

Ohio Data Transfer

THINKING OUTSIDE THE BOX IN CUSTOMER SERVICE

Warning, DO NOT LOAD THE NEW MICROSOFT EXPLORER 7.0 INTO YOUR ODT VISION UNIT. TURN OFF AUTOMATIC UPDATE SO IT WON'T LOAD AUTOMATICALLY!

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The ODT VISION VRU is Built Around Microsoft Standards which Is Good but Can Also Be Bad

A few years ago, a team from IBM was in town and we were in the process of becoming an IBM Independent Software Vendor (ISV). This certification process consisted of three distinctive segments. The first was a review of the actual solution by a technical team. The second element was a telephone interview with an actual customer of the ODT VISION solution. This was followed up with a series of interviews with us on how our product is marketed and supported. Yearly follow-ups are performed which insure that we continue to maintain the required IBM's standards including a yearly new customer's application for each current year. *I am pleased to announce that we were just renewed as an ISV.*

During our initial IBM interview, the question was asked, "You keep talking about the ODT VISION VRU being built around Microsoft Standards and this is what your developers pay most attention to....Why is your product so tied to Microsoft?" To understand the answer to this question, you must first understand what the ODT VISION VRU



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solution is and how it performs its functions. **ODT VISION®** for the **IBM i/SERIES/AS400** is a revolutionary product that allows two-way telephone access to your **IBM i/SERIES/AS400** or **Micro Database**. With **ODT VISION®**, every touch-tone phone in the world becomes a remote terminal on your Data. The ODT VISION VRU is like a stereo unit which blends components such as speakers, CD player, tape deck, and receiver to provide a complete system. Basically, the ODT VISION blends together Intel/Dialogic Voice cards, Microsoft software components, your applications or application data, and customized scripts to provide this total telephony solution.

There is no IVR solution in the market place today that offers the affordability and easy of customization

Why is your product so tied to Microsoft? To understand the answer to this question, you must first understand what the ODT VISION VRU solution is and how it performs its functions.



which our solution provides. Our clients can do their own customization and in-house can make any changes, which are required. Built within each new release is the ability to migrate from previous versions by simply re-compiling the customization scripts.

Over the years there has been a trend with each new generation or release of the ODT VISION software, to be more intertwined with Microsoft standards. Development never happens in a vacuum and is driven by current technological standards/trends, marketing, and client's requests.

Current Technological Standards

By wrapping our software around Microsoft Standards, it achieve several benefits.

- We add license Microsoft products to our unit to add functionality to our solution
- 3rd Party software products that meet Microsoft standards can be blended into our solution to add functionality or to allow our customers to have affordable options.
- This gives our solution openness, with the ability to connect to various platforms, databases, or even sensors
- Microsoft applications are so well known, that users feel comfortable when they see these products incorporated within our system

To better understand these points, break down the actual components which make up a ODT VISION VRU unit. The ODT VISION software is loaded on a custom build 19" rack unit which runs XP. We also have units running Windows 2000 and some few Window 98 & 95 systems left.

Microsoft OS

Whether your unit is on the current XP OS, Windows 2000, or Windows 98; the ODT VISION software uses standards found in that OS to



work with
the
various

components loaded in the system. **The cutting edge is the bleeding edge, and we will not do any move to the new OS of "Vista" for a year or better.** Most changes in the OS that we ship our solution on are the result of new features or standards in the OS to add new functionality to our unit. We do build in a upward migration but you may not have the ability to do a current ODT VISION release feature on an older unit running on an older OS. That OS needs to support that feature. The ODT VISION software uses these standards and build API's to the various components.

Intel/Dialogic Voice Cards

The first critical part of the system is the Intel/Dialogic Voice Cards. These cards connect to the client's phone environment and plays voice prompts. The caller's input allows the user to navigate through the applications and interact with the application or data. The ODT VISION uses the Intel/Dialogic Configuration Manger Program which handles the card's administration in conjunction with our software API to allow the ODT VISION software to interact with the hardware and phone connections. The voice card detects the caller input, status of phone connection, and can even allow call transfers out of the IVR application to a live customer service representative on most PBX phone environments. The Intel/Dialogic uses a container to store all configurations and



various system settings. This is stored in the ODT VISION.mdb which is an Access Database type of data storage.

