

**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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What Are the Basic Elements of the Customization Script?

ODTVISION® for the I5/iSERIES/AS400 is a revolutionary product that allows two-way telephone access to your IBM I5/iSERIES/AS400 or Micro Database. With ODTVISION®, every touch-tone phone in the world becomes a secure remote terminal to your data.

Any of your staff, even if they have no previous programming experience, can create a customization script. It is more like writing a macro than actually programming. Once the script is created with any simple editor such as Notepad or WordPad, that individual will then will then run the ODTVision Compiler against the script. The ODTVision Compiler will check the script for syntax errors and report a "Successfully Compiled Script" with the banner "Script Created". If the script has errors it will list the

number of errors and nature of the errors in error banners. You can use the icon "🚩" to locate the errors in the original script. The errors found will display as English banners that define the changes in the syntax you need to make to enable the script to compile normally. Now the successfully compiled script can be assigned to a line and than tested. The ODTVision VRU uses an easy to learn "Basic" - like scripting language and personnel from Vision Voice Vantage assist with the creation of the first application base script as a foundation to build upon. This process allows the client to quickly create their own voice applications from any display screen application from the ISERIES/AS400 or linked from micro databases.

```

ODT Vision Compiler Compiler - vision.odt
File Edit Help
[Icons]
-----
Source Line | Script Line | Script
-----
1 | | ;=====
2 | | ; Voice files used in the ODT Vision Demo Script
3 | | ;=====
4 | | ; Greeting.wav "Welcome to the demo for the ODT Vision Voice Response Unit..."
5 | | ; MaxEr.wav "You exceeded max tries. Call terminated."
6 | | ; Cust.wav "Enter your customer four digit #"
7 | | ; CustEr.wav "Customer # in error"
8 | | ; Passwd.wav "Enter your Password four digit password"
9 | | ; PasswdEr.wav "Password in error"
10 | | ; Welcome.wav "Welcome..."
11 | | ; ????.wav "(Company names)"
12 | | ; visionOption.wav "Press 1 to place an order, 2 to review an order, 3 to check inventory, Press 4 to check p
13 | | ; OptionEr.wav "Option # in error"
14 | | ; Item.wav "Enter an item # ..."
15 | | ; ItemEr.wav "Item # in error."
16 | | ; ????.wav "(Item names)"
17 | | ; 111.wav Blue Bones
18 | | ; 222.wav Red Handbags
19 | | ; 333.wav Green Cases
20 | | ; 444.wav Yellow Balls
21 | | ; 555.wav Black Paper
22 | | ; 666.wav White Rings
23 | | ; 777.wav Hats
24 | | ; 888.wav Strip Stakes
    
```

Shows Script Created Successfully



Five General Functions Of Your Script

Playing a Voice File

Customization of the ODTVISION® is accomplished by tailoring your script around your host display screen data or database record data in combination with the flow of a caller's progression through the call, but all scripts do the same 5 general functions:

Playing a voice file is just what you think it is. There are two different types of voice files, outbound voice banners and system voice files. System voice files are used to speak dates, currency, numbers, or letters. For most clients, the outbound voice banners are recorded voice audio files that will be played to prompt the caller for information or tell them something. A simple prompt for information might be using an outbound voice file to say...

- Play a voice file
- Move through display screens or move to find database records
- Retrieve data from screen/data fields to be spoken or used in logic
- Post data response's values from the user to the data record/screen or use in logic
- Look for possible error conditions

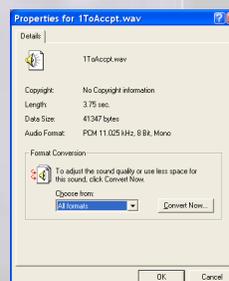
Please enter your 8 digit account number.

When most new clients of the ODTVision VRU first start looking at doing this customization they are concerned about what it will take to create their first script. Included in your acquisition of our solution is an on-site installation day for training, customization, and implementation. Ahead of that day is ongoing communication between VVV and the project leader that we will be working with on this implementation. Most likely, 90% of the base script for that first application will be done prior to the actual on-site day. It is most important that we know everything regarding the application, the data structure or screen design, and the requirements of the application. If you can carefully define what you want to do, we can easily assist you in designing the script to meet your needs. Concentrate on the details of how you want your calls to flow and the scripting will follow logically and naturally.

