UMS ports, set the type (IVR or UMS)				
	Note: IVR port number should be greater than UMS port number				
820	Set unique Link ID				
206	Barge-in type // for call recording				
	NO BARGE-IN \Leftarrow WITH (or WITHOUT) TONE				
501	Set the recall time				
	• #71 Recall Wait Time: ringing time at source after recall before transferred to				
	default operator group				
	#77 Transfer recall time: ringing time at destination before recall				
724	Check the numbering plan				
	Trunk number				
	Station number				
	Virtual extension number				
	IVR/UMS number				
601	Station group setting for ACD G/W, Queue and IVR(UMS)				
	Set 5001 for ACD G/W				
	Ring Type: DISTRIBUTED				
	Next Port: 5039				
	Assign members with virtual extension numbers obtained from MMC 724				
	• Max simultaneous new calls + 5				
	Set 5002 for ACD Queue				
	Ring Type: DISTRIBUTED				
	Assign members with virtual extension numbers obtained from MMC 724				
	Set 5039 for IVR				
	• TYPE: BI-VMS				
	Ring Type: DISTRIBUTED				
	Assign members with IP-UMS numbers obtained from MMC 724				
701	COS Content (01) - Usable Feature and set				
	19 EXT FWD \Leftarrow YES				
	23 FORWARD \Leftarrow YES				
	37 OUT TRSF \Leftarrow YES				
	38 OVERRIDE \leftarrow YES				
	55 SECURE \leftarrow NO				
	66 VM REC \Leftarrow YES				



	$68 \text{ VMS REC} \Leftarrow \text{YES}$				
830	Set System IP ADDR				
	Set MCP IP address				
	Set MCP G/W IP address				
	Set the CTI Server IP (OfficeServ Link IP)				
	Set IP-IVR Server IP				
831	Set MGI IP address				
	Set MGI G/W IP Address.				
835	MGI DSP Option Address				
	• Set MGI3 – CODEC E.g. G.729 –20ms				
	• DTMF Type \leftarrow OUTBAND				
	Note G.723 is not supported in IVR				
102	No FWD setting for Agent station				
207	Set ACD G/W, Queue Ports to 'Normal Port' (NO 'VMAA Port')				
722	For agent station, set one call button (no incoming call while the agent is				
	busy)				

[Table 3] MMC for ACD/IVR (Single-Switch)

2.2 MMC for UCD Integration

* V1.5.2.0 doesn't support the integration with UCD

MMC	Description			
206	Barge-in type // for call recording			
	NO BARGE-IN \leftarrow WITH (or WITHOUT) TONE			
501	Set the recall time			
	• #71 Recall Wait Time: ringing time at source after recall before transferred to			
	default operator group			
	#77 Transfer recall time: ringing time at destination before recall			
600	OPERATOR GROUP			
	Set the default operator group			
	• e.g. 1: 5000			
724	Check the numbering plan			
	Station (extension) number			
	MGI number			
	IVR number			
601	Station group setting for UCD, Default Operator and IVR			
	Set 5000 for default operator group			
	Ring Type: DISTRIBUTED			
	Type: Normal			
	Overflow Time (time before transferring to the next group)			



T

	Next port: None (the group to transfer next)
	Group Transfer Time
	• Group busy: Off (in case of all members are busy, whether to consider the group is
	busy or not)
	Assign members with extension numbers obtainable from MMC 724
	Set 5001 for UCD Queue
	Ring Type: DISTRIBUTED
	• Type: UCD Group
	Overflow Time
	Next port: 5000 (default operator group)
	Group Transfer Time
	Group busy: On
	Assign members with extension numbers obtainable from MMC 724
	Set 5039 for IVR port group
	• TYPE: BI-VMS
	Ring Type: DISTRIBUTED
	Assign members with IVR port numbers obtainable from MMC 724
701	COS Content (01) - Usable Feature and set
	19 EXT FWD \leftarrow YES
	$23 \text{ FORWARD} \leftarrow \text{YES}$
	$37 \text{ OUT TRSF} \leftarrow \text{YES}$
	$38 \text{ OVERRIDE} \leftarrow \text{YES}$
	55 SECURE \leftarrow NO
	66 VM REC \leftarrow YES
	$68 \text{ VMS REC} \Leftarrow \text{YES}$
830	Set System IP ADDR
	Set MCP IP address
	Set MCP G/W IP address
	Set the CTI server (OS Link) IP
	Set IVR Server IP
831	Set MGI IP address
	Set MGI G/W IP Address.
835	MGI DSP Option Address
	• Set MGI3 – CODEC E.g. G.729 –20ms
	• DTMF Type \leftarrow OUTBAND
	Note G.723 is not supported in IVR
607	UCD group option
	#0 FIRST MSG: the first message to play in case all the members are busy
	• #1 SECOND MSG: the second message to play in case all the members are busy
	#2 EXIT CODE: the digit for Message Termination on Digit
	#3 RETRY COUNT: # repetition for SECOND MSG



• #4 FINAL DEST: in case no member is available after playing max SECOND MSG,
the destination to transfer
#6 UCD RECL: MOH (Music On Hold) interval between SECOND messages
• #7 MOH SOURCE
• #8 WRAP-UP: transition time for the member before get the new call
#11 AGENT PIN #: pin number for the agent to log on the UCD group
• #12 GBUSY NEXT \leftarrow ON
It determines whether to transfer to the next port without waiting for OVERFLOW
 TIME (MMC 601) in case of all agents are busy.
[Table 4] MMC for UCD/IVR (Single Switch)

2.3 MMC for Multiple MGI Cards

The following are the MMC checklist for setting multiple MGI cards.

MMC	Description
601	Register all UMS Dial No. (e.g. 8651-8666) to a station group (e.g. 5039) with BI-VMS type
615	Add all MGI Dial No. (e.g. 3801-3816) to every item in MMC 615 sub-menu USER
724	Register MGI Dial No. (e.g. 3801-3816) and UMS Dial No. (e.g. 8651-8666)
806	Check if the switch recognizes all MGI cards
831	Check the IP addresses of all MGI cards
835	Check the MGI DSP option CODEC = G.729 -20ms

[Table 5] MMC for Multiple MGI Cards

2.4 Microsoft IIS

The MS IIS v5.0 or higher is required to run the IVR Supervisor

2.5 .Net Framework

IVR requires .NET Framework v1.1 or higher. If .Net Framework is installed before IIS then run "aspnet_iisreg.exe" which is located in the framework directory under the Windows OS directory,

C:\WINNT\Microsoft.NET\Framework\v1.1.4322\aspnet_iisreg.exe -i

2.6 Microsoft SQL Server or Express

Note: You can skip this section if MS SQL is already running on your system.

This section will describe how to install, configure and run the MS SQL Express 2005.



(1) Download and install Windows Installer V3.1

To download setup, visit <u>http://www.microsoft.com/downloads/details.aspx?FamilyID=889482fc-5f56-4a38-b838-de776fd4138c&DisplayLang=en</u>

(2) Download and install SQL Express.

To download setup, visit <u>http://www.microsoft.com/downloads/details.aspx?FamilyID=220549b5-0b07-4448-8848-dcc397514b41&displaylang=en_</u>

(3) During SQL installation, set the Authentication Mode to SQL Server and Windows Authentication.

记 Microsoft SQL Server 2005 Express Edition Setup		
Authentication Mode The authentication mode specifies the security used when connecting to SQL Server.		
Select the authentication mode to use for this installation.		
○ <u>W</u> indows Authentication Mode ● <u>M</u> ixed Mode (Windows Authentication and SQL Server Authentication)		
Specify the sa logon password below: Enter password:		

Confirm <u>p</u> assword: ******		
Help < <u>B</u> ack Next > Can	icel	

(4) Allow remote connection

For more information, visit <u>http://support.microsoft.com/default.aspx?scid=kb;EN-</u>US;914277

(5) From SQL Server Configuration Manager, set the Start Mode of Server to Automatic.



