# 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

**Inside this issue:**

## System Administration

We see it all the time. The project leader that we have worked with for years using the ODTVision VRU has left the firm and there is a new technical contact that knows absolutely nothing about our solution or how to perform simple tasks for system administration. This month's newsletter will help you understand the features of our VRU solution, how system administration is preformed and how future customization can be administered.

## What is the ODTVision VRU ?

**ODT VISION®** 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 **ODT VISION® , every touch-tone phone in the world becomes a remote terminal on your data**.

Although computer telephony systems have been available for a number of years, these systems have traditionally been expensive and not easily customized. **ODT VISION®** addresses these issues by being the most versatile and inexpensive telephony solution available.

## Customization Made Easy

Your own voice response applications can be created using the script compiler. ODT VISION® uses an easy to learn "Basic" - like scripting language allowing you to quickly create your own voice applications connecting to any display screen application on the ISERIES/AS400 or to ODBC linked micro databases.

The ODT VISION Software can also be loaded on any PC linked to your iSERIES/AS400 so development and testing can be done without disrupting the production unit. Outbound voice files can be recorded using a standard Sound audo card.

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# There are five general functions that all scripts can do

1. Issue trigger keys to move through your i5/iSeries/AS400 screens or move through database records

2. Play voice files which serve as a prompt for the user to insert data or speak data

3. Send the user's input data to the field on AS400 screen or database record field

4. Verify that the system or database accepts the input data (check for error conditions)

5. Get information from screen field or database field which is then either spoken or used in a condition statement

# Test Mode vs. Production

A great feature of the ODTVision software is that is can be loaded on any Windows based PC for testing and development. This "Test Mode" allows the project leader the ability to customize and test the customization on the application before it is moved to the production unit. All that is required of that "development PC" is a windows based OS, sound card/speakers, and the ODTVision software. That PC will automatically come up in the "Test Mode" since there is no physical security HASP key on the PC. While in the "Test Mode" all calls are done using the "Test Phone".

## Phone Simulator

**Test Phone**
Caller ID  John Doe  123-456-7890

| 1 | ABC 2 | DEF 3 |
| GHI 4 | JKL 5 | MNO 6 |
| PRS 7 | TUV 8 | WXY 9 |
| * | Oper 0 | # |

Click Phone to make call

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

# Registration of Hasp Key

The security Hasp Key is a USB device that if present and configured, activates the dialogic boards or VOIP addresses to use with your phone system and production ODT Vision unit.

⇒ From the switchboard, click on the Registration Icon

⇒ Now click on the Registration Icon

Registration

**ODTVision**
Initializing......
Date: 06/14/2011
ID: 425494176
Maximum Lines: 8
Key will expire

Simplifying your business communications today and tomorrow.

Registration Number:

Port Key driver version: ?????
Date installed: ?????
Processor group: ?????

OK

⇒ Load the Hasp Key Registration Key as supplied from your distributor in the Registration Number field.

OK

⇒ Click Ok Icon

You will only see an error message if there is a problem with the loading of this code. There are two types of key codes, a temporary key that is used until payment is received in full and must be loaded on the same date as created and the permanent key that can be loaded at any time. The registration Hasp Key Codes are used to determine the number of lines and options.

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## Improving Customer Service Affordability

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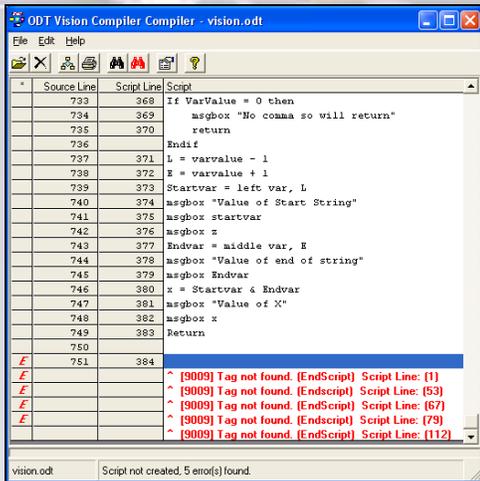TechSupport@ODTVision.com
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http://search400.techtarget.com/review/Ohio-Data-Transfers-DTT1000-Voice-Response-Unit-60

http://www.ibmsystemsmag.com/ibmi/productnews/productreviews/Product-Review--DTT1000-from-Ohio-Data-Transfer/

## Compiling the Script

You can use any simple editor such as Note-Pad or WordPad to create or modify your customization script.  That file can not have any formatting elements within it.  Bring up the ODT VISION compiler program and open the saved script file.  The script needs to compile successfully in order to assign it to a line.

If an error occurs during the compiling of a script, you can use the red binoculars to find the error. *(A statement in English will tell what is wrong with the line in the script).*  The line must be stopped and re-started with the console operator after the script is compiled successfully.  You need to stop and start the line after a successful compile. The text message will appear at the bottom of the screen.