There may be information we retrieved from your data/screen that is going to be spoken back to the caller using the system voice files...

The balance on your account is.... Outbound banner
 \$345.67 Value of variable string spoken with system voice file
 i.e. actual script code
 Rtn = Play "AccountBalance.wav" ; plays voice file
 Rtn = SpeakDollars AccountBalance ; speak currency value of account balance from caller's data

The ODTVision uses wave type voice files that are recorded using any audio editor. We ship the unit with a licensed copy of Wave Pad. All voice files need to be in the following format:



Text to Speech

Text to Speech is an option available on the ODTVision if you don't want to use pre-recorded voice files or need to speak variable values like names, product descriptions, etc. through Text to Speech

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>



Moving through screens or database to find a record

There are two different methods of connectivity to the data that the ODTVision VRU uses. The first is HLAPI screen scraping from the IBM legacy green screen applications. If this is the method you have selected to use, the script will just issue keyboard mnemonics key-strokes to move in and out of screens.

If you have other platforms to connect to or you just want to go straight to the data no matter where the data is, you will use a an ODBC data connection and a script seek command to find the record within the database that you want to work with.



Retrieved data from screen/data field to be spoken or used in logic

If you are using method 1 (Screen Scraping) this is simple as you are just equating the variable name with a screen field by defining the data row, column, and field length.

`VariableName = SessionGetScreen 5,4,8`

If you are linked directly to the database and have located the record, the variable is the database table name in combination with field name.

`VariableName = DatabaseName.DatabaseFieldName`



Post data response's value from the user to the data record/screen or use in logic

If you are doing screen scraping this is as simple as just sending the variable value to the proper host screen field just like sending a key-stroke.

`Rtn = SessionSendKeys VariableValue`

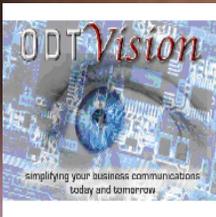
If you are linked directly to the data it is a matter of equating the variable value with the data field.

`VariableValue = DatabaseName.DatabaseFieldName
Update Database`



Look for possible error conditions

This element deals with the unexpected. What logic needs to be incorporated into the script if the caller's input for account number can not be found in the data? What happens if the unit is at the wrong screen? The ODTVision's script needs to incorporate all logic required for the application and adjust if elements are not correct. If you are using screen scraping, the script must reset to the proper screen before the next call. If using direct database connectivity, you need to locate the proper record and if such record does not match, inform the use by playing a voice file and providing the logic to move forward. The script must anticipate that the caller may enter improper data or menu responses or just plain hang up unexpectedly.



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THINKING OUTSIDE THE BOX

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:
TechSupport@ODTVision.com
Or Call: 614-985-3814



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

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

Sections found within any Script

- Beginning House Keeping
- General menu/Sub-menu
- End Script
- Sub-Routines

Beginning House Keeping

If you are connecting via screen scraping, this section will start the IBM Client Access Sessions for all the lines. If you are doing ODBC connectivity, you may open the needed databases and establish the data links. This section will always include the common loop tag:

WaitForACall: (where the script always sits waiting for the next call)

As soon as the call is answered, you may start collecting information such as data/time and CallerID.

General Menu/Sub-Menu

Many scripts may perform more than one function so general and sub-menus may give different options to allow the caller to select what they want to do.

End Script

The End Script section is where the unit does some end processes such as backing out of screens or closing database tables. The script may log data to a file or database record for logging or audit trail purposes. It most likely will initialize all the variable values so values are not carried over to the next call. If you are giving your users the ability to use the system with different languages, you may reset the paths for the voice files back to English between calls. The End Script section always ends with putting the line back on hook so the hunt group now see the open port and moves to the WaitForACall tag.

OnHook
ReWaitForRing ; moves back to WaitForACall tag

Sub-Routines

Sub-routines are used anywhere you need to repeat logic like signing on and initializing variable strings.

The customization script uses the logic of Goto/GoSub for tags sections and If/Elseif for menu or condition logic routines. Please refer to manuals found on the web site to learn more. ▣