🙀 SQL Server Configuration Manager						
Ele Action Yiew Help						
SQL Server Configuration Manager (Local) SQL Server 2005 Services SQL Server 2005 Network Configuration L Protocols for SQLEXPRES5 SQL Native Client Configuration Client Protocols Aliases	Name SQL Server (SQLEXPRESS) SQL Server Browser	State Running Running	Start Mode Automatic Automatic	Process ID 1764 620	Service Type SQL Server SQL Browser	Log On As T NT AUTHORITY/NetworkService NT AUTHORITY/NetworkService



3. Installation

(1) From IVR folder, double click setup.exe



(2) Click Next

OfficeServ IVR - InstallShield Wizard		
	Welcome to the InstallShield Wizard for OfficeServ IVR	
	The InstallShield® Wizard will install OfficeServ IVR on your computer. To continue, click Next.	
	< Back Next > Cancel	



(3) Agree with User License Agreement and click Next

OfficeServ IVR - InstallShield Wizard	×
License Agreement Please read the following license agreement carefully.	
Software License Agreement & Limited Warranty For OfficeServ Messenger for OfficeServ Keyphone Series. Samsung Electronics Co., LTD. IMPORTANT, READ CAREFULLY: This Samsung End-User License Agreement (EULA) is a legal binding agreement between you (either an individual or an entity) and Samsung for Samsung software product identified above, which includes computer software and may include printed material, and "online" or electronic documentation ("SOFTWARE"). By installing, using the SOFTWARE, you indicate your acceptance of this Samsung License Agreement. If you • accept the terms of the license agreement InstallShield (Back Next > Cancel	

(4) Enter license key and click Next

OfficeServ IV	/R - InstallShield Wizard	×
Customer In Please enter	nformation r your information.	
Please Ente	er the License Key	
License key:	KRJWNQHN-TXQNUYNN-ADMZXBCV-LLDEIEBG-CSMKJIEX-IWYNIICH	
InstallShield ——	< <u>B</u> ack <u>N</u> ext > Cancel]



(5) Check the checkbox to install RealSpeak 4.0 (TTS) and click Next

OfficeServ IVR - InstallShield Wizard	\mathbf{X}
Setup Type Select the setup type that best suits your needs.	
Select from the options below.	
✓ RealSpeak 4.0	
InstallShield	
< <u>B</u> ack	Next > Cancel

(6) Choose IVR installation folder and click Next





OfficeServ IV	R - InstallShield Wizard 🛛 🔀
Please ente	r IP Addresses for the following.
Setup requir	es the details for the following
IVR Engine	localhost
ACD IP	165.213.88.171
Web IP	localhost
InstallShield ——	< <u>B</u> ack <u>N</u> ext > Cancel

(7) Enter ACD IP (or DNS name) and click Next

(8) Enter switch information and click Next

Of	ficeServ IVR - InstallShi	eld Wizard			X
: 	Switch IP Address(es) Please enter Switch IP Address	s(es).			
	MCP IP Address 7400MCP	MGI IP Address 7400MGI	Link ID 200	Description OS7400 in the la	ab
[1	MCP IP Address	MGI IP Address	Link ID	Description	Add



(9) Wait while IVR is configuring

OfficeServ IVR - InstallShield Wizard	
Setup Status	
OfficeServ IVR is configuring your new software installation.	
InstallShield	
	Cancel

(10) Enter DB instance name, login ID (*sa* or *sa privilege account*), and password.For SQL Express, the instance name is *SQLEXPRESS*. Click Save.

Θ	OfficeServ IVR Datab	ase Configuration	X
	SQL Settings SQL Instance Username Password Path to Database:	165.213.109.185\SQLEXPRESS sa ******* C:\SQLDB	
	8	Save Save	

(11) Click Yes to delete existing IVR Database





(12) Click Yes



(13) Click OK



(14) Click Next to install, modify, repair or remove RealSpeak setup.exe





(15)Choose RealSpeak setup option



(16) Click Install

🔀 RealSpeak 4.0 - InstallShield Wizard	×
Ready to Repair the Program The wizard is ready to begin installation.	Speechworks" solutions from ScanSolt
Click Install to begin the installation.	
If you want to review or change any of your installation settings, click Back. Cli exit the wizard.	ck Cancel to
InstallShield	
	Cancel



(17) Click Finish



(18) Click Finish





(19) Install RealSpeak 4.0 language pack as many as licensed.



4. Configuration

To configure the IVR, from the Programs menu or desktop, start the IVR System Configuration.

💼 OfficeServ IVR	١	🔛 Call Recorder	
🛅 OfficeServ ACD	۲	🛃 Supervisor	2
		💽 Engine	System Configuration
		🛐 Scenario Builder	
		👺 System Configuration	

From each tab of IVR System Configuration, configure the IVR as the following:

- System Settings
 - o License update
 - Log level settings (0 5, 0: NONE, 5: HIGH)

OfficeServ IVR System Cor	nfiguration		\boxtimes
System Settings DB Settin	igs Switch Connections 1	IVR Engine Call Recorder	TTS Settings
License Information			
Current License: KRJW	/NQHN-TXQNUYNN-ADMZXE	3CV-LLDEIEBG-CSMKJIEX-I	WYNIICH
Connected System MAC A	ddress: 0000F07EFA53	MAC Type:	Computer
Licensed MAC Address:	0000F07EFA53	License Type:	New
Switch Count:	1	IVR Ports:	64
Text-to-Speech (TTS) Proc	cessors: 24	TTS Languages:	10
New License Key			🗎 Update
- IVR Settings			
IVR Server IP Address or I	DNS Name localhost		<u>Save</u>
Supervisor IP Address or [DNS Name localhost	Logs	Reset
	90	ose	



OfficeServ IVR Debug Log Configuration	X
Call Recorder Logs	
Log Level 1 Max File Size (MB) 5 Delete After 48 10 Ho	Jrs
	·
System Configuration Logs	
Log Level 1 Ho Max File Size (MB) 5	Jrs
Log Folder: C:\Program Files\Samsung Electronics\OfficeServ IVR\Common\Log	
Log Level 1 Max File Size (MB) 5 Delete After 48 Ho	Jrs
Log Folder: C:\Program Files\Samsung Electronics\OfficeServ IVR\Engine\Log	
IVR Scenario Builder Logs	
Log Level 1 🕂 Max File Size (MB) 5 📫 Delete After 48 📫 Ho	Jrs
Log Folder: C:\Program Files\Samsung Electronics\OfficeServ IVR\Builder\Log	
Superviser Loss	
Log Level 1 Max File Size (MB) 5 T Delete Artei 48 T Ho	Jrs
Log Folder: C:\Inetpub\wwwroot\IVRSupervisor\IPIVRLog	
🗎 <u>S</u> ave 🗵 <u>C</u> ancel	



⊖ OfficeServ IVR Syst	em Configi	uration				X
System Settings DE	3 Settings	Switch Connections	IVR Engine	Call Recorder	TTS Settings	
SQL Settings						
SQL Instance	165.	213.109.185\SQLEXPF	RESS			
User Name	sa					
Password	****	**		_		
Path to Database	e: C:\S	QLDB				
				\bigcirc		
					Save	
					Reset	
		9	lose			

• DB Settings: SQL Instance and Login information (ID and Password)

• Switch setting: MCP IP (MMC 830), MGI IP (MMC 831), Link ID (MMC 820)

	MGI IP	Link ID	Availability	Description
165.213.88.151	165.213.88.152 165.213.110.58	200	Available	OfficeServ 500
(
(+	New	(🖉 <u>E</u> dit] <u>D</u> elete



• IVR Engine: ACD Server IP

	OfficeServ IVR System Configuration				X
2	ystem Settings DB Settings Switch Co	onnections IVR Engine	Call Recorder	TTS Settings	
1	Engine Settings				1
	ACD Server IP Address or DNS Name	ocalhost			
	Select Folder to Store Voice Prompts:	C:₩Program Files₩	/Samsung Elec		
				🖺 <u>S</u> ave	
				Reset	
-					-
		<u> </u>			

