Vision Voice Vantage, Inc.

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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Reference Manuals Available for ODTVIsion VRU Online

For anyone who has ever written documentation for user manuals, you know the hardest part of the design is addressing a multi-level audience. You have one user who is a novice and doesn't understand what can be done let alone how to do it. For them, the documentation needs to be comprehensive and cover every detail of the product to the most minute element. Then there is the highly technical user who already understands the product and just wants to use the manual as a reference guide. Years ago we would ship our VRU solution with a series of hard copy manuals with the various manuals created around major topics. There was the Developer's Manual that covered topics regarding the syntax of our customization script. Alongside the Developer's Manual was the Developer's Manual Addendum For AS400 that covered the syntax to perform HLAPI screen scraping for customization scripts to legacy green screen display applications. Alongside the Developer's Manuals were other User

Documents such as the Quick Start Guide, the System Reference Guide, and manuals outlining various options available to ODTVision users. The old paper style delivery method of manuals long ago became obsolete when we started providing the same manuals as PDFs.

The benefits of the PDF manuals

⇒   A knowledgeable user can now locate specific items by just opening and the manual and doing a search on key words

⇒   Existing ODTVision Clients can easily access our web site and download manuals if they have lost their copies

⇒   Manuals can be kept current with changes for current releases

⇒   Manuals can be used as an educational tool for possible new accounts or users

⇒   Manuals can be loaded on any PC including the ODTVision VRU so any user has access to the documentation at anytime

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Customization Made Easy

Your own voice response applications can be created using the script compiler. ODTVISION® uses an easy to learn "Basic" - like scripting language allowing you to quickly create your own voice applications from any legacy display screen application for the i5/ISERIES/AS400 or linked from micro databases.   The script, which controls the customization, is more of a macro then actual program code and doesn't require previous programming experience.

There are five general functions

that all scripts can do

1. Issues trigger keys to move through your i5/iSeries/AS400 screens or move through database records
2. Plays voice files which serve as a prompt for the user to insert data or speak data
3. Sends the user's input data to the field on AS400 screen or database record field
4. Verifies that the system or database accepts the input data (check for error conditions)
5. Gets information from screen field or database field which is then either spoken or used in a condition statement

Where to Begin

So you are new to our solution and you are reviewing what documentation is available online at our web site www.odtvision.com. Go to the manual page. You will notice that each manual type is defined as a legacy manual (for

the older previous versions of the ODTVision VRU solution) or the current solution.   You most likely will start with the Quick Start Guide. This is a quick over guide of how to run the ODTVision solution and various tasks within system administration. Covered within this document are topics such as the compiler
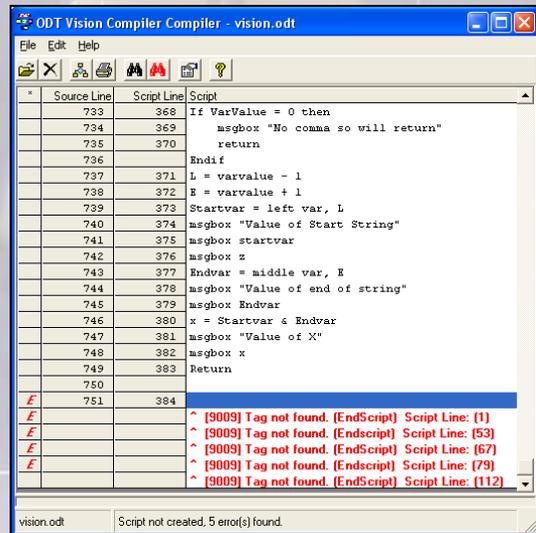
And how to start and stop lines in the switchboard.
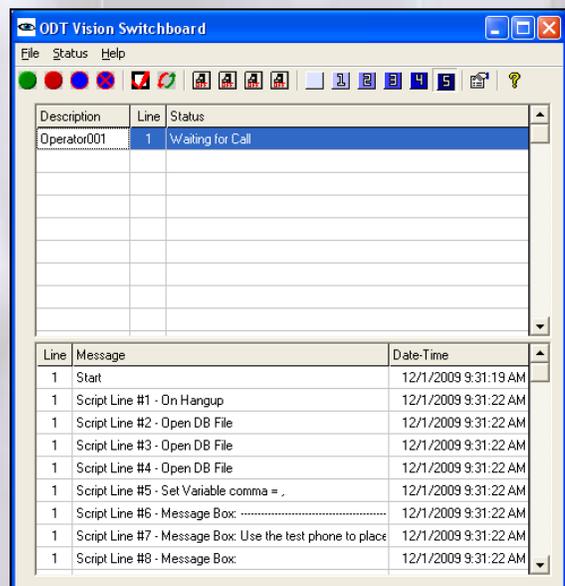
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http://www-304.ibm.com/jct09002c/gsdod/solutiondetails.do?solutionId=25001&l

