

THINKING OUTSIDE THE BOX  
IN CUSTOMER SERVICE

I don't receive Health Benefits, You don't have to pay FICA, nor do I Take Days Off

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**It is Like Baking A Cake**

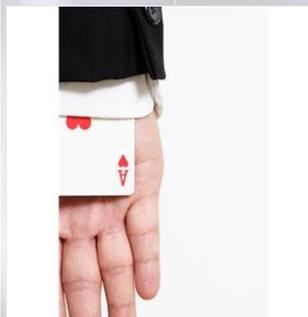
I like to cook and I am considered a great cook and baker. I always find it a relaxing hobby. I enjoy many of the food cooking shows available and am constantly looking for new recipes from the internet. One of my favorite programs that I record daily is Paula Dean. Occasionally she

ends her program with quick tips and techniques. It is one thing to know how to cook and to have a great recipe but it can be quite helpful if you have some simple tips, skills, or techniques on how to improve your finished product.



The ODTVision VRU is a customizable interface that can do many things required in your telephony applications. Our December 2009 newsletter discussed what our clients do to perform customization. Using the ODTVision VRU product to provide a IVR solution is a lot like baking a cake. You first have to have all the ingredients assembled and have a recipe on what you need to do to create that application. In that old newsletter we discussed the game plan and how the project is planned and how

implementation is accomplished. **This month's newsletter is going to be like Paula Dean's segments that cover tricks and techniques to make this customization and debugging easier.**



**How to Debug Your Customization Script**

It isn't like having a hidden card up your sleeve to be able to debug your script. You first have to understand how customization is done. Your own voice response applications can be created using the script compiler. ODT VISION® uses an easy to learn "Basic" - like scripting language that allows you to quickly create your own voice applications from any display screen



application linked to the ISERIES/AS400 or linked from micro databases. This script can be edited with any simple editor such as Notepad or WordPad. The only rule to remember is that no formatting is allowed when using the ODTVision compiler. A great trait of our customization is that it doesn't require any previous programming experience. On our website, you can download the development manual and the AS400 development addendum manual that will be helpful in your discovery of how this customization is performed and what syntax is used. It is more like writing a macro than actually programming and can be learned quickly.

A feature that many of our accounts appreciate is the ability to run the application in a "Test Mode" for development purposes. The ODTVision Software can also be loaded on any PC linked to your ISERIES/AS400 or data server so development and testing can be done without disrupting the production unit. Outbound voice files can be recorded using a standard audio wave card.

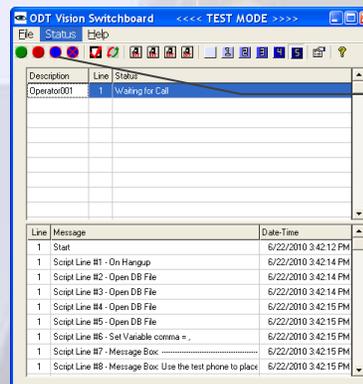
### Where to Begin

Always start with a flowchart that outlines the logic of the caller's routine that should also follow your host screens if you are doing HLAPI screen scraping to the IBM host or follow the logic of the records within the database table(s). You now create a script. The script is defined as a short code listing which is needed to support the interactive features of the ODT VISION. Any basic script you create includes combinations of the five general functions:

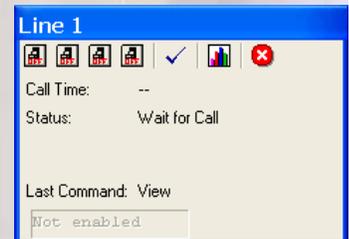
- Speaking voice file banners
- Moving in and out of records or screens
- Reading the contents of a field and defining that as a variable whose value can be spoken or used in a condition statement
- Writing the contents of the input buffer to a field within a screen or record
- Checking error conditions or system status

### Using the Windows Detail Window

You can always watch the progress of the call using the line detail window.



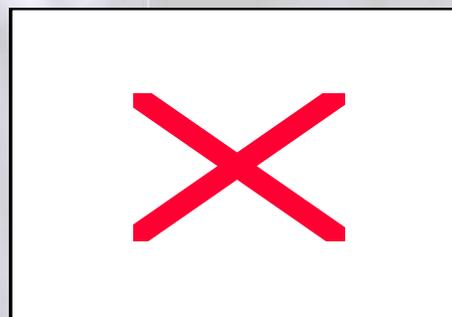
By clicking on the blue circle after selecting a line (it will be highlighted), you will bring up the line detail window



As you call into the unit, this line detail window will show the status of the line, whether the line answered the call, whether it is playing a voice file or committing a process.

### Using MsgBox

Another form of finding out what a script is doing is to insert the "msgbox" syntax into your script. Message boxes can be used for several functions to tell you what is happening. When the "MsgBox" syntax is inserted in the script it will pop up a message box in front of the switchboard.



Vision Voice Vantage, Inc. is a certified ISV for IBM. Visit our web site on IBM.com at  
<http://www-304.ibm.com/jet09002c/gsdod/solutiondetails.do?solutionId=25001&l>

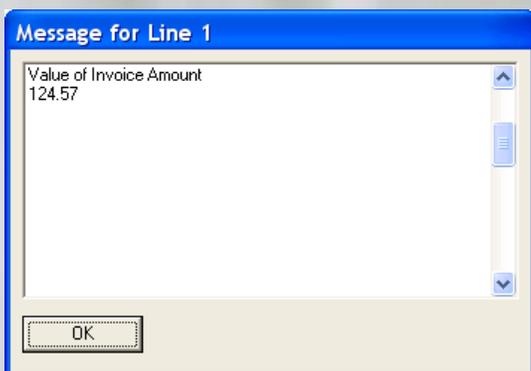
You may want to just use a message box during testing to see how the call is progressing through the routine or to show the value of a variable that has been submitted by the caller or gathered from the data. MsgBoxes are normally of two different types:

The Label type will display anything in quotes in the MsgBox display. Use this to display a name for a value you are capturing.