Call Recorder: Network Adaptor

OfficeServ IVR System Configuration		X
System Settings DB Settings Switch Conn	ections IVR Engine Call Recorder TTS Settings	
Recording Settings		1
Network Connection 1 - Network ada	apter 'Broadcom 440x 10/100 Integrated Controller i	
Maximum Recording Length (in minutes)	1 (Range 1 to 120)	
Recording Timeout (in seconds)	10 💌	
Maximum Recording Space (in MB)	1024	
Space Tolerance (in %)	5	
Recording File Format	WAV	
Select Folder to Store Recordings	C:\Program Files\Samsung Elec	
Outbound TCP Port	2601	
Listening TCP Port	2609 (¥ <u>R</u> eset	
	(<u>C</u> lose	



American English Jennifer American English Tom American English Samanta American English Karen American English Lee	· 		American English	Jill	
American English Jennirer American English Tom American English Samanta American English Karen American English Lee	a		American English		
American English Tom American English Samanta American English Karen American English Lee	a				
American English Samanca American English Karen American English Lee	a 🖃				
American English Karen American English Lee					
American Endlish Lee					
Ausebus		[@←]			
asque Arantxa	1				
Selgian Dutch Ellen			<)
Srazilian Portuguese Raquel			,		
British English Daniel			0 9	iet Default	
British English Emily					
British English Serena	~	Default :	American English - Jil	1	
	-				
Tonadian Exonab Julia			·		
ritish English Emily ritish English Serena	~	Default :	American English - Jil		

• TTS (Text-To-Speech): Default language setting and speech speed adjustment.

To adjust the speech rate, click "Speech Test".

Θ	Speech Test	X
	This is the test sentense for adjusting the speech rate.	
	Min Max Max Max Que to the second sec	

Enter the texts in the text box and press "Play" button. Move the speech rate bar to adjust the speech speed.



5. IVR Scenario Builder

This chapter describes how to create an IVR self menu scenario.

IVR scenario consists of controls where the control is the basic building block of call controls in IVR system. One Line Manager control and one On Hook control are mandatory where Line Manager receives the call and On Hook control disconnects the call.

From the Programs menu or desktop, start the IVR Scenario Builder.





[Figure 4] IVR Scenario Builder

Create the IVR scenario with point-and-drop, copy-and-paste operations.



- 1. Scenario should have Click the control to put into the scenario from the control bar
- 2. Drag-and-drop the control.



3. Each control has its attributes called "property". Double click the control to open the Property window and edit the property.

Table 6 summarizes the controls available with IVR. Table 6 describes the properties common to all controls.

Controls	Description
Line Manager	Receive incoming calls
1000	Manage a group of IVR lines (relative number)
	Option to link with ACD
	Option to use TTS
	Configure the customer database used in the scenario
Split Call	Branch calls to different control depending on
	• CLI
100	• DID
	Trunk number
	Message ID
	Queue ID (Split ID)
Play Prompt	Play voice messages
Get Digit	Get DTMF input from the caller and associate the DTMF with the ACD Service Code



Send Data	Enabled with	n ACD				
	Agent Request	 Available to calls without associated split (i.e. No Queue ID or No Message ID) Send call to ACD split associated with service code or ACD Agent 				
	Transfer Request	 Available to calls with Split ID or Message ID Send call to its corresponding ACD split associated with the split ID or message ID 				
	Callback	Send callback number to ACD				
	Normal	 Basically, all calls dropped during IVR self menu is counted as "Abandoned Call" in the ACD statistics. Exception: Call with "normal call" notification received from IVR. 				
Transfer	DisablecTransfer	led with ACD fer call to specific extension number				
Calendar	Branch calls to di	different controls depending on day/date/time				
Find Data	 Validate record f Data val 	es the DTMF input from a caller or the control property based on the found in the customer DB.				
On Hook	Disconnect the ca	all				

[Table 6] IVR Controls

Properties	Description					
Control Name	nique control name					
Connection	 Specify the next control depending on the event Event: possible event which can occur to the control DISCONNECT: disconnect event Alias: 3-letter short name for event Jump-To-Control: next control to follow Node: See chapter 5.4. 					
Comment	Description					

[Table 7] Common IVR Control Properties

Node column of Connection property is effective only in case when the next control to jump is Get



Digits control. Chapter 5.4 describes the purpose of node field in detail.

5.1 Line Manager

Line Setup tab

- Receive incoming calls
- Manage a group of IVR lines (relative number)
 - E.g. 1, 3, 4: IVR port 1, 3, and 4.
 - 1-4 : IVR ports 1 through 4
- Check the ACD option to use IVR with ACD
- Check the TTS option to use TTS

LineManager Property	×
Line Setup Database Connection Comment	
Control Name LineManager1	
Group Lines 1-8	
🔽 Use TTS	
🔽 Use ACD	
OK Cancel	



Database tab

• Set the DSN of customer DB to use "Find Data" control in the scenario

	Fields	
LineManager Property	Available Fields Selected Fields Accountid PinNumber Frishbane Balance Selected Fields PinNumber Balance Selected Fields PinNumber Balance Selected Fields PinNumber Balance Selected Fields PinNumber Balance Selected Fields	OK
DSN X Use ODBC DSN Bank OK Login Name 3a Cancel Pattword	Table Use Table <u>CrediBalance</u> © SnapShot Cynaset <u>DK</u> Cancel	

Connection tab

- OffHooK: Incoming call from switch (not from ACD)
- DEFID: Incoming call from ACD with no Queue ID or Message ID
- MSGID: Incoming call from ACD with Message ID
- QUEID: Queued call from ACD with queue (split) ID

LineManager Property							
Line Setup Database Connection Comment							
	Events	Alias	Jump-To Control	Node			
	Disconnect	DIS	HangUp	Entry			
	OffHook	OHK	NonACDCall	Entry			
	DefID	DID	Greeting	Entry			
	MsgID	MID	MSGID	Entry			
	QuelD	QID	QUEID	Entry			
	<						
	OK		Cancel				



5.2 Split Call

Mapping Tab

- Specify the call branching criteria such as
 - o CLI
 - o DID
 - o Trunk number
 - o Message ID
 - o Queue ID

We recommend to create three types of Split Call control if necessary

1. Message ID split control following the MSGID event of Line Manager control

595			@ <mark>5</mark>	litCa	_
	neMan		I/P	DEF	
I/P	DIS			M00	
	OHK			M01	
	DID			M02	
-	MID			M03	+
	QID			M04	
LineM	anager	 	 Messa	ige_ID	+

2. Queue ID split control following the QUEID event of Line Manager control

		_			
iilii Lio	oMan			48) SDI	tCa 🔤
1/0	DIS	l r		I/P	DEF
	OHK				501
	DID				502
	MID				503
	OID				504
LipoMa	nager	I			505
	inagei _			Split_ID	

3. CLI/DID/Trunk Number split control in any necessary places





5.3 Play Prompt

Connection Tab

- Default events:
 - PlayComplete: event which occurs when the playing the voice message is completed
 - DigitTerm: event which occurs when the digit is pressed while the voice message is playing

Greetings Tab

- Options
 - Terminate on Digit: Stop playing the voice message if DTMF is pressed (DigitTerm event occurs).
 - o Queued Message Settings: Different voice messages depending on wait time
- Voice Messages
 - User prompt: voice message provided as file (mp2, wav)
 - Fixed system prompt: fixed system provided prompt. E.g. digits, letters
 - Dynamic system prompt: dynamic system provided prompt. E.g. time, date, money, etc.
 - Text prompt: TTS generated voice messages

Creating voice messages with TTS

1. From the "Greetings" tab, click "Add Prompt"





2. From the "Text Prompt" tab, click "New Prompt"

Add Prompt	\mathbf{X}
User Prompt Fixed System Prompt Dyna Register Text Prompts Enter 4 digit customer I D Hi Mr, If you want to leave callback, press Please enter the digit between 1 and The Message ID given is not register This is default queueing message This is message for message ID 0 1 This is message for message ID 0 2 This is not an ACD call, This is queueing message for queue This is welcome greeting To drop the call, press 1, to request You have not entered any digit. We ar You have not entered any digit. We ar	Added Text Prompt Added Text Prompts The number you entered is invalid. Plea This is default queueing message.

