Vision Voice Vantage, Inc.

THINKING OUTSIDE THE BOX IN CUSTOMER SERVICE

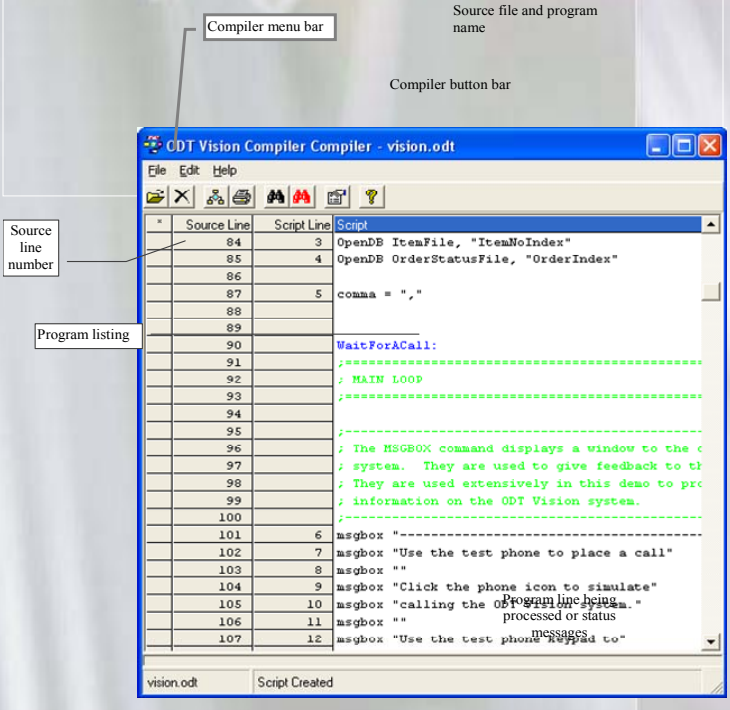
This newsletter is mainly aimed at exiting customers who plan to migrate to the new solution from our legacy solution but it would also be helpful to a new customer in understanding how our unit works. It is kind of a white paper on how to migrate to ODTVision.

Volume 7 Issue 58
11/30/2009

Moving from the ODT Legacy Product to the New ODTVision

For the past fifteen years we have offered one of the most affordable, easiest to customize, scalable and dynamic Voice Response Units in the marketplace today. As Bill Gates once stated in an interview, "You are only as good as your latest product." We have a long range plan of where our IVR solution needs to be and it required a complete rewrite of the older legacy system that was based on technology from the 90's.

Inside this issue:



ODT VISION® Compiler main window

The number one goal in this new product would be that there was a built in migration path for existing clients. We have held true to that principle. As is often the case, our solution enhancements many times come from our users and their suggestions. At an IBM business partner meeting a few years ago I made a statement that mystified many in attendance, "Development doesn't happen in a vacuum, it is driven by marketing." This newsletter will cover some of the new enhancements to our solution as well as elements that an existing customer needs to consider when migrating to the new ODTVision release.

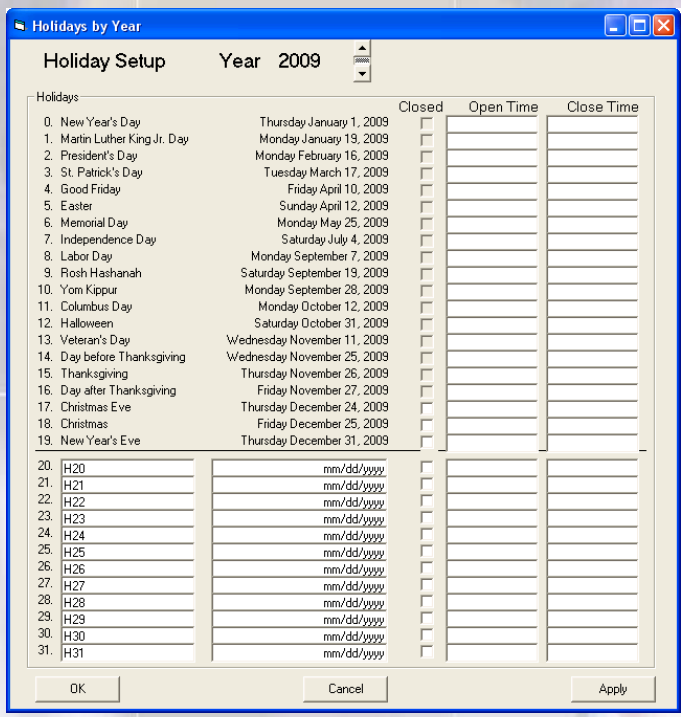
First, all existing customization that a client has done in the past may be used in the new release. You will make some minor changes and then compile the script. The compile process as seen on the left is much the same as you have used in the past.

There are two general elements that have to be changed in existing scripts. First we now use an ".odt" extension instead of the traditional ."dtt" extension for the script naming. Secondly, ODTVision uses only wave files. This was done as the conversion to Vox was just another step that our users had to do and the conversion sometimes lead to poor quality in the voice files. We now use the native ability of the dialogic card to support wave file format. ALL VOICE FILES MUST be 11khz, mono, 8 bit, ".wav" files. Vox files are no longer supported. You will need to check the format of your current voice files and either convert them to .wav files or re-record them in this format. You can do this with the copy of WavePad supplied with the unit or with the Windows recorder program by opening the file and saving them under the required format. Next take your exiting script and with the "find/replace" feature replace all ".vox" extensions with ".wav" extensions.

