

THINKING OUTSIDE THE BOX IN CUSTOMER SERVICE

Watch for an article next month which shows how a firm effected by Katrina set up an emergency 24/7 Hotline using the ODT VISION VRU.

This month's newsletter is more technical in nature but shows how the control window feature of the ODT VISION unit was used to solve a real-life problem.

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Using a ODT VISION Control Window Script to Stop and Start Lines and Displays After an IPL

We haven't discussed the ODT VISION Control Window feature much in pervious newsletters. This utility allows the ODT VISION VRU to execute and perform functions off of a Clock/Day time or as a result of some event.

I recently showed my age when a new account called and said line sync with the display devices to their iSeries/AS400 was being lost after an IPL. I was thinking that you just varied the device off and on as it did in the old green screen days. The iSeries/AS400 would poll the device and as it saw line sync, the display would go to sign-on and the device status would go from pending to active with sign-on. I immediately started calling clients and got some surprising answers. The displays did not get a sign-on until Rumba was reinitialized and these users were all manually restarting the Rumba displays after an IPL. It wasn't until a phone conversation with one of our most trusted clients, Bob Romanko at the Univ. of Virginia, (a knowledgeable ex-IBMer) that a green light went off. Bob reminded me of something I already knew. Since the network connection over IP is virtual and not true SNA with logical address and logical matching devices, once the connection is broken, the AS400 doesn't poll and look for the devices. By restarting Rumba, you actually are polling the host from the desktop side. Sure

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enough, we set up a new unit in our own lab off ODT's "Old Toy" AS400 and saw this same result.

What is the Control Window

The Control Window is a special operator that can run a script which contains commands when the **ODT VISION** system starts or at other specified times. This allows you to perform startup and time related functions such as updating databases, uploading or downloading batch files, shutting down the system at certain times, and many other

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maintenance related functions. A Control Window script is created like any other **ODT VISION** script, except that phone related Commands can not be used. You create a script which is compiled and then assigned to the control window like any other script. Functions which are performed by the control window can be initiated off a time/day or event.

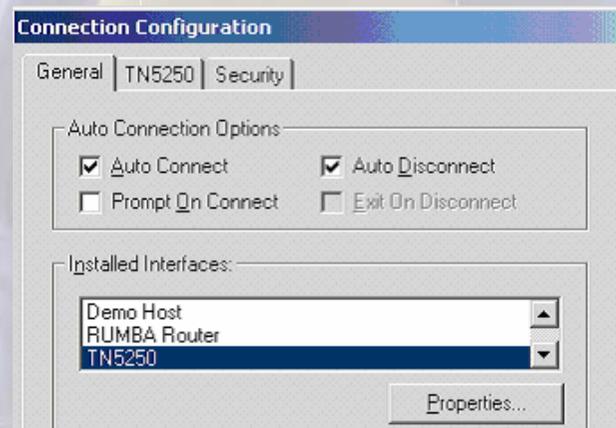
Possible Solutions

1. After an IPL where the sub-system is back up, have the operator just stop the Rumba Notebook Session by closing it (double click close icon) and then re-open it from the desktop shortcut icon. You could use the existing remote computer control program found in Windows 2000 or add a program like "PC Anywhere" where the operator can do this procedure from his/her desktop and not even go to the rack unit. This is the most simple solution and requires no additional work on anyone's part. In addition, it has the benefit that it forces the operator to look at the ODT VISION VRU screens to see if there are any error conditions.
2. Use the Control Window Script as shown below*. This would automate the process off a clock time for a day of the week. You will need to modify this sample script to fit your existing environment. This solution requires you to IPL at the same time and day of the week and is a problem if you don't always IPL at the same time.
3. Use a similar Control Window Script but modify it so that it doesn't run off a clock time but rather an activity such as the operator calling into the unit and going through a back door. For example, the system operator calls into the unit and enters a "*" key from the main menu followed by a security code. If this sequence happens, then the control window script does the program processes as listed in the original control script.