3. Enter the texts in the text box and click OK. To listen to the voice message, click "Play" button.

New Prompt		
Prompt Description		
All our service representativ hold on.	es are currently busy. Pleas	:e 🔥
		~
ОК	Cancel	ay

4. To adjust the speech speed, refer to the chapter 4, TTS settings.

5.4 Get Digit

Setup Tab

- Max No of Tries: the maximum number of trials before the invalid digit or no digit event handler is invoked
- Max No of Digits: the maximum number of digits to be collected before terminating digit



collection

- Max Time the maximum time in second spent to collect the digits
- Terminate on Digit: digit collection is terminated if the digit specified is pressed

Mapping Tab

- Generate the mappings between the digit input and the event
- For each mapping, event name, digit mask and service code (optional only if interfacing with ACD Server) are specified
- Send To ACD: Check "Service Code" to send the service code of the matching digit mask to ACD.
- Digit Mask
 - The collected digits are compared to the digit masks in the order
 - N: accept only numeric digit input (Note: "N" is case sensitive)
 - \$: accept any key input

Connection Tab

- Default events:
 - Invalid: the event which occurs if the maximum number of trials is reached and the caller has given invalid inputs
 - o No Digits: the event which occurs when the caller has not entered any digits
 - Retries Over: the event which occurs when the Get Digits control is entered through the Error node and the number of trials reaches the maximum
- Node column: it specifies whether to reset the trial count of next control or not. This field is effective only in case when the next control to jump is Get Digits control. If Error, the previously attempted trials will be counted as trial count. If Entry, the trial count is reset when a call enters into the control. The default is Entry.

Greeting Tab

- Specify the voice messages to play on
 - o Entry
 - o Invalid event
 - o No Digit event
- Option:
 - o Terminate on Digit: message playing is terminated if any digit is pressed

5.5 Send Data

Note: Send Data control is enabled only when "Use ACD" option of Line Manager control is checked.

Use Send Data control to send the call information to ACD Server.



- Agent Request: DEFID call transfer to ACD Split or agent extension
- Transfer Request: MSGID or QUEID call transfer to ACD Split
- Callback Notification
- Simple IVR Call Notification

Mapping Tab

• Choose the information type to send.

Field-Value Map	ping			•	
Field Name	Callback	•			
Callback Tel r <mark>D</mark> N	Callback DefaultID AsgQueID Normal				##
Customer ID		****			##
Service Code		****			##
[OK]	Cancel		

Connection Tab

- Default events:
 - DONE: the event which occurs when the call transfer to ACD with agent request is successful
 - NOTDONE: the event which occurs when the call transfer to ACD with agent request fails

5.5.1 DefaultID

Note: Use this control for transferring DEFID calls to ACD Server

Send Data – Agent Request transfers IVR call to ACD Server requesting the agent service via Service Code or other extension number.

When send Service Code for agent request, IVR can send the customer information also



Do not specify both Service Code and (Non-Agent) Phone Number.

Field-Value Mapping		×
Field Name DefaultID	•	
Area Code	00	
Service Code	****	##
Customer Degree	×	##
Customer Type	×	##
Customer ID	*****	##
(Non-Agent) Phone No	*****	##
<u>0</u> K	<u>C</u> ancel	

5.5.2 MsgQueID

Note: Use this control for transferring MSGID or "QUEID" calls to ACD Server

Send Data - Transfer Request transfers IVR call to one of three targets

- "22222" if call goes back to ACD split associated with MSGID, QUEID
- Non-agent phone number (internal or external)

Field-Value Mapping	g	
Field Name MsgC	lueID	
(22222) Original Spli (Non-Agent) Phone I	0r 22222	##
(Honnigork) Phone		



5.5.3 Callback

Field-Value Mapping		
Field Name Callback	•	
Callback Tel no	#LineManager1.CLI#	##
Customer ID	#CustDB.CustID#	##
Service Code	#GetDigit ServiceID#	##
<u><u> </u></u>	<u>C</u> ancel	

Send Data - Callback leaves callback number to ACD Server.

- Callback Tel No: Specify the callback number or CLI number
- Customer ID: Customer ID if available
- Service Code: Determine the split where the callback is requested. If Service Code is invalid or unavailable, the callback is left in the default ACD split.

5.5.4 Normal

Basically, all calls dropped during IVR self menu before queued in ACD Split is counted as "IVR Abandoned Call" in the ACD statistics. If the IVR call is dropped with "Normal" call notification to ACD through Send Data – Normal, the call is counted as "IVR Normal Call".



5.6 Transfer

Note: Transfer control is enabled only when "Use ACD" option of Line Manager control is not checked.

Setup Tab

• Extension No: enter the phone number (internal or external) to transfer the call

Transfer Property	×
Setup Connection Comment	
Control Name : Transfer1	
Extension No. : #GetDigits.Digits# ##	

Connection Tab

- Default events:
 - DONE: the event which occurs when the call transfer to agent extension number successful
 - NOTDONE: the event which occurs when the call transfer to agent extension number fails

5.7 Calendar

The Calendar control allows the user to specify a holiday or specific schedule and branch the call to different control depending on the time settings.

Setup Tab

• Specify working time

Specific Day Tab

• Specify working time of specific date

Holiday Tab

• Mark specific day as holiday



Calendar Property	
Setup Specific Day Holiday Mapp	ing Connection Comment
September 2007 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 30 30	Batch Apply Saturday Add Remove Individual Day Settings Working Day Holiday
OK	Cancel

Mapping Tab

• Add custom schedule with associated time duration

Calendar Property			
Setup Specific Day Holiday Mapping Connection Comment			
Event	Time		
Meeting	09:00-10:00		
Lunch	12:00-13:00		
	New		
	<u>E</u> dit		
<	<u> </u>		
	OK Cancel		



Connection Tab

Custom schedule created in the Mapping tab is listed in Connection tab as events. By default, the following three events are displayed.

- WorkingTime: if the call time is within the scheduled working time then WorkingTime event handler is invoked.
- NonWorkingTime: if the call time is outside of working time then NonWorkingTime event handler is invoked.
- Holiday: If the day is configured as holiday then Holiday event handler is invoked.

Cale	Calendar Property 🔀				
Sel	Setup Specific Day Holiday Mapping Connection Comment				
	Events	Alias	Jump-To Control	Node	
	Holiday	HOD	Holiday	Entry	
	WorkingTime	WKT	WelcomeMsg	Entry	
	NonWorkingTime	NWT	NotBusinessHour	Entry	
	Meeting	MEE	MeetingTime	Entry	
	Lunch	LUN	LunchTime	Entry	
· ·					
	OK Cancel				
					1

5.8 Find Data

The *Find Data* control searches for a record in the database with one or two fields. This control validates the caller's DTMF inputs or the data collected in other controls against the record found in the DB. The databases used to search the record must be configured in advance in the *Line Manager* control.

Setup Tab

- Use This DSN: Specify DSN configured in Line Manager
- Use This Table: Specify the table to search the data
- Use This Field: Specify the field in the table
- To Match This: Specify the value to validate against the DB record



• Second Field: check the checkbox to validate two values

FindData Property		×
Setup Connection Comment		
Control Name FindCustID		
Use This DSN	Use This Table	
IPIVR 💌	CreditBalance 🗨	
Use This Field	To Match This	
AccountId	#GetCID.Digits# ##	
🔽 Second Field		
Use This Field	To Match This	
PinNumber 🗨	#GetPin.Digits#	
ОК	Cancel	

Connection Tab

- Default events:
 - FOUND: If the data is valid, then the call exits the control with *Found* event
 - NOTFOUND: If the date is invalid, the call exits with Not Found event

5.9 On Hook

The On Hook control disconnects the call.