Another big change will affect many of our IBM midrange system users who previously used Rumba to perform HLAPI screen scraping for legacy green screen scraping applications. We heard from many users that they wished we used IBM's own Client Access, as our unit was the only server within their environment that used Rumba. We heard that request and the solution now supports Client Access as our emulation session. We still have a display session with HLAPI shortnames for each active line.

Another request was for enhancements to the scheduling function of the IVR. The old control window required the user to write a script to do the scheduling of may functions like import, re-boots, shutdowns, etc. The was a limitation as only one script could be created. We now support using the functionality found in Windows XP Professional OS to allow multiple scheduling functions.

The new release also has enhancements to the Office Open/Close functions. Not only have more holidays been added but you can now define hours of operation for those days as well as eleven custom holidays that you can define.



Once the holidays are entered, they will automatically change from year to year for the proper date. See the manual for more detail on this feature.

IBM's Client Access is Now Supported

We heard that request and the solution now supports Client Access as our emulation session.

Vision Voice Vantage, Inc. is a certified ISV for IBM. Visit our web site on IBM.com at
http://www-304.ibm.com/jct09002c/gsdod/solutiondetails.do?solutionId=25001&l

The debugging mode has been further enhanced to show detail of what happens with each line of code within the script as it interacts within the IVR application and with the computer hardware.

- You first select level 5 which has always be considered the debug mode.
- You must also turn on the system logging.

A sample of the log file when in debug is listed below:

```
2/12/2009 9:45:49 PM  Line #1 Script Line #1 - On Hangup
2/12/2009 9:45:49 PM  Line #1 Script Line #2 - Waiting for
Call
2/12/2009 9:45:57 PM  Line #1 Script Line #3 - Off Hook
2/12/2009 9:45:57 PM  Line #1 Script Line #4 - add file to
playlist: C:\Program Files\ODT Vision\Voice Files\Start.wav
2/12/2009 9:45:57 PM  Line #1 Script Line #5 - Set Variable
start = 2/12/2009
2/12/2009 9:45:57 PM  Line #1 Script Line #6 - Playing
C:\Program Files\ODT Vision\Voice Files\Start.wav,
2/12/2009
2/12/2009 9:45:57 PM  Line #1 Script Line #6 - speak date:
2/12/2009
2/12/2009 9:46:04 PM  Line #1 Script Line #7 - Playing
C:\Program Files\ODT Vision\Voice Files\SelLang.wav
2/12/2009 9:46:10 PM  Line #1 Script Line #8 - Get Digits:
rtn = 1,#,10
```

Another request from our users brought a change in the way the unit supports multiple foreign languages. In the legacy unit the foreign language system voice files were found in containers. You would record the voice files and then import them into the container. If you wanted to change a system voice file, you had to first export the voice file, re-record it and then import it back into the container. Even the outbound voice files needed to be converted to the ".vox" file in our legacy unit. As stated before, we simplified this process where no ".vox" conversion is required. The same is true for the system files and here we removed the need for a container and the system voice files are just in the proper folder.

Outbound voice files location
For English:
C:\Program Files\ODT Vision\Voice Files
i.e. Spanish
C:\Program Files\ODT Vision\Voice Files\Spanish
System voice files location
For English:
C:\Program Files\ODT Vision\System Voice Files
i.e. Spanish
C:\Program Files\ODT Vision\System Voice Files
\Spanish

Coming in the future

The re-write of the ODTVision product is based on current technology and allows us in the near future to support .net compliance, VOIP, and a host of other features and enhancements. We are currently still using a Microsoft Access database for ODBC connectivity , but soon we hope to announce a true SQL database as well as customization available through SQL calls. All of these enhancements improve how the ODTVision system works and enhances our IVR solution. We thank you, our customers for your feedback as it is why our solution is so well liked within our IBM community. ◘

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THINKING OUTSIDE THE BOX

Get Your Own Demo Today

Contact us to get your own demonstration of the ODT VISION Voice Response Unit. This demo application 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:
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Example of Multi-language support

```
on hangup goto endscript
start:
waitforring 1
offhook
play "Start.wav"
start = Date
selectlan:
cleardigits
;speakdate start, "mmddyyyy"
rtn = play "SelLang.wav",0,"@"
rtn = getdigits 1,"#",10
elseif rtn = "2" then
      language, ,"Spanish"
elseif rtn = "3" then
      language, ,"Korean"
else
      language,
endif


playit:
cleardigits
;speakdate start, "ddd mm dd yyyy"
rtn = play "SelGenre.wav",0,"@"
rtn = getdigits 1,"#",10
if rtn = "1" then
      rtn = play "Country.wav",0,"@"
elseif rtn = "2" then
      rtn = play "Musical.wav",0,"@"
elseif rtn = "3" then
      rtn = play "Opera.wav",0,"@"
elseif rtn = "4" then
      rtn = voicespeak "This option is not cur-
rently available."
elseif rtn = "5" then
      rtn = play "Rock.wav",0,"@"
elseif rtn = "6" then
      rtn = play "Folk.wav",0,"@"
else
      language
      goto selectlan
endif
```