This control window solution would require version 5.0 or above of the ODT VISION software to execute remote program calls.

Configuring Rumba Properly

In order for you to either restart Rumba manually or with a control window script, you need the Rumba Notebook display sessions configured properly.



Download of freeware program

The ODT VISION software already had the start 3rd party program call within it (if on release 5.0 or above) but we didn't have a kill program so the following web site has a free-ware product we are using in the control windows script called "NIRCMD.exe". We ran an anti-virus program against it since it is not our product. You may want to use this program or use your own kill program. You can Download this program from this web site and put on the rack unit. <http://www.nirsoft.net/utills/index.html> **If you chose to download this program, ODT assumes no responsibility.**

Configuration of the Display Sessions

Configuration of the Rumba Notebook Tabs

In order for each display of the Rumba Notebook to start automatically, you need to have it set for auto connect and the display session to have the "Prompt On Connect" checked. Select "Properties" under the Rumba's Notebook pull down menu. Under the "Auto Activate Tab," make sure all the lines are checked. Finally, save the profile.

Purpose of This Control Window script

Basically, the Control Window Script runs of the PC clock and on a scheduled day and time, performs this routine.

1. STARTS RUMBA AUTOMATICALLY WHEN MONITOR STARTS
2. WAKES UP AT 1:00 AND 3:00 (You may change these to match your time and day of the week)
3. DOES NOTHING IF IT IS NOT SUNDAY
4. AT 1:00 KEEPS CHECKING LINES FOR END OF CALL
5. IF LINE IS NOT IN A CALL, TERMINATES THE OPERATOR SO NO NEW CALLS CAN COME IN ON THAT LINE
6. IF ALL OPERATORS ARE ENDED, TERMINATES RUMBA
7. AT 3:00 RESTARTS EACH OPERATOR
8. RESTARTS RUMBA AND WAITS FOR 1:00 SUNDAY

You are not done until you test

As important as the application design is for any script, whether it is for a phone line or control window script, it is just as valuable to design a good testing protocol. Here is the

testing etiquette we used.

READ EVERY STEP CAREFULLY

----- test 1

- 1) compile control script
- 2) attach script to control window, make it auto start
- 3) end monitor
- 4) REBOOT
- 5) make sure 400 is ready and DO NOT START RUMBA
- 6) start monitor

Verify that the control window started Rumba OK

----- test 2

- 1) set system date a day other than Sunday
- 2) set time for 00:59 (1 min before am)
- 3) wait 1 minute

Verify that it said "Not ending Rumba today"

That is because it is not Sunday

--- test 3

- 1) set time for 2:59
- 2) wait 1 minute

Verify that it said "Not starting Rumba today"

That is because it is not Sunday

--- test 4

- 1) set date for a SUNDAY
- 2) call a line with the line simulator or real phone line
- 3) keep the call active, don't let it hang-up or timeout.
- 4) set time for 00:59
- 5) wait 1 minute

Verify that every operator stopped except the line you called

--- test 5

- 1) hang up call
- 2) wait until next line check (30 seconds)

Verify that the last operator ended

Verify that Rumba and all sessions ended (use task to verify)

Ohio Data Transfer
200 East Campusview Blvd. 200
Columbus, Ohio 43235
3434323543235

Phone: 614-985-3814
Email: sales@ODTVISION.com



THINKING OUTSIDE THE BOX Get Your Own Demo Today

Go to www.ODTVISION.com to get your own demonstration of the ODT VISION Voice Response Unit which will run on any Windows based PC of Windows 98 or later with sound card and speakers. This is a simplistic order entry and shipment status system which is running off a Microsoft Access database. The demo is in the test mode and you will be using the "Test Phone" feature of the ODT VISION VRU to simulate a phone call to the data. Manuals and case studies are also available on the web site.