6. IVR Engine

This chapter describes how to operate the IVR Engine.

From the Programs menu or desktop, start the IVR Engine.

🛅 OfficeServ ACD	•
📷 OfficeServ IVR	🔸 🜆 Engine
¥	🛐 Scenario Builder
	System Configuration
	🔛 Call Recorder
	×



IVR Engine program consists of multiple windows

- Line Detail Window displays the status of IVR ports (IDLE, BUSY, STOP)
- Call Detail Window displays the details of a busy IVR port
- Call Flow Window displays the scenario flow of IVR call
- Output Window message from Engine (e.g. DTMF touchtone input)

O OfficeServ IVR	Engine Ingine <u>H</u> elp			
Channel No. 2 3 4 5 6 7 8	Device No. 1 2 3 4 5 6 7 8	Status IDLE IDLE IDLE IDLE IDLE IDLE IDLE IDLE	LINE : 2 : LineManager1 OpenningLine : Line is opened LINE : 1 : LineManager1 OpenningLine : Line is opened LINE : 3 : LineManager1 OpenningLine : Line is opened LINE : 4 : LineManager1 OpenningLine : Line is opened LINE : 5 : LineManager1 OpenningLine : Line is opened LINE : 6 : LineManager1 OpenningLine : Line is opened LINE : 7 : LineManager1 OpenningLine : Line is opened LINE : 8 : LineManager1 OpenningLine : Line is opened LINE : 8 : LineManager1 OpenningLine : Line is opened LINE : 8 : LineManager1 OpenningLine : Line is opened LINE : 1 : LineManager1 Started : Engine started LINE : 1 : 8802: LineManager1 Entry : Call is entering into the LINE : 1 : 8802: Greeting Entry : Call is leaving from the (LINE : 1 : 8802: Greeting Exit : Call is leaving from the (control = control control
Call Info Caller ID Calling Party Called Party N Source Rtp Ad Desc Rtp Port Called Device Called Device Nu Called Device Nu Codec Type	Values 53fb500-a, 7033@165 8802@165 8802@165 25100 10,254,175 30000 88002 7033 8802 PCMU	Fx	LLNE : 1 :8802: GetDigits2 Entry :Call is entering into the LINE : 1 :8802: FindCustID Exit :Call is leaving from the o LINE : 1 :8802: FindCustID Exit :Call is leaving from the o LINE : 1 :8802: FindCustID Exit :Call is leaving from the o LINE : 1 :8802: SwcCode-AR Entry :Call is entering into the LINE : 1 :8802: SwcCode-AR Exit :Call is leaving from the o LINE : 1 :8802: HangUp Exit :Call is leaving from the o LINE : 1 :8802: HangUp Exit :Call is leaving from the o LINE : 1 :8802: LineManager1 CallFinished :Call is finished. LINE : 1 :8803: LineManager1 Entry :Call is entering into the LINE : 1 :8803: LineManager1 Entry :Call is entering into the LINE : 1 :8803: Greeting Entry :Call is entering into the LINE : 1 :8803: Greeting Exit :Call is leaving from the o LINE : 1 :8803: Greeting Exit :Call is leaving from the o LINE : 1 :8803: Greeting Exit :Call is leaving from the o LINE : 1 :8803: Greeting Exit :Call is leaving from the o LINE : 1 :8803: Greeting Exit :Call is leaving from the o LINE : 1 :8803: Greeting Exit :Call is leaving from the o LINE : 1 :8803: Greeting Exit :Call is leaving from the o LINE : 1 :8803: Greeting Exit :Call is leaving from the o LINE : 1 :8803: Greeting Exit :Call is leaving from the o LINE : 1 :8803: Greeting Exit :Call is leaving from the o LINE : 1 :8803: Greeting Exit :Call is leaving from the o LINE : 1 :8803: Greeting Exit :Call is entering into the o LINE : 1 :8803: Greeting Exit :Call is entering into the o LINE : 1 :8803: Greeting Exit :Call is entering into the o LINE : 1 :8803: Greeting Exit :Call is entering into the o LINE : 1 :8803: Greeting Exit :Call is entering into the o LINE : 1 :8803: Greeting Exit :Call is entering into the o LINE : 1 :8803: Greeting Exit :Call is entering into the o LINE : 1 :8803: Greeting Exit :Call is entering into the o LINE : 1 :8803: Greeting Exit :Call is entering into the o LINE : 1 :8803: Greeting Exit :Call is entering into the o LINE : 1 :8803: Greeting Exit :Call is entering into the o LINE : 1 :	control control control control control control control control control control
LINE NUMBER LINE NUMBER Ready-IVR-Sample-So	R = 1: application R = 1: application cenario-STA	n/dtmf-relay n/dtmf-relay	Signal=2 Duration=160 Signal=1 Duration=160 LINK : ALIVE	NUM

The menus of IVR Engine are the following



Menu		Description		
	Reload	Reload IVR scenario		
	Open	Open IVR scenario from the folder		
File	Download from DB	Download IVR scenario from DB		
	Recent File	Recently loaded IVR scenario		
	Exit	Exit the program		
	Toolbar	Open/Close Toolbar		
	Status Bar	Open/Close Status Bar		
View	Line Detail Window	Open/Close Line Detail Window		
	Output Window	Open/Close Output Window		
	Call Detail Window	Open/Close Call Detail Window		
	Start	Start the Engine with scenario		
	Stop	Stop the Engine		
	Update	✓ Dynamic update of currently running scenario		
Engine		✓ Available only when Engine is running		
	Switch Status	\checkmark Displays the switch connection status (CONNECTING,		
		STOP, FAIL, ALIVE)		
		✓ Available only when Engine is running		
Help	About IVR Engine	Version and Date of Engine program,		

[Table 8] Menus of Engine

To run the IVR, do the following

- *1.* Download the scenario from DB or open from the folder
- 2. Check the ACD Server is running if IVR scenario is configured with ACD.
- *3.* From File menu, start the Engine. If the connection to switch is successful, the IVR switch link status changes to *LINK: ALIVE*. Otherwise, the status changes to *LINK: FAILED*. If connection fails, check the settings of OfficeServ MMC or IVR.

To update the scenario while Engine is running, press "File>Update".

To stop the Engine, press "File>Stop".



7. IVR Call Recorder

This chapter describes how to operate the IVR Call Recorder.

From the Programs menu or desktop, start the IVR Call Recorder.



IVR Call Recorder allows the user to register the recording device and browse the recording status and history.

DifficeServ IVI Edit View	R Call Recorder Help	ed Recordings				-
Recordin	Recordi	Recorded	Recording Status	Property	Value	~
20 21	2402 2400	Supervisor Supervisor	In Progress In Progress	Recording ID Channel No, Recording Station Recording Style Start Time End Time Caller ID Stored File Name Recorde By ACD Agent Station ACD Agent ID Emergency Group ID Emergency Group ID Emer Rec Agent N	21 2400 2400 Barge 25/05/2008 13:47:5i C:₩Program Files₩S Supervisor	
			Emer Rec Custom MGI Voice Port Device Voice Port MGI BTCP Port	26102 30002 26103	~	
1						•

Active Recording tab displays the list of current recording calls and call details. Completed Recording tab displays the list of recorded files. Table 9 illustrates the menus of Call Recorder.

	Menu	Description
File	Exit	Exit the program
	Recorder Settings	Color setting of Call Recorder
	Recording Device Information	Register/Edit/Delete recording device
Edit	Column Selection	Select columns of Active Recording and Stored Recording
		tabs



Maria	Toolbar	Open/Close Toolbar
View	Status Bar	Open/Close Status Bar
Help	About IVR Engine	Version and Date of Engine program,

[Table 9] Menus of Call Recorder

7.1 Managing Recording Device

The user can register a new recording device in Call Recorder or Supervisor.

1. open Recording Device Information Window from Edit menu.

