QUERY BLOCK

Description

Query Blocks are used to create a "voice questionnaire". The SVMi-20E can be configured to ask the caller a series of questions, record the caller's voice responses and combine the responses into single, or multiple, voice message(s) that is (are) placed into one, or more, specified mailbox(es). Common applications are order entry, caller opinion surveys and information requests. To send the voice response to more than one mailbox, send the response to a list.

When the mailbox user reviews a message, recorded by QUERY Blocks, each of the responses is played back in the order it was recorded, preceded by a playback prompt (if used) to identify it.

The operation can be configured to offer callers the options of playing back, changing or confirming their response with DTMF commands or it can be programmed so that it requires no DTMF entries at all. When used in conjunction with MENU Blocks, sequences can be created which involve both voice and DTMF responses (e.g., "Dial 1 to order nails or 2 to order bolts").

The Operating Modes in the CallDirector section of the Query Block are used to provide the flexibility to handle calls differently for various modes of operation (typically at different times of the day). The CallDirector uses Event Pointers to pass control of the call.

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QUERY 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.

Query Script

To review or edit prompt text, highlight the desired field and enter the four-digit prompt number unless it has already been entered. Press 'Ctrl + O' to bring up the Prompt Text Generator. Edit the prompt text as necessary.

QUERY PROMPT This prompt requests a voice response to be recorded by the caller. It is followed by a short tone signal that indicates that the system is recording. Valid entries are 1000 - 9999, with blank indicating "say nothing". Example: "Please speak your name at the tone." (beep)...

EXIT PROMPT This prompt is given after the response has been recorded. It may simply say "Thank you" to acknowledge the response or prompt the caller to enter DTMF tones to playback, change, or confirm their response.

ERROR PROMPT This prompt is played if a system error occurs. The most common error condition is that the message storage disk is full. Example: "Sorry. The message storage unit is full. Please hold the line for assistance".

INVALID PROMPT This prompt is played to the caller when an invalid DTMF entry is made.

Query Script Controls

REPEAT QUERY (0 - 9) The number of times to repeat the query prompt if the caller does not begin speaking.

REPEAT EXIT (0 - 9) The number of times to repeat the Exit Prompt if no DTMF has been dialed.

AUTO REPLAY Set this parameter to Y to immediately play back the caller response. Otherwise, set to N.

LAST QUERY If set to "Y" a new message will be created for any subsequent queries during this call session. If this is set to "N" the responses to any additional queries will be appended to the message created during this call session.

Transcription

HEADER PMT This prompt is used when the message is being played back. It is followed immediately by the caller's recorded response. Valid entries are 1000 - 9999, with blank indicating "say nothing." To edit, highlight the desired field and enter the four-digit prompt number. Press Ctrl + 'O' to bring up the Prompt Text Generator. Edit or review the prompt as necessary. Example: "Name." (followed by the playback of the name recorded by the caller).

MAILBOX: The mailbox to which this response should be sent. If the same mailbox was previously specified by another QUERY Block (during the same call session and the parameter Last Query was set to 'N' in the previous Query Block) the voice response to the current query will be appended to the same voice message, forming a composite message. If the mailbox has not been used by another Query block or the parameter Last Query was set to 'Y' in the previous Query Block, a new voice message will be created.

To edit, press ENTER at this field to bring up the Target Generator. Highlight and open the appropriate Block type. Select a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block. If using Ctrl + O to 'O'pen a block for review, Ctrl + R will bring you back ('R'eturn) one block at a time.

Caller Interface

TAKE INPUT FROM This is a list of possible input types. This will usually only be Voice or in some cases DTMF.

Important Note: If you are going to set any Query Block to take Input from anything other then Voice you must set "Use 32/Kbit/s rate" to 'Y'. This will guarantee the accurate playing back of DTMF entries in a Voice Format during the transcription of the message.

MAXIMUM CALLER RESPONSE (1 - 999 SECONDS) The maximum length of recorded response allowed.

WAIT FOR VOICE RESPONSE (1 - 9 SECONDS) This is the time that the SVM will wait for the caller to begin speaking a response to the query.

WAIT FOR DTMF RESPONSE (1 - 99 SECONDS) The time to wait for the caller to enter a DTMF tone in response to the Exit prompt. The time interval begins after the prompt has been played.

Digit Assignment

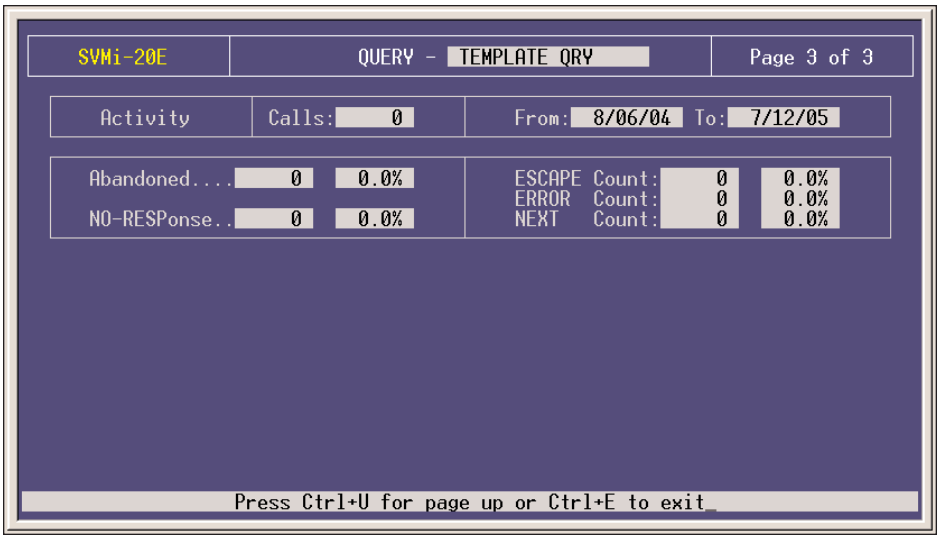
DIGIT TO PLAYBACK RESPONSE The DTMF digit that causes the SVMi-20E to play back the voice response, just recorded, to the caller.