The Developer's Manual

   The number one benefit of the ODTVision VRU is that it allows customized IVR solutions to be created and modified by the end user in-house who simply customizes a script. The creation of this script requires no previous programming experience and is more like writing a macro than actually creating code. To learn the ins and outs of creating and modifying these scripts, review the Developer's manual. The developer's manual is broken down into topics that are outlined in the table of contents. You can also do key word searches to take you directly to the section. Below is an example of the section describing how to collect data from the phone touchtone input.

Phone Commands (Touch-tone Input/Output)

Description: Captures touch-tone from the caller, or sends digits to the phone line.

Syntax:
ClearDigits   ; Clears the digit buffer of any previously entered digits.
strvar = **GetDigits** *digitcount, stopchar, maxtime, prompt*
Suspend script execution and wait for touch-tone digits to be entered by the caller. Assigns the digits keyed by the user to *strvar*.

Or you can use:

strvar = **PlayGet** *file.wav, digitcount* [*, stopchar*] [*, maxtime*]
Plays the voice file (file.wav) and then suspends script execution to wait for touch-tone digits to be entered by the caller. Assigns the digits keyed by the user to *strvar*.

digitcount	A numeric value that contains the number of digits to wait for from the user.
stopchar	A string value that contains the digits that the user can press to stop the playback.
maxtime	A numeric value that contains the maximum amount of time that the system will wait for the digits before ending automatically.
prompt	A true/false value that tells the system to begin the request for digits with a tone.
file.vox	A string value that contains a valid voice file that will be spoken before requesting digits from the caller.
value	A string value that contains the digits to be transmitted over the phone line.
strvar	The result variable that will be assigned the string value that is returned from the speak Operations. This value will allow you to determine what happened during the voice file playback.

Developer's Manual Addendum AS400

   This is an Addendum Developer's Manual that covers the syntax and topics that are used if you plan to do HLAPI Screen Scraping through an IBM Client Access display session. Go back to the five general functions that a script does. Instead of moving through database records, the script will be issuing keyboard mnemonics that move the display session in and out of screens. The script will collect data from the caller and write those values to fields within an AS400 legacy green screen. The script will capture values from screen fields to speak or use in a condition statement. For example, let's say we are doing a shipment status application.   In this example, based on whether the date field has contents, the order is stated as shipped or not shipped yet.

```
ShipDate = SessionGetScreen 4,6,8  ; Value of
shipment Date

If ShipDate = "      " then
    Rtn = Play "OrderNotShipe.wav" ; at this time the order has not shipped
Else
    Rtn = Play "ShippedOn.wav" ; Your order was shipped on…
    Rtn =  SpeakDate ShipDate, "MM/DD/YY"
Endif
```

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today and tomorrow

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T H I N K I N G   O U T S I D E   T H E   B O X

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

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Optional Manuals

Your IVR application may require you to purchase some of the options available for the ODTVision VRU.

Email Manual

A very popular option for the ODTVision VRU is the ability to send email from an IVR application. This very newsletter is distributed monthly by running a newsletter mail merge script where contact data is combined with text and an attachment. To learn more about email support though this option, review the email manual found on the manual page of our web site.

Text to Speech Manual (TTS)

Text to Speech isn't needed to speak currency values, dates, numbers or characters but if you need to speak variable strings such as descriptions, names, address, etc., you may want to order the TTS option.

System Reference Guide

The final manual we would like to discuss is the System Reference Guide. The ODTVision VRU is an open system that is created around Windows components, dialogic cards, and 3rd party software products such as IBM Client Access and NCH Software's Wave Pad. If you ever experience a complete crash where the system needs to be rebuilt, you will find all the details needed in the System Reference Guide. Personnel at Vision Voice Vantage would also be there you assist you. Most likely, you will never look at this manual but if needed, it is there.

Final Thoughts

Most of our clients have never read the manuals and may use them purely as a reference guide when specific details are needed regarding a topic. We begin every project with a base script that is formulated from work with the client's project leader that has defined the IVR application and its needs. There is a wealth of information there and the fact they are in an easy to use PDF format will serve you well.◘