⊖ Rec	ording Device Inform	nation				
	Device List					
	Station Num	Station Type	Address	Recording Style	Status	
	2400	TDM Phone	-	Barge	Available	
	2401	TDM Phone	-	Barge	Available	
	2402	TDM Phone	-	Barge	Available	
						-
		(<u>•</u> <u>N</u> ew	<u>E</u> dit) (Jelete		

Press New button then Recording Station Configuration Window is displayed. Enter the extension number, station type (IP or TDM), IP address, and check the Availability.

Recording Station Configuration	X
Configuration Settings Recording Station Number 2403 Station Type IP Station IP Address or DNS Name I65.213.109.185 IV Station Available For Recordings Recording Style : Barge	
OK Cancel	



🗿 OfficeServ IVR Supervisor V1.5.1 🔳 🗖 🔀							
Edit Recording Device							
Station	2403						
Туре	IP Phone						
IP or DNS Address	165.213.109.185						
Recording Type	Barge-In 💌						
Status	Available 💌						
Subr	it Cancel						

2. From the Call Recorder page of IVR Supervisor, press "New" button.

The user can modify/delete the recording device in Call Recorder or Supervisor

- **1.** From the Recording Device Information Window, choose the device and press "Edit" or "Delete" button.
- 2. From the Call Recording page of Supervisor, choose the device and press "Modify" or "Delete" button

OfficeServ IVR Supervisor V	v1.5.1						
<u>File Edit View Favorites Tor</u>	ols <u>H</u> elp						1
🌀 Back 👻 🐑 💌 😰	Search 🦷	🏷 Favorites ਓ	3 🗟 - 🕹	🗷 • 🔜 🎇			
Address 🗃 http://165.213.87.186/I	IVRSupervisor/Main.aspx						👻 🔁 Go
OfficeServ IVR Super	visor				@ Home E	∄Sitemap ? FAQ	€ Logout
	P Call Recorde	er				🔍 Call	Recorder <mark></mark>
Call Recorder Recording History Configuration Set Admin Password Debug Log Setup	7 3	New Mod	dify Delete Cali Type	Start Record S	op Record Qu Is List Status	ery Duration	
Switch Connections		2400	Non IP	_		00:00:00	
	2	2401	Non IP	677 B	۲	00:00:00	
	3	2402	Non IP	<u>82117</u>		00:01:11	
	٤						~
Done						Second Int	ranet



7.2 Recording Conversation

The user can record the conversion in ACD Agent or IVR Supervisor.

- While conversation is on-going with Agent phone, press Recording Request button from the toolbar.
- 2. From the Call Recorder page of IVR Supervisor, choose the device to record the conversation and press "Start Record" button.

The Recording status can be monitored in Call Recorder of IVR Supervisor

- In the Active Recording tab of Call Recorder, Recording Status column displays "In Progress"
- 2. In the Call Recorder page of Supervisor, the status icon of the device changes from "Red" to "Green".

The user can stop recording in ACD Agent, IVR Call Recorder or IVR Supervisor.

- *1.* When conversation is over, call recording stops automatically
- *2.* In the Active Recording tab of Call Recorder, choose on-going recording and press the right-click menu. Select "Stop Recording"

Edit View	Help	ed Recordings							
Recordin	Recordi	Recorded	Recording Status		Property		Value		
25 26	2400 2401	Supervisor Supervisor	In Progress Received Request		Recording ID Channel No, Recording St	tation	27 2402 2402		
21	2402	Supervisor	In Progress	Stop Recording		le	Barge 25/05/2008 14:15:5		
				Recorder Settings Recording Device	Information	me	C:\Program Files\S		
				Column Selection	•	ation			
					Emergency Emergency Emer Rec A Gin Voice P Device Voice MGI RTCP P	Rec C Group ID gent N ustom ort e Port	26100 30002 26101		
ly							NUM		

3. From the Call Recorder page of IVR Supervisor, choose the device to record the conversation and press "Start Record" button.

The user can search or listen to the recording files in Call Recorder or Supervisor

1. In the Completed Recording tab of Call Recorder, choose a completed recording and



press the right-click menu. Select "Play File"

OfficeServ IVR Edit <u>V</u> iew (Call Recorder Help					G
Active Recording	Completed Recordings	Recording Duration	Stored File N	Jame	Recording Statu	IS
20 21	2402 2400	00:10:02 00:10:01	05252008134737. 05252008134758.	_20, WAV _21, WAV	Recorded for Max Recorded for Max	Time Time
23 24 26	2402 2400 2401	Play File Recorder Settings Recording Device Ir	15. 18. nformation	_23, WAV _24, WAV	Recorded for Max Recorded for Max Intrude Response T	Time Time Imeout
		Column Selection	•			
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2. From the Recording History page of IVR Supervisor, choose the device to play the file.

e <u>E</u> dit <u>v</u> iew <u>Pavorites I</u>	ools <u>H</u> elp									
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dress 🕘 http://165.213.87.186	/IVRSupervisor/Main.a	spx	10							
Office Serv IVR Sune	rvisor					1	Home	🖾 Sitem	ap	? FAQ 4
	h Recordin	a Histo	rv							
		9								
IVR Engine		Station	#	Status		/pe	All	Format 🗸	1	
Call Recorder			Date		Time			Dur	ration	
Configuration		From	То		From	То		Minimum	M	aximum
						Y	A	Y	All	Y
Set Admin Password										
Set Admin Password										
Debug Log Setup										
Debug Log Setup Switch Connections										
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Set Admin Password Debug Log Setup Switch Connections		Res	et Search Pla File Name	Recon Device No.	Save Delete rded Call Search Rest Status	ilts TypeF	ormat	Date 2008 05	Time	Duration
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Set Admin Password Debug Log Setup Switch Connections		ndex 1 052 3 052 4 052	et Search Pla File Name 152008141552_25.WAV 152008141552_27.WAV 152008140458_24.WAV	Recor Device No. 2400 2401 2402 2400	Save Delete rded Call Search Rest Status Recording in progress Intrude Response Timeout Recording in progress Recorded for Max Time	Ilts TypeF SPV SPV SPV SPV	ormat 1 1 1	Date 2008-05- 25 2008-05- 25 2008-05- 25 2008-05- 25	Time 2:15 2:15 2:15 2:04	Duration 262 0 262 602
Set Admin Password Debug Log Setup Switch Connections		ndex 1 052 2 052 4 052 5 052	et Search Pla File Name 152008141552_25.WAV 152008140552_27.WAV 152008140458_24.WAV 152008140345_22.WAV	Record Device No. 2400 2401 2402 2400 2400 2400	Save Delete rded Call Search Rest rded Call Search Rest Recording in progress Recording in progress Recorded for Max Time Stopped by Superviso	SPV SPV SPV SPV SPV SPV SPV SPV	ormat 1 1 1 1	Date 2008-05- 25 2008-05- 25 2008-05- 25 2008-05- 25 2008-05- 25	Time 2:15 2:15 2:15 2:04 2:03	Duration 262 0 262 602 27
Set Admin Password Debug Log Setup Switch Connections		ndex 1 052 2 052 4 052 5 052	et Search Pla File Name 152008141552_25.WAV 152008141552_27.WAV 152008140458_24.WAV	Ay Record Device No. 2400 2401 2401 2402 2402 2400 2400	Save Delete rded Call Search Rest Status Recording in progress Intrude Response Timeout Recording in progress Recorded for Max Time Stopped by Superviso 1 2 3 4 5 6	SPV SPV SPV SPV SPV SPV SPV SPV SPV	ormat 1 1 1 1	Date 2008-05- 25 2008-05- 25 2008-05- 25 2008-05- 25 2008-05- 25	Time 2:15 2:15 2:15 2:04 2:03	Duration 262 0 262 602 27



8. IVR Supervisor

The IVR Supervisor allows the user to administer and operate the IVR Engine and Call Recorder. The default login ID and password are admin/4321.