MsgBox "Show the label text"

The second use of MsgBox is to display the value of a variable. In this example we might have a variable for the value of an Invoice which was the currency value of a field within the application. You might want to use the "MsgBox Label" in conjunction with this so the popup message box will have a label for the data displayed.

Msgbox "Value of Invoice Amount"  
 MsgBox InvoiceAmt



### Technical Tip, Remote PC Support

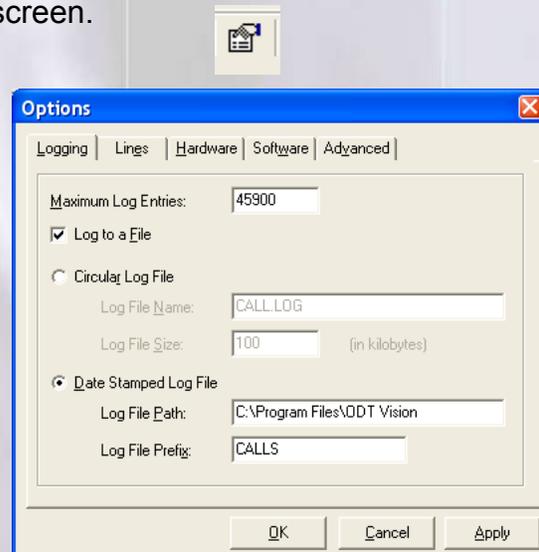
Do not use Remote Desktop to manage your ODTVision VRU as it will conflict with the Dialogic Card and you will be unable to hear the wave voice files. Remote Administrator will work.



### Using System Log in Level 5 (Debug Mode)

If you really want to examine in great detail how each line within your script is interacting with your application as the caller routine is executed you can turn on the system log file and select level 5 which is the debug mode. When the VRU is configured in this manner, the ODTVision software will create a log entry as each line of the script is executed.

Turn on the system logging feature by going into line properties and clicking on the line properties icon. Then configure this panel and configure your log level on the switchboard screen.





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### Get Your Own Demo Today

Contact us to get your own demonstration of the ODTVision 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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Or Call: 614-985-3814



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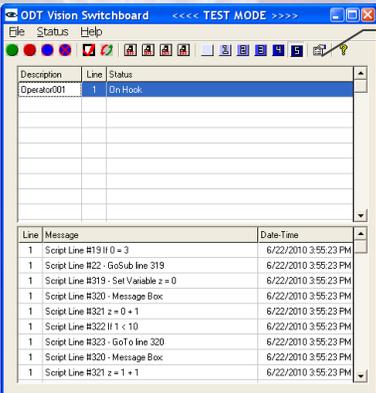


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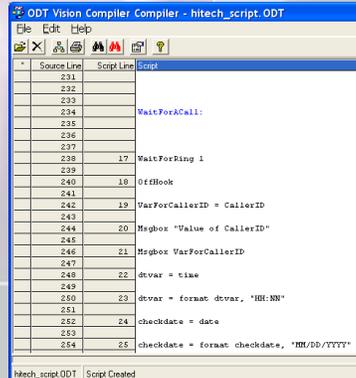


<http://www-304.ibm.com/jct09002c/gsdod/solutiondetails.do?solutionId=25001&lc=en&stateCd=P&page=1>

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On the Switch Board Screen, click on the "5" for debug mode



originally created to show the logic of the caller's progress, that should be reflected in the system log file. If it is missing a step, go back to your script to see what is missing in your customization syntax and logic. If there is a certain section which always fails during a testing call, that will show in every call at this area of the caller's routine.

At a certain point, your script will be clean of logic errors and then you can remove the "MsgBox" by placing a semi comma ahead of the line of syntax. You will also lower the logging level to "1" so the system log file will no longer capture every line of code results as they are executed. Obviously, if you are using screen scraping, an easy way to debug a script is just to watch the Client Access display sessions as a caller goes through a call to see if the script goes properly through the application screens. There is no such thing as too much testing but by using these tools to debug your script, you will have a clean application. Your customization will get a good grade as the telephony application does what was required. ■

### How to review Log level 5 Records

### Sample of System log File

```

6/9/2010 10:18:45 AM Line #1 Script Line #11 - Message Box: Return from Signing onto iSeries
6/9/2010 10:18:45 AM Line #1 Script Line #12 If 0 <> 0
6/9/2010 10:18:45 AM Line #1 Script Line #17 - Waiting for Call
6/9/2010 10:18:45 AM Line #1 Script Line #17 - Ring Detected
6/9/2010 10:18:45 AM Line #1 Script Line #19 - Set Variable VarForCallerID = 9056694333 9056694333
6/9/2010 10:18:45 AM Line #1 Script Line #20 - Message Box: Value of CallerID
6/9/2010 10:18:45 AM Line #1 Script Line #21 - Message Box: 9056694333 9056694333
6/9/2010 10:18:45 AM Line #1 Script Line #22 - Set Variable dtvar = 9:07:41 AM

```

Once logging is turned on to level 5, a log entry will be created for each line of script that is executed. Now open the compiler to look at each line of code to get the compiler line number to compare it to the system log file. You can see by reviewing the system log file what is happening during each call. If your script has improper logic where a line of code is not being executed, that will show up. Through this technique, you will see the values of the variables. This method for debugging your script will show each and every line of code as it is executed. If you are looking at the flowchart you

