

Merry Christmas & Happy Holidays



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Documentation of Your ODT VISION Telephony Application Is a Critical Part of the Design & Support Mechanism

If you have ever seen Bill Murray's movie, "Groundhog Day", you know what it is like to bring up a new ODT VISION Voice Response Unit to provide some type of IVR solution. Although each client and their applications are unique, we always follow the same process and just like the movie, do this same process over and over again.

- Educate the Client on what the ODT VISION VRU is and does
- Define the client's application needs, systems, and connectivity issues
- Define future trends and needs
- Obtain a project leader who we will work with to implement the initial application and train fully on implementation, customization, and system support
- Document the application



The requirement for this documentation phase can be overlooked on many computer projects, but it is perhaps as important as the actual customization itself. Obviously, the project leader knows the IVR solution backwards and forwards. We work with this individual to perform the implementation and they are

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generally a "go-to" contact for everything. **But what happens when this project is passed off to someone else due to a redistribution of duties or if that associate is no longer with the firm?**

The documentation which defines your ODT VISION VRU IVR application will be greatly appreciated when there is a new project leader or you need to review current IVR applications at a later date. This documentation can be simplistic in nature. It could even consist of a three ring binder or files & documents stored on a server under a folder entitled, "ODT VISION VRU Applications". **We recently started a project with a new client who wants to replace their existing VRU system with the ODT VISION VRU to have the ability to customize & change their current application and also to**

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take advantage of the newer technology available through the ODT VISION VRU. This firm's contact was new to the company and the individual who had originally setup their IVR was now gone. They had a word document which supposedly defined the application but it was fifty pages of a flowchart which was basically circles with numbers in them. The flowchart was not really useful as the values and what each circle meant was not defined and the format of the images within the flowchart was off so the lines to and from the circles didn't even connect. There was none of the critical elements necessary to define the application found in this document. Basic elements of your application definition are:

1. Synopsis & talking points of application
2. Flowcharts
3. Listing of all voice prompts
4. Description of equipment, peripheral devices, 3rd party software products, and elements used by the application
5. Description of system/platforms used for connectivity, application software screens or databases which provide the data used by applications
6. Contact information for vendors and support personnel
7. Product orientation manual
8. Current configuration detail listing
9. Code/customization script for each of the current applications
10. Condensed outline of future phases and battle plan of how current application was achieved



Synopsis

We start assembling the documentation from the start while we are defining the needs of the solution. In a new application, this starts by defining the users and what their needs are. This will vary upon the type of user and even by how and when the system will be used. We use the application design phase to also train our new project leader on the ODT VISION VRU solution. The successful implementation of our solution will depend on a complete understanding of the elements and the needs of the application. A brief synopsis of the application will be helpful when someone new is introduced to the project, if in the future we need to make changes or additions to the application, to request assistance from outside talent or to promote the system to our IVR's users. Many times we may come in to replace a competitor's VRU system and you would be amazed as to how many times the client doesn't know what they have, how the system was customized, what it connects to, or even what it does. In a replacement VRU application, most firms want to start by mainly cloning the existing application and making enhancements. Once you have assembled all the details of your IVR project, it is a simple task to write a brief synopsis of your application which contains all the talking points so anyone could understand what this application is about.

The better your documentation, the easier it will be for someone else to follow-up



Flowchart

The flowchart has many different functions. Initially, it can be used to share with associates to see if the project being defined meets all the needs required in the IVR solution. It is also used in the customization phase for the developer to make sure all the logic required is contained in the customization script. Finally, it may be reduced to a simple form which is used for training of the users if that is required. We use Microsoft Visio to create these flowcharts and trade flowcharts back and forth during the system design phase. The flowcharts will contain:

- The logic of the user's call flow
- Menu/Sub-Menu prompts & options
- Voice prompts
- Elements for the capture/insertion of data values as the user progresses through the call
- Any exit routines
- Any logging or audit procedures
- The sub-routines, goto routines, or conditional statements
- Future enhancements or future applications which will be added to the current application



Listing of Voice Prompts

The acronym of "IVR" stands for Interactive Voice Response. What this means is that the system contains voice prompts, which are provided based on the logic of the routine in order to provide real-time interaction with the information in the system that the VRU is connected to. In the ODT VISION VRU, these voice banners come from recorded voice files which are referred to as "Outbound" voice files. These outbound voice files are recorded as "wav" files and then converted using our voice file manager to "vox"

format for use within the unit. It is useful to have a listing of these voice files and the text which they say. By having a listing of all voice prompts, it will assist in the design of the application, the recording of these voice prompts, and whether any voice files are missing from those created in the flowchart and the customization script.

Description of Equipment

A simple description of the equipment, peripheral devices, 3rd party software products, and additional elements used by the ODT VISION VRU may be contained in the synopsis or be an separate document. Number of lines, phone numbers of the phone line extensions, and LAN connections need to be noted.

Description of Connectivity

This document should contain details on what each application is connected to & how. It should also cover what security issues are in place and how to re-establish connection of this data link is lost. Since the ODT VISION VRU provides both screen scrapping to IBM host systems, ODBC connectivity to databases, and 3rd party program calls, this could be concurrently multiple types of connectivity even in the same application.

Contact Information

When something goes wrong, it is important to know who to contact to get help. This can be the project leader's contact information, the helpdesk, the vendor's helpdesk, or even a 3rd party consultant. Having all this information in one place will help when there is actually an failure or true emergency.

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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.

Improving Customer Service Affordability

Get free project analysis regarding your telephony application or submit technical questions at:
TechSupport@ODTVision.com
Or Call: 614-985-3814



IBM Solution Connection..
Integrates solution information
with IBM eServer, software and
TotalStorage technology



<http://www.developer.ibm.com/gsdod/solutiondetails.do?solutionId=25001&lc=en>

http://search400.techtarget.com/productsOfTheYearWinner/0,296407,sid3_gci1157611_tax302575_ayr2005,00.html

Product Orientation Manual

The replacement of the ODT VISION VRU project leader was so often repeated that we created a separate manual which is called "The quick reference guide". The information found within this manual is not new and is contained in the other manuals but this manual is an aid in the training of new personnel who take over the ODT VISION applications as everything is condensed. With a brief review of this document, anyone can now perform system administration of our product.

Current Configuration Listing

All lines could be running the same script or different group of lines could be configured to run off different hunt groups and these extensions are linked to different application scripts. Once again, the project leader who was involved in the initial customization most likely knows this configuration but a "config" listing would be an aid for someone new or if that initial setup was years ago.

Customization Script

Your own voice response applications can be created using the script compiler. ODT VI-

SION® uses an easy to learn "Basic" - like scripting language allowing you to quickly create your own voice applications from any display screen application from the ISERIES/AS400 or linked from micro databases. This is more like writing an Macro then creating code and can be done by anyone even if they don't have previous programming experience. All scripts should be stored for future reference and are also needed if you need to contact our support personnel regarding a problem which you need assistance on. A review of the current script is also needed when considering future enhancements or changes.

Future Game-plan

Doing the application design phase and ODT VISION implementation stage, we always create a battle-plan as to what is to be done, who is responsible for what, the needs of the current application, and what the future applications or phases look like after we implement phase 1. This may even show in the flowchart on separate pages or in different colors.

If you take the time to document your project, it will be easier to perform maintenance and make changes in the future by anyone. This documentation process will be efforts well spent and will be useful on so many levels. ■