OfficeServ IVR Supervisor	V1.5.1									
File Edit View Favorites T	ools Help									
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Address 실 http://165.213.87.186	5/IVRSupervisor/M	lain.aspx								🖌 🄁 Co
OfficeServ IVR Supe	rvisor								₫Sitemap ? FAQ	∢∃ Logout
P ADMIN		ngine	2							Engine
🔲 IVR Engine										
Call Recorder		Eng	gine Manageme	nt : Status	Start	Stop				
Recording History		Scena	ario Managemei	nt: Status	Modify	Delete	Upload	Download		
A Configuration										
Set Admin Password										
Debug Log Setup										
					Scen	ario List				
Switch Connections		Scenario Status Description					n			
			IVR-Sample-	Scenario-STA		STA scenario				
			060711_per	th mint_UCD				UCD scenar	io	
					Scenario	Status	List			
			Scenario	Start	Duration	Channe	el/Status	Device No.	# calls Processe	d
						1/	۲	8802		
						2/	۲	8801		
						3/	۲	8803		
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			STA	2:27	00:00:00	5/		8805	U	
						6/				
						7/				
						8/				
Done									🕥 Local ir	ntranet
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9. Trouble Shooting

This chapter describes how to resolve the IVR problems with configuration, component settings and Web related settings.

1. The Engine fails to connect to OfficeServ

- I. Check if the MMC setting of OfficeServ is correct.
- II. Check if the switch setting of System Configuration is correct

⊖ OfficeServ Iv	'R Engine							E	
<u>F</u> ile <u>V</u> iew	Engine <u>H</u> elp								
\odot	3 🕝 🕝								
Channel No. 1 2 3 4 5 6 7 8	Device No. 1 2 3 4 5 6 7 8	Status IDLE IDLE IDLE IDLE IDLE IDLE IDLE IDLE	LINE : LINE : LINE : LINE : LINE : LINE : LINE : LINE : LINE :	1 : 2 : 3 : 4 : 5 : 6 : 7 : 8 : 1 :	LineManager LineManager LineManager LineManager LineManager LineManager LineManager LineManager	OpenningLine OpenningLine OpenningLine OpenningLine OpenningLine OpenningLine OpenningLine Started :Engine	Line is Line is Line is Line is Line is Line is Line is tine is started	opened opened opened opened opened opened opened	~
Call Info	Values	×	<						
Ready-MCSTest						LINK : FAILED	>		

2. Cannot hear the voice messages

- I. If the scenario voice messages are created with TTS, check if the TTS language pack is installed and properly configured in the System Configuration
- II. Using the network packet capture program (e.g. Ethereal), capture the udp packets from IVR Server and check if the RTP packets are sent properly to OfficeServ.

3. Unable to start any scenario from the Supervisor.

Scenario can be started only if the Engine status is displaying green in Engine and Scenario web page. If the status is red, then launch the Engine application to start a scenario.

4. Unable to start recording from the Supervisor.

I. Check if IVR Engine is running



- II. Check if Call Recorder is running
- III. Check if conversation is on-going with the device
- IV. Check if the Network adaptor is configured properly in the System Configuration
- V. Check if MMC 206 and 701 are configured properly
- *5.* In Supervisor, Engine status is showing red even though the Engine application is running.

OR

In Supervisor, Call Recorder status is showing red even though the Call Recorder application is running.

By default, security permission for accessing, launching and activating the components are not configured for "INTERACTIVE, NETWORK and Everyone" Identities for the logged on user. The user needs to set these identities manually by using the program called DCOMCNFG. The settings of these identities are explained in step by step as the following.

I. Go to **Start** » **Run** command, type "dcomcnfg" and click **OK** to open the Component Services as shown in the figure below:

Run	?×
-	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	dcomcnfg
	OK Cancel Browse
R	

From the **START** menu, select CONTROL PANEL » ADMINISTRATIVE TOOLS » COMPONENT SERVICES.

II. In Component Services, go to Component Services » Computers and right click on My Computer then select Properties as shown in the figure below: The user may be prompted to keep blocking the program MICROSOFT MANAGEMENT CONSOLE. If so, click on the UNBLOCK or ASK ME LATER button.





III. In My Computer Properties, go to COM Security tab and click on Edit Default button of Access Permissions as shown in the figure below:



General Options Default Properties Default Protocols MSDTC COM Security Access Permissions You may edit who is allowed default access to applications. You may also set limits on applications that determine their own permissions. Edit Limits Edit Default Launch and Activation Permissions You may edit who is allowed by default to launch applications or activate objects. You may also set limits on applications that determine their own permissions. Edit Limits Edit Default	My Computer Propert	ies	? 🛛
Access Permissions You may edit who is allowed default access to applications. You may also set limits on applications that determine their own permissions. Edit Limits Edit Limits Launch and Activation Permissions You may edit who is allowed by default to launch applications or activate objects. You may also set limits on applications that determine their own permissions. Edit Limits Edit Limits Edit Limits	General Default Protocols	Options MSDTC	Default Properties COM Security
Launch and Activation Permissions You may edit who is allowed by default to launch applications or activate objects. You may also set limits on applications that determine their own permissions. Edit Limits Edit Default	Access Permissions You may edit who is also set limits on app	allowed default access lications that determine Edit Limits	to applications. You may their own permissions.
	Launch and Activation You may edit who is activate objects. Yo determine their own	Permissions allowed by default to lau u may also set limits on a permissions. Edit Limits	inch applications or applications that Edit Default

IV. Add INTERACTIVE; NETWORK and Everyone group names in the Default Security tab with all the access permission. To add INTERACTIVE, Click on the ADD button, then type in the phrase INTERACTIVE and press OK. Highlight INTERACTIVE then check the LOCAL ACCESS and REMOTE ACCESS boxes under ALLOW column as shown in the figure below. Repeat the same steps for adding NETWORK and Everyone names.



Access Permission		? 🛛
Default Security		
Group or user names:		
INTERACTIVE INTERACTIVE INETWORK SELF SYSTEM		
Permissions for INTERACTIVE	Add Allow	<u>R</u> emove Deny
Local Access Remote Access	V	

- V. Adding Launch permission, go to COM Security tab and click on Edit Default button of Launch and Activation Permissions
- VI. Add INTERACTIVE, NETWORK and Everyone group names in the Default Security tab with all the permissions To add INTERACTIVE, Click on the ADD button, then type in the phrase INTERACTIVE and press OK. Highlight INTERACTIVE then check the LOCAL LAUNCH, REMOTE LAUNCH, LOCAL ACTIVATION and REMOTE ACTIVATION boxes under ALLOW column as shown in the figure below. Repeat the same steps for adding NETWORK and Everyone names:



Launch Permission		? 🗙
Default Security		1
<u>G</u> roup or user names:		
🕵 Everyone		<u> </u>
SYSTEM		
<		
	A <u>d</u> d	<u>R</u> emove
Permissions for INTERACTIVE	Allow	Deny
Local Launch	 Image: A set of the set of the	
Remote Launch		
Local Activation		
Remote Activation		
	OK	Cancel

- VII. Finally, click on Apply and OK of COM Security tab of My Computer Properties.
- VIII. Close all running IVR modules (Engine, Scenario Builder, Call Recorder, System Configuration and Supervisor) Run Service, from the START menu, select CONTROL PANEL » ADMINISTRATIVE TOOLS » SERVICES. Select IPIVRService and restart it.
- IX. The user can start performing web management from Supervisor module.

6. ASP.Net Version confliction with other web application, so Supervisor web pages are shows errors.

Usually, this occurs in Windows 2003 Server due to more than one ASP.Net versions are available and used by other web application. IVR Supervisor is compatible with ASP .NET version 1.1.4322. When IVR package is installed, by default ASP.NET version 1.1.4322 is set to the IVR web site. ASP.NET conflicts occur if the any other web site uses other than ASP.NET version 1.1.4322. To resolve this, all the web sites need to be set to use ASP.NET version 1.1.4322. The steps are given below for setting the all sites version to 1.1.4322.

