

DIRECTORY BLOCK

Description

A Directory Block defines necessary information about how the system Dial-by-Name Directory will function. Note that in order for the directory feature to work the included subscribers must have recorded their names and entered DTMF values for them.

This information includes the maximum number of digits the caller may enter to search for an individual's name, the maximum number of names matching the caller's entry, and also, whether or not to speak the extension number of the matching name to the called party. The directory will search on extensions first, if no match is found then it will search mailboxes.

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Input Controls			Search Controls		
Maximum entry digits..... 3			Maximum number of matches... 4		
Wait for first digit..... 3			Search based on first name.. N		
Wait for subsequent digits: 3			Include unnamed objects.... N		
Repeat prompts if no entry.. 1			Speak name on exit..... N		
Retries if no match..... 2			Speak key value on exit.... Y		
			Verify before exit..... N		
Search Targets		Typ	Gp	Typ	Gp
		EXT	01		
		MBX	01		
Maximum number of digits the caller may enter for a search name					

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DIRECTORY The name of this block. 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.

Input Controls

MAXIMUM ENTRY DIGITS The maximum number of digits the caller may enter, to search for the target, the caller is trying to locate. This is usually set to three because most people's names do not have the same first three letters. This number can be between 1 and 10.

WAIT FOR FIRST DIGIT This is the amount of time, in seconds, the system waits for the caller to enter the first digit.

WAIT FOR SUBSEQUENT DIGITS The amount of time, in seconds, the system waits for the caller to enter the digits following his first entry digit.

REPEAT PROMPTS IF NO ENTRY The number of times the system repeats prompts if the caller does not enter any digits.

RETRIES IF NO MATCH This is the maximum number of names a caller may enter if no match is found on the digits the caller entered. If this occurs, it is considered an INVALID entry.

Search Controls

MAXIMUM NUMBER OF MATCHES The number of names played to the caller if more than one name matches the entry. The number can be between 1 and 8.

SEARCH BASED ON FIRST NAME When an extension is set up, generally people are listed by last name, comma, and first name. This parameter determines which part of the name (label) that will be searched for a match. Example name is entered in the subscriber list as Smith, John. If this value is set to N (no) the directory will search on Smith if this value is set to Y(yes) the directory will search on John.

INCLUDE UNNAMED OBJECTS If this parameter is set to YES, Search Targets with no recorded name will be included in the directory listing played to the caller. In this case, the SVMi-20E speaks the number of the Search Target. This could, for example, be an extension or mailbox number.

SPEAK NAME ON EXIT If this parameter is set to YES, the selected object's name is played to the caller prior to exiting the directory. If no name is recorded, the selected object's number is played to the caller. This could, for example, be an extension or mailbox number.

SPEAK KEY VALUE ON EXIT If set to YES, the selected object's number is played to the caller prior to exiting the directory.

VERIFY BEFORE EXIT If this parameter is set to YES, the system requests the caller to confirm the object selection before transferring the caller to that object. If set to NO, confirmation is not needed.

Search Targets

TYP This is a list of the Block Type priority for this particular directory system to search. By default, the directory will search for extensions first and then mailboxes. Director Blocks can be created to search Announcement Blocks and Fax Blocks on the SVMi-20E.

GP For each Typ that is entered you must select the Group Number where the selected Block Type should be search for. In almost all standard installations you will only search in group 01.

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Directory Control Prompts				Selection Prompts	
Enter name.....	0127	Press one.....	0118		
Target name prefix.....	0132	Press two.....	0119		
No matches found.....	0128	Press three.....	0120		
Invalid entry.....	0131	Press four.....	0121		
Press '9' for more names:	0126	Press five.....	0122		
Press '0' for a new name:	0129	Press six.....	0123		
Press '*' to exit.....	0130	Press seven.....	0124		
		Press eight.....	0125		
Directory Activity					
Accessed.....	0	No response..	0	0.0%	
Target Found:	0	Disconnect...	0	0.0%	
Escape.....	0	None found...	0	0.0%	
Prompt asking caller to spell the target's name on their phone					

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This page contains a list of the prompts that the SVMi-20E plays to the caller when the directory feature is being used. Highlight the prompt number and press 'Ctrl+O' to review the prompt text and usage. These prompts may

be edited. To use a custom prompt, highlight the prompt number to be changed, enter the new number, and press 'Ctrl + O' to bring up the Prompt Text Generator. Enter the desired prompt text and press ESCAPE to return to the directory screen. You must go into the Voice Studio and record the custom prompt before it can actually be used.

Directory Control Prompts

ENTER NAME The prompt asking the caller to spell the called party's name. This is the prompt you would change, if you wanted to ask the caller to enter the parties FIRST name.

TARGET NAME PREFIX The prompt spoken in front of the target object's name. "To reach..."

NO MATCHES FOUND The prompt indicating no matches were found.

INVALID ENTRY The prompt indicating the caller input is invalid.

PRESS '9' FOR MORE NAMES The prompt offering the caller additional matches.

PRESS '0' FOR A NEW NAME The prompt offering the caller the option to search for another name.

PRESS '*' TO EXIT The prompt offering the caller the option to return to the previous menu.

Selection Prompts

PRESS...(1...8) A brief description of the prompt that is played to the caller and its associated prompt number.

Directory Activity

This is a record of directory activity and may be useful for system planning or troubleshooting.

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Operating MODE.. 00	Calldirector				
Default	Event	Action	Typ	Gp	Target Name
	ESCAPE	Goto	MNU		Night Main
	NO-ENTRY	Goto	MNU		Night Main
	INVALID	Goto	MNU		Night Main
	AUDIOLIB				
	DOCLIB				
Mode number and name for pointers being edited or created					

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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 ENTER on this field and all the mode blocks will be displayed. Choose the mode 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. To edit any of the Event Pointers, select the Event and press ENTER to bring up the Target Generator. Select and open the appropriate Block type from the Target Generator pick list. Highlight and open an existing Block of that type or create a new Block. Press 'Ctrl + O' to review or edit the selected Block. The possible Events are:

ESCAPE POINTER The Block to go to if the caller presses the Escape digit to escape from an announcement (the Escape digit may be pressed anytime during the play of the announcement). It is recommended that the target Block be the initial MENU Block. This allows the caller to return to the main options.

NO-ENTRY POINTER This is the Block to go to if the caller is prompted to replay the announcement and does not enter anything.

INVALID POINTER This is the Block to go to if the caller enters data (DTMF) that is not recognized by the system

AUDIOLIB AUDIOLIB This is the Audiotex Librarian Block to use if ANN is selected as a Search Target (See page 1 of 3 - Search Targets).

DOCLIB This is the Document Librarian Block to use if FAX is selected as a Search Target (See page 1 of 3 - Search Targets).