Microsoft Access & the ODT VISION.mdb

If your application requires either a live ODBC link or you plan to run a batch application to a database table within the ODT VISION.mdb, you will need to load Microsoft Access to establish this link or import these tables. With Microsoft Access, you can open a view these tables or make modifications.

Microsoft current is having a problem with the new Explorer 7.0 that is applying some new dlls which are having a negative effect on various office products. We have an existing customer whose unit automatically loaded Explorer 7.0 and then the lines were doing funky things when they were started and stopped. We unloaded Explore 7.0 but the only thing we could do to make these inconsistent problems go away was to flush and fill the unit. **THIS NOTE IS FOR ALL EXISTING ODT VISION SYSTEM USERS... Turn off automatic update and do not load Explore 7.0!**

ODT VISION Compiler & the ODT VISION.mdb

Your own voice response applications can be created using the script compiler. ODT VISION® 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 customization is more like the creation of a macro than creating code and requires no previous programming experience. When this customization script is compiled, it is stored in the ODT VISION.mdb.

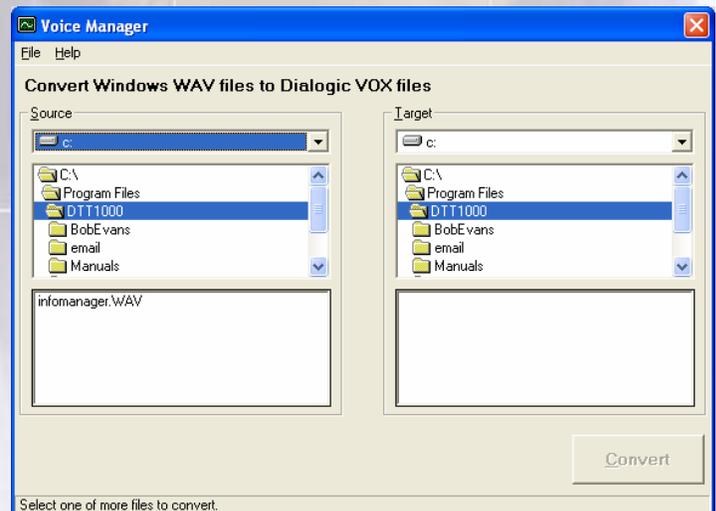


Test Phone

Simplifies development and allows user to change and test on second PC without disturbing production unit.

Voice File Manager

In the Test Mode, you can use the Test Phone to simulate a call and the voice files are in a "wav" format which can be recorded using any standard recorder to create a Microsoft standard "wav" file. To use these same recorded prompts in the production mode, you need to use the ODT



VISION Voice file Manager to convert the files to the Vox file format required by the Intel/Dialogic cards.

Microsoft Outlook

If your application requires the sending of emails or faxes, we load a license copy of Outlook on the unit as an option. Most LAN fax servers can be driven by Outlook.

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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
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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

Microsoft SAPI 5.1

Our addition of the ODT VISION option of "Text to Speech" function in version 6.0 is an example of the ODT VISION VRU adding a new feature by meeting a new Microsoft standard. This uses the Microsoft **Speech Application Program Interface Standard of 5.1**. This standard requires a Microsoft OS of Windows 2000 or newer. Since our TTS is Microsoft SAPI 5.1 compliant, you can go purchase inexpensive voice file dictionaries from 3rd party sources as long as they support the Microsoft SAPI 5.1 standard.

Visual Basic

The ODT VISION VRU system was created using Visual Basic. One feature not widely know by most of our customer is that we support VB API to sensors and when this is combined with our third party program calls and the ODT VISION control window (scheduling program found in the ODT VISION

VRU) your application can poll sensors and either build database tables or take perform a proactive callout, email, text-message or action if a sensor reading is out of line with predetermined levels.

Marketing & Client's Request

New features and benefits come from also appraising the competition and following the request of clients as to what they now want the unit to do. Many of you have heard me talk about putting items on the Christmas Wish List and if this enhancement truly improves our unit against our competition or would benefit existing and new users, there is a good chance that the next release of the ODT VISION software will embrace this change. As said before, "development is driven by Marketing". I can look at many of the elements & features of our solution and tell you which customer requested that. Sometimes these new enhancements will mandate a change in the OS currently supported but we don't make that change just to change the OS. It is normally driven by a need. I hope this newsletter helps you understand the components of the ODT VISION VRU. ■