I. Open the Command Prompt, go to the directory



"\windows\Microsoft .Net\Framework\v1.1.4322"

II. Run the "aspnet_regiis.exe -s W3SVC/1/ROOT" command as illustrated in the figure below:



7. HTTP Error 404 – File or Directory Not Found – Internet Information Server (IIS).

This problem occurs in Windows 2003 server due to the settings in the IIS not given the permission to execute ASP.Net. To trouble shoot this problem, perform the following steps:

I. Go to Start » Run command, type "**inetmgr**" and click **OK** to open the IIS Manager as shown in the figure below:

Run	? 🛛
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	inetmgr 🖌 🗸
	OK Cancel <u>B</u> rowse

II. In the IIS Manager, select the Web Service Extensions and on the right side pane set the status of ASP.NET of particular version configured for an web application to **Allowed** as illustrated in the figure below:



🐚 Internet Information Services	(IIS) Manager		
ile <u>A</u> ction <u>V</u> iew <u>W</u> indow	Help		_ 8 ×
	<u></u>		
Internet Information Services	🃁 Web Service Extensions		
🕀 📁 Application Pools		A Web Service Extension	Status
Heb Sites		🍸 All Unknown CGI Extensions	Prohibited
Web Service Extensions	Allow	🍸 All Unknown ISAPI Extensions	Prohibited
	Prohibit	Notive Server Pages	Allowed
	Frombit	ASP.NET v1.1.4322	Allowed
	Properties	NET v2.0.50727	Allowed
		Internet Data Connector	Prohibited
	Tasks	Server Side Includes	Prohibited
		NebDAV 🔊	Prohibited
	 Add a new Web service extension Allow all Web service extensions for a specific application Prohibit all Web service extensions Open Help 		
	Extended Standard		

8. Server Error in '/IVRSupervisor' Application

The resource cannot be found Microsoft Internet Explorer	
Eile Edit <u>Vi</u> ew F <u>a</u> vorites <u>T</u> ools <u>H</u> elp	
🕝 Back 🔹 🌍 🕤 🔀 🛃 🌮 Search 🬟 Favorites 🧐 😥 + 🌺 🔯 👻 🛄	
Address 🙆 http://localhost/IVRSupervisor/Default.aspx	🖌 🄁 Go
Server Error in '/IVRSupervisor' Application.	
Description: HTTP 404. The resource you are looking for (or one of its dependencies) could have been removed, had its name changed, or is temporarily unavailable. Please review the following URL and make sure that it is spelled correctly.	
Requested URL: //VRSupervisor/Default.aspx	
Version Information: Microsoft .NET Framework Version: 2.0.50727.832; ASP.NET Version: 2.0.50727.832	
	~

This problem occurs due to the following reasons:

When the requested Page or the directory itself not found in the path on which the Virtual Directory "IVRSupervisor" is been configured **OR** the virtual directory was already present configured with different path before installing the setup.

To trouble shoot this problem, perform the following steps:

I. Go to Start » Run command, type "inetmgr" and click OK to open the IIS Manager as shown in the figure below:





II. Then expand the "Default Web Site", right click on "IVRSupervisor" virtual directory and select properties from the pop-up menu as shown in the figure below:

🝓 Internet Information Services	
File Action View Help	
Image: Second state of the	ame Path There are no items to show in this view.
Comparison of the state of	-
Refresh	
Opens property sheet for the curry Export List	
Properties)
Help	

III. In the "IVRSupervisor properties" window, select the virtual Directory tab (which is a default tab when we open the properties window). Make sure that "A directory located on this computer" option is been selected and see the path displayed in the "Local Path:" textbox is "<IVR Installed Root>\ Samsung Electronics\OfficeServ IVR\IVRSupervisor". If it has configured to some other location then click on browse button and map it to the following location "<IVR Installed Root>\ Samsung



WRSupervisor Propertie	25	? 🛛	
HTTP Headers Custom Errors ASP.NET			
When connecting to this resource, the content should come from:			
Logal Path: lectronics\OfficeServ IVR\IVRSupervisor Browse Script source access ✓ Log visits Ø Bead ✓ Index this resource Ø Write Directory browsing Ø			
Application name: IVRSupervisor Remove			
Starting point: <defa\uvrsupervisor< td=""> Configuration Execute Permissions: Scripts only Application Protection: Medium (Pooled) Unload</defa\uvrsupervisor<>		Configuration	
(OK Cancel	Apply Help	

Electronics\OfficeServ IVR\IVRSupervisor". As shown in the figure below:

If "IVRSupervisor" folder not present in the Installed root location then it might have got deleted, so reinstall the IVR setup and make sure you delete the existing virtual directory before reinstalling the setup. To delete virtual directory right click on the virtual directory "IVRSupervisor" in IIS as shown in the figure of step II, and click on delete option from the pop-up menu.

Incase, if "IVRSupervisor" folder exists even then you are facing the problem then IIS might have not restarted properly after the IVR setup has completed successfully. So to restart IIS follow the below steps and try accessing the web site then it should work fine.

a) Go to Start » Run command, type "cmd" and click OK to open the Windows command prompt as shown in the figure below:

Run	? 🔀
-	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	cmd
	OK Cancel Browse

b) Then type *iisreset* and press enter key to restart the IIS. As shown in the figure below:



C:\WINDOWS\system32\cmd.exe	- 🗆 🗙
C:∖}iisreset	
Attempting stop Internet services successfully stopped Attempting start Internet services successfully restarted	
C:∖>_	-
	• //

9. PrjIVRLicense.dll not registered.

This problem occurs if the PrjIVRLicense.dll is not registered properly by the setup. To troubleshoot this problem follow the below steps:

I. Go to start-> Run and type the below text:

regsvr32 "<IVR Installed Root>\ Samsung Electronics\OfficeServ IVR\Common\ PrjIVRLicense.dll"

After typing the above text in run command click on OK button as shown in figure below:

Run	2 🛛
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	¦egsvr32 "C:\Program Files\Samsung Electronics\OI 🔽
	OK Cancel Browse

II. After clicking OK button a succeed message should be displayed as shown in the figure below:

RegSvr32	
(į)	DllRegisterServer in C:\Program Files\Samsung Electronics\OfficeServ IVR\Common\PrjIVRLicense.dll succeeded.
	<u> </u>

If succeed message is not displayed and a failed message displayed then you might have not entered the path of the dll file properly or make sure the dll file present in the directory. If dll file not present in the above specified path then it might have got deleted, so you need to reinstall the IVR setup.

10. Steps to remove the old IVR Database if exists.

Installer prompts the user to remove the old IVR database during installation process. However, if installer is failed to remove the old DB then user needs to remove the old Database manually and configure new Database using IVR System Configuration application.

I. Login to SQL server instance using SQL server management studio tool.



II. Locate and select the IPIVRDB database, right click and select delete option from the pop-up menu to delete the database.

OR

- I. To delete and configure the IVR Database close all the application to make sure the IVR DB is no longer in use and launch the IvrDBConfig.exe application which will be present in the following location : <IVR InstalledRoot>\ Samsung Electronics\OfficeServ IVR\Common\IvrDBConfig.exe.
- II. After keying the valid server and login details, IvrDBConfig application will prompt the user to remove the old IVR Database then select yes to continue deleting the old database and create the new one.

11. Kindly send the following (I-IV are required for all errors) to contact Samsung for help with trouble shooting

- I. Error description with helpful images/error messages
 - A. Caller's Number
 - B. IVR Port Number
 - C. ACD Agent Number
 - D. ACD Queue Port Number, etc.
- II. IVR Scenario
- III. Increase the Corresponding module's log level to 5 and send the log under %IVR_HOME%\MODULE\log.
- IV. Ethereal log file of IVR Server
- V. If running with ACD, ACD Server log located under %ACD HOME%\Server\log, Link log under %LINK HOME%\log and ACD DB
- VI. If the error is related to Recording request from Agent, Agent log under C:\temp and %ACD AGENT HOME%\log