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*.

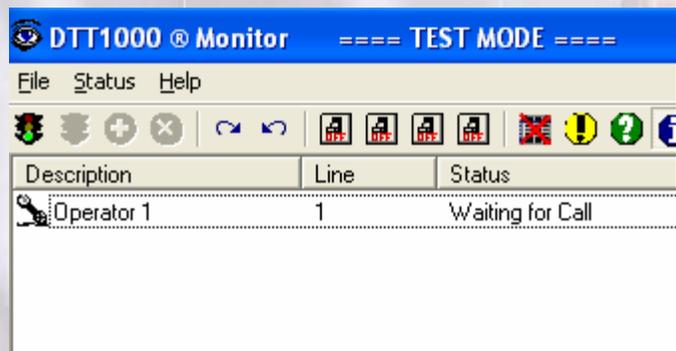## The ODT VISION VRU Offers a "Test Mode" That Offers Unique Benefits To Users

Your first introduction to the ODT VISION VRU solution may have occurred when you downloaded our software from the web site and ran the simple order entry/shipment status application that comes with the software. All that is required to do this is a Windows base PC with a soundcard and speakers. Many times this first glance is during a conference call where we interact with the future client during this demonstration. We cover all the benefits, system administration, methods of customization and features, so the potential customer knows how our solution will best fit their needs. The ability of the software to function in the "Test Mode" allows us to not only provide a real life demonstration, but this PC can also be used in the future as a desktop where customization and testing can be preformed. The "Test Mode doesn't require phone lines to or disruption of the existing production unit. If your firm needs to meet Sarbanes Oxley standards, the "Test Mode" allows development and testing without working with live data. With the "Test Mode", any new application can be developed and then ported over to the production unit where the Sarbanes Oxley's security standard is met.

There are inherent differences between the ODT VISION software in the "Test Mode" and when the ODT VISION software is ran in the

"Production Mode". When the software is started and there is no "Security Hasp" key found, it will immediately go into the "Test Mode". This prevents someone from taking advantage of our free software download by adding Intel/Dialogic Card(s), trying to create a ODT VISION unit. The Monitor program will tell you when you are in the "Test Mode".

The "Test Mode" allows development and testing without working with live data or the actual production unit. This is beneficial if you need to meet Sarbanes Oxley Standards.

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Limitations of "Test Mode"

The Test Mode makes the software perform differently. First, it doesn't load the API to drive the Intel/Dialogic card as already mention. Also it controls the monitor program where only one line can be started or configured. If your application requires the use of Microsoft Outlook for e-mail or fax support, the "Test Mode" doesn't load the API for Outlook. Since there may be no phone lines connected or Intel/Dialogic cards, call transfers can not be done in the "Test Mode".

Setting up a "Test Mode" PC for Development

The ODT VISION software can be loaded on a secondary PC for development and testing while the primary unit is in production. If you are doing a HLAPII screen scrape application to the IBM iSeries/AS400 display screen application, this "Test Mode" PC needs an AS/400 Rumba 2000 connection. Follow the ODT VISION AS400 Developer's Addendum Manual on how to set up Rumba. The development PC is required to have a Sound Card of some type for recording and playing the voice files in the script routine. This PC doesn't have to have the dialogic card, hasp security key, or phone lines.

Test Phone

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

Test Phone

In the Test Mode, you use the Test Phone to simulate a call. 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.

Ways to Simulate "Production Mode" in the "Test Mode" PC

There are some tricks that allow you to simulate "Production Mode" features required in your application on a "Test Mode" PC.

Call Transfer

We can not actually do a call transfer in the "Test Mode". In the "Test Mode" the API to the card is not loaded. Use the diagnostic tool of the "MsgBox" functions to show at this point that the call transfer would be done.

; goto calltransfer ; call transfer routine is commented out with the "semi-comma"

Msgbox "At this point, the call would be transferred"

Sending a Fax or E-mail with Outlook

To prevent users from downloading our free software sample and creating a free mail server off their IBM host, the ODT VISION software does not load the API to Outlook and also doesn't start the e-mail server side of the unit. You can still add this function to your script during the customizing process and see that it is working. There is a folder under the ODT VISION program group called e-mail.

WWW.ODTVision.com

Even though the e-mail server will not function in the "Test Mode", files will be created in this folder. In the production mode, these files are merged into the licensed copy of Outlook, if you purchase this ODT VISION option. With notepad, you can look at the e-mail merge file which has been created using the "Test Mode" and the e-mail syntax of the ODT VISION script customization.

CallerID

Since the "Test Mode" is not using a phone line, the only CallerID which will be supplied is a hard coded CallerID of "614-555-1212 that the "Test Phone supplies. We recently had a new account which needed to test the CallerID because they wanted to block out certain phone numbers from a database table. For their customization in the "Test Mode" environment, they had to use this CallerID value in their database table for the execution.

Recording Audio Files

In a normal "Production Environment", where the dialogic cards are used with phone lines, we have the ability to record audio files. You can simulate this in the "Test Mode" environment by speaking into a microphone instead of the telephone headset as you would in the production environment. The script can also use a variable to determine whether you are in the "Test Mode" or the "Production Mode".

```
 EnvironmentStatus = "Test Mode"
;EnvironmentStatus = "Production Mode"
;=======================================
; record the problem
;=======================================
RecordProblem:

Voicefilesloc = "C:\Program Files\ODT VI-
SION\recordedfiles\"
Problemfile = voicefilesloc & trackingno
problemfile = Problemfile & "Problem"
Problemfile2 = Problemfile & ".wav"
```

```
Problemfile = Problemfile & ".Vox"
Rtn = Play "RecordProblem.vox",0,"@"        ;
      "Please describe the nature of your
             problem
Rtn = Record Problemfile, 0, "@", 30, 2,
true

If EnvironmentStatus = "Test Mode" then
    msgbox Problemfile2
    wavvox problemfile2
Else
    Msgbox Problemfile
    Voxwav Problemfile
endif
```

Things to Do if Moving from "Test Mode" to "Production Mode"

If you are starting in the "Test Mode", and you need to run the application in the "Production Mode", you will need to do the following:

- Move the script and wave files to the "Production" Environment
- Convert the wav files to the "vox" file format using the ODT VISION voice file manager
- Compile the script and set the script to the proper lines using the "line properties" configuration feature
- Install the security hasp key and take the unit out of the "Test Mode" environment under the status pull down menu
- Connect the phone lines to the dialogic card(s)
- If using the Outlook feature for e-mail or fax support, start the e-mail feature under the "line properties" configuration feature
- Start all the lines
- Call into the unit using the real phone lines instead of the "Test Phone" used in the Test Environment.

In years past, IBM would sell firms two AS400s. One for production and a second smaller unit for development/testing. By using the "Test Mode" feature of the ODT VISION you are simulating this same scenario without us charging you for the additional unit for testing and development. It is just easier to do customization at your desktop instead of standing in a cold noisy computer room in front of a rack unit.◘

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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

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Once you have installed the HASP Security Key, you can take the Unit out of Test Mode by un-clicking the Test Mode from the Status Pull Down Menu. From the Line Properties icon, you can then add lines, configure lines and configure the email client.