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HOW DO THEY DO THAT? Control Window Script for IPL

This example Control Window script shows how a ODT VISION system can be shut down between the hours of 1:00am and 3:00am on Sunday. You need modify the script for the number of lines in your unit. You will also need to modify the file locations paths to match your rack unit.

```

;=====
; **** NEED TO CHANGE NUMBER OF LINES
;=====
TotalLines = 24 ; number of lines in your unit
dq = CHAR 34
RumbaCall = "nircmd.exe shexec " & dq
RumbaCall = RumbaCall CAT "open"
RumbaCall = RumbaCall CAT dq
RumbaCall = RumbaCall CAT " "
RumbaCall = RumbaCall CAT dq
;=====
; **** NEED TO CHANGE PATH STATEMENT
;=====
RumbaCall = RumbaCall CAT "C:\Documents and Set-
tings\Terry Rogers\Desktop\as400.nbk"
RumbaCall = RumbaCall CAT dq
MSGBOX RumbaCall
;=====
; ===== 1:00am routine =====
;=====
; This routine wakes up at 1:00am.
ONTIME "01:00"
; If today is not sunday, just end the 1:00am routine
IF WEEKDAY <> 1 THEN
MSGBOX "Not ending Rumba today"
GOTO DoNotEnd
ENDIF
; Any line not in a call is stopped
; The routine keeps executing until all lines have been
stopped.
RETRY:
linect = 1
busy = FALSE
LOOP:
incall = LINESTATUS linect
dsp = "LINE " & linect
; If line is in a call (2), do nothing
IF incall = 2 THEN
busy = True
dsp = dsp CAT " BUSY"
; If line is idle (1), stop the line
ELSEIF incall = 1 THEN
LINESTOP linect
dsp = dsp CAT " IDLE..STOPPED."
; Line is not currently running...nothing to do
ELSE
dsp = dsp CAT " ALREADY STOPPED"
ENDIF
MSGBOX dsp
linect = linect + 1

```

```

msgbox " Have we processed all lines?"
IF linect > TotalLines THEN

; If any lines were still busy, wait 30 seconds and try to
stop them again
IF busy THEN
WAIT 30
msgbox "Some lines are in a call...retry"
GOTO RETRY
ENDIF

ELSE
; Do the next line
GOTO LOOP
ENDIF
MSGBOX "No lines are in a call"
; Stop Rumba notebook
EXECUTEPROGRAM "nircmd.exe killprocess wdnotbk.exe", 10
WAIT 10
; Stop Rumba sessions
EXECUTEPROGRAM "nircmd.exe killprocess wddspag.bin", 10

DoNotEnd:
ONTIMEEND
; ===== 3:00am routine =====
; This routine wakes up at 3:00am.
ONTIME "03:00"
; If today is not sunday, just end
IF WEEKDAY <> 1 THEN
MSGBOX "Not starting Rumba today"
GOTO DoNotStart
ENDIF
; Start Rumba notebook
rtnval = EXECUTEPROGRAM RumbaCall, NOWAIT
IF rtnval = -1 THEN
MSGBOX "RUMBA COULD NOT START"
ELSE
dsp = "RUMBA STARTED...RTN CODE:"
CAT rtnval
MSGBOX dsp
ENDIF
WAIT 5 ;**** MAY NEED TO EXPAND DUE TO YOUR NUMBER OF LINES
; Start each line waiting 10 seconds between each
linect = 1
LOOP2:
LINESTART linect
WAIT 10
linect = linect + 1
if linect <= TotalLines then
GOTO LOOP2
ENDIF
DoNotStart:
ONTIMEEND
; ===== MONITOR Startup routine =====
; Anything placed in this script between here end the
; END command will execute only on a restart of the
; ODT VISION Monitor program ; Start Rumba notebook
rtnval = EXECUTEPROGRAM RumbaCall, NOWAIT
IF rtnval = -1 THEN
MSGBOX "RUMBA COULD NOT START"
ELSE
dsp = "RUMBA STARTED...RTN CODE:"
CAT rtnval
MSGBOX dsp
ENDIF
; An END command must be present at the end of a
control script
END

```