DIGIT TO CHANGE RESPONSE The DTMF digit that will cause the SVMi-20E to repeat the query and allow the caller to change his response.

DIGIT TO CONFIRM RESPONSE If this is set to a valid DTMF digit, the SVMi-20E will automatically play back the response, just recorded by the caller, then play the exit prompt which should ask the caller to confirm the response by pressing this digit. Example: "Dial 3 to confirm your response or 2 to change it".

TERMINATOR DIGIT The digit to enter to indicate the caller DTMF entry is complete. This is usually the pound (#) key.

ESCAPE DIGIT If the caller presses this key, typically '✱', at any time during the query or exit prompt, any response to this query that may have been recorded will be canceled and the SVMi-20E will proceed immediately to the Block indicated by the <ESCAPE> pointer. This will have no effect on responses to other queries recorded during the current call.



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Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01-99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes. Pointers set in the Default Mode stay in effect unless overridden by the same Pointer set in the current Operating Mode. The SVMi-20E will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be Blued (grayed on a Black and white monitor) out to denote that they were not set in the current mode but will operate as indicated.

CallDirector Event Pointers

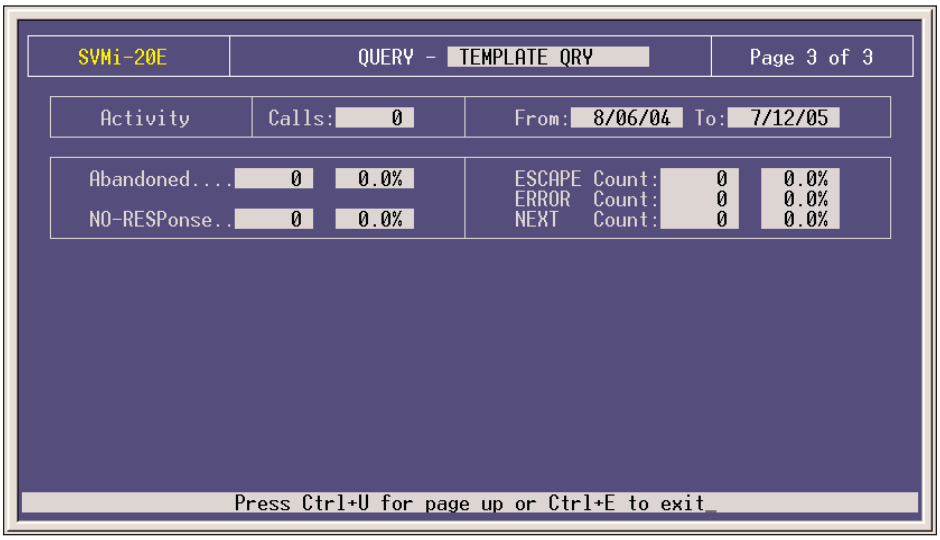
To make changes to the Event Pointers, highlight the desired pointer and press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type from the Target Generator pick list. Enter the Group Number. Select a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the Block.

NO-ENTRY POINTER The next Block to go to if no response was recorded (or if not confirmed and Digit to confirm response is set).

ESCAPE POINTER The next Block to go to if the caller presses the Escape Digit.

DISK-FULL POINTER The next Block to go to if a system error occurs. The most common error condition is that the message storage disk is full.

NEXT POINTER The next Block to go to after a response has been recorded (and confirmed, if Digit to confirm response is set). This should be the block containing the next question.



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Activity

CALLS The SVMi-20E shows the total number of calls this Block has processed during the period specified in the following range.

FROM - TO Indicates the period from the date when the Report Counters were last cleared till the current date. Applies to all call counts in this report.

ABANDONED The number of callers who hung-up during the time they were connected to this Block, prior to completing the Block's function, and what percentage of the total calls this number represents.

NO RESPONSE The number of callers who did not record a response or make any entry while connected to this Block, and what percentage of the total calls this number represents.

ESCAPE COUNT The number of callers who pressed the Escape digit while connected to this Block, and what percentage of the total calls this number represents.

ERROR COUNT The number of calls processed by this Block which encountered a condition which the SVMi-20E could not recognize, or were terminated due to a processing error, and what percentage of the total calls this number represents.

NEXT COUNT The number of calls processed by this Block, during which the Block completed its function and the caller was passed to the Target of the Next pointer, and what percentage of the total calls this number represents.