ANNOUNCEMENT BLOCK

Description

An Announcement Block contains recorded voice information. Each block may contain up to 15 minutes of recorded voice information for playback in an audiotext application. After playing the announcement, control is passed to the target of the NEXT pointer. This is either another announcement block, or back to the Audiotext Librarian Block controlling this announcement application. Each block, or group of announcement blocks, is associated with and managed by an Audiotext Librarian. The Announcement Block is commonly used to speak information to the caller which is updated on a regular basis.

To play an announcement block, a menu is used to collect digits from the caller that match the number of the announcement block, and then the menu block passes control to an Audiotext Librarian. The Audiotext Librarian calls the announcement that matches the digits entered by the caller.

Announcements may be up to 15 minutes long and can easily be added or changed by an authorized person calling from any Touch-Tone phone.

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ANNOUNCEMENT The name of the announcement. A block name can be any alphanumeric string up to 16 characters long (including spaces). A block name may not be the same as another block name.

ANN NUMBER The number representing this announcement. It may not be the same as the number of any other announcement. This range of numbers is a different range from the mailbox or extension numbers.

RETENTION REMAINING The number of days, from 1 to 999, that the SVMi-20E will retain an announcement, if it is not played. This is updated each time an announcement is played if the parameter Refresh Retention is set to 'Y' in the Librarian Block associated with this announcement.

Ann Text

LENGTH IN SECS The SVMi-20E automatically fills in the length of the recorded announcement. If nothing is recorded, this value is '0'.

RECORDED ON   The last date the recording was modified or, if unchanged, the original date of recording. This information is automatically filled in by the system.

TEXT   For convenience in recording and documenting what an announcement plays to callers, enter the exact wording of the recorded speech. If the recording is music or other non-speech audio, enter a brief description of the recording. This text has no effect on what is actually recorded in the announcement.

Activity

ANN PLAYS   Shows the total number of times the announcement has played during the "From - To" period.

FROM - TO   Indicates the period from the date when the Report Counters were last cleared to the current date. This page determines what happens to the call when the announcement has played.

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Operating Mode

OPERATING MODE   This is used to select an operating mode for programming the mode specific pointers. Examples of operating modes are Day, Night or Holiday. This field does not set the operating mode for the system, that is done in the Schedule Table. This selection allows you to program different destinations called event pointers for each mode. Press return on this field and all the mode blocks will be displayed. Choose the mode for which you would like to program. If you select 'Default' it means all the time - unless another mode is entered to override the default setting. If you want the same setting to be in effect all the time, simply program the 'default' mode and leave the settings for all other modes blank.

Call Director

This is used to program the target for specific conditions or events. In the case of the announcement block there is only one target. That is the 'Next' event. This determines what block the control will pass to after the current block.

CALLDIRECTOR EVENT POINTERS   To edit an Event Pointer, position the cursor on the event (in this case NEXT is the only available option) and press ENTER to bring up the Target Generator. Select and open the appropriate block type from the Target Generator pick list. This will be the destination to go to 'NEXT' highlight and open an existing block or create a new block. Press 'Ctrl + O' to review or edit the selected block.

NEXT POINTER   The next block to go to after an announcement has played. This may only be another announcement. If left blank, this announcement is the last to play unless a wild card digit was used to select a list of announcements to play (see the 'Audiotext Librarian' which is used to control Announcement Blocks). Once the last announcement has played, control returns to the audiotext.