

SPEAK BLOCK

Description

The purpose of a Speak Block is to speak a prompt or system information to the caller. A Speak Block contains two prompts in addition to speaking system information. After speaking to the caller, control is passed to another Block based on the target of the NEXT pointer.

This Block is commonly used to speak a salutation to the new caller and is useful for verifying caller input before passing control of the caller to the next Block. An administrator may select system prompts or record customized prompts in the Voice Studio for use in this Block. Up to three prompts may be played, but only the first and third prompt positions in the sequence are prompts. The second position speaks a unique 'index' (or Register) value, which may be any one of the following: current time; today's date; voiced confirmation of digits entered by the caller; or the contents of one of the Call Session Memory Registers. This allows an administrator to create a scenario in which the caller enters their account number (in a preceding Menu Block) and the Speak Block plays "The account number you entered is 4788235. If this is correct, press 1. If not, press 3 to reenter it". This uses all three prompt positions, the second one playing a confirmation of the number the caller entered in the previous Menu. The third prompt implies a Menu Block function within the Speak Block, which does not exist. Instead, an Event Pointer labeled Next has targeted a Menu, which receives control immediately following the end of the third prompt. Options '1' and '3' are actually processed in this second Menu Block. Speak Blocks may be 'daisy-chained' to play an extended series of prompts.

The information contained within the Speak Block screen shown in this section is for discussion and display purposes only. One page houses all Speak Block parameters. The parameters are grouped by category as follows:

General Parameters

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Caller Script First Prompt:		Index:		Last Prompt:	
Activity	Total Calls:	From:		To:	
	0	8/06/04		7/12/05	
Operating MODE..00		CallDirector			
Default		Event	Action	Typ Gp	Target Name
		NEXT	Goto	MNU	Night Main
Number of the first prompt to play to caller					

Speak Block

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CALLER SCRIPT FIRST PROMPT The first prompt spoken to the caller. Allowable inputs are 1000 9999. Blank indicates "say nothing." Press Ctrl + O to review or edit the prompt text.

CALLER SCRIPT INDEX The system information spoken to the caller can be either, the system date or time, the current key value, or the value stored in the CID, FWDID, TRUNK, REG 1, etc...call session memory registers. If the Speak block is used to only speak a salutation to the caller, then this field is left blank. Press ENTER to bring up a pick list of valid entries. Select one and press ENTER.

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Caller Script First Prompt:		Index:		Last Prompt:	
Activity	Total Calls: 0	From:	04	To:	7/12/05
Operating MODE: 00	C PAN ctor				
Default	Event	A	REG1	yp Gp	Target Name
	NEXT		REG2		
			REG3		
			REG4	NU	Night Main
			DATE		
			TIME		
			NAME		
			EXT		
			MBX		
Use arrow keys to select and press ENTER					

LAST PROMPT The prompt spoken to the caller after the first prompt and/or system information is spoken. The allowable inputs are 1000 9999. Blank indicates "say nothing." Press Ctrl + O to review or edit the prompt text.

Activity

TOTAL CALLS 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.

LIST IN PUBLIC DIRECTORY A 'Y' in this parameter, and the recorded List name, allows the listing in the Public Directory.

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

NEXT POINTER This points to the next Block the SVMi-20E will execute after speaking the prompts. If the next Block is a MENU, any DTMF digits entered in the Speak Block will be carried forward to the MENU Block.

To make changes to the Event Pointer, highlight this field and press ENTER 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.