## Console Screen
### Test Mode

A "Test Mode" function allows for testing and development of the script if phone lines are not available or on a secondary PC.  (A security key and code is required on the production unit to move it to active mode.)  You change in and out of "Test Mode" from the status pull down menu bar.
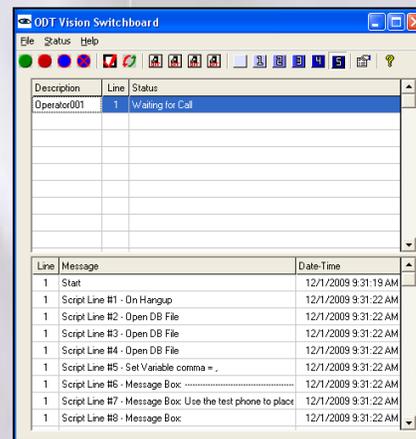
### ODT VISION Operator

The ODT VISION Console Operator controls the starting and stopping of lines

Green Light Icon starts lines

Red Light Icon Stops lines

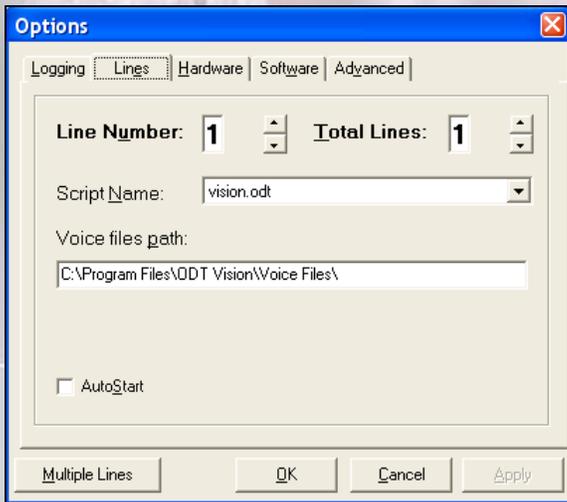The Console Screen will show error conditions and line status for the system.

## www.ODTVision.com

Vision Voice Vantage, Inc. is a certified ISV for IBM.  Visit our web site on IBM.com at
**http://www-304.ibm.com/partnerworld/gsd/solutiondetails.do?&solution=25001&lc=en**
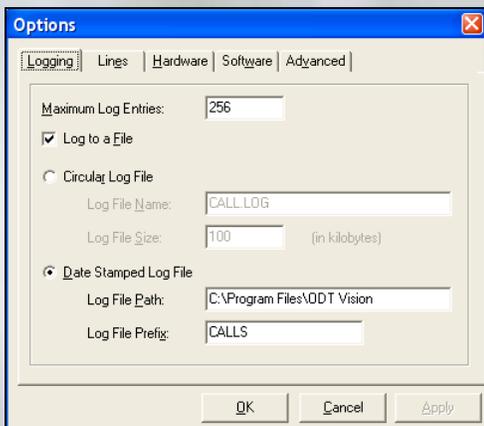
# Line Properties

Once you have a successfully compiled script, you tie it to the phone line(s) you want to run that script.  Click the

icon to bring up Line Properties. The ODT VISION Console Line Properties Screen is used to set up which compiled script is assigned to each line.

The ODT VISION Console Line Properties option is also used to set up logging by using the left tab of the line properties screen.
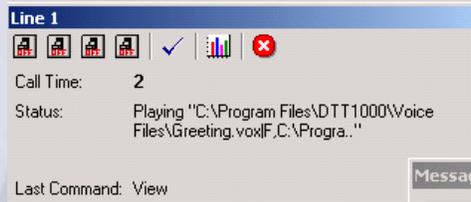
# Detail Window

The Line Detail Window will show the activity of each line.

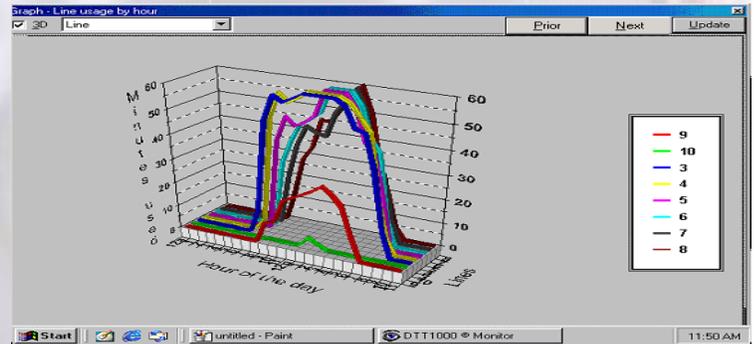After selecting a line, (click the line and it will turn blue) click the icon to bring up the line detail window.

A function of the line detail window is the Line Capacity Graph.  By clicking the bar graph icon on the Line Detail window, you can bring up the Line Capacity Window. The Line Capacity Window shows line usage for each 24 hour period up to the previous 30 days.  To build a complete graph of all lines, repeat this process for each line.

If you have ever used a windows based program, most likely you will not have issues navigating the ODTVision screens.  Please also refer to the manuals found on our web site www.odtvision.com .

**www.ODTVision.com**