

Merry Christmas & Happy Holidays



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What the Client Does Before the Installation Day

We have talked in the past how the personnel at Vision Voice Vantage work in partnership with our clients to install the ODTVision VRU and create the client's telephony IVR applications. The ODTVision VRU is a wonderful product which provides powerful tools that allow your staff to create custom IVR applications built around your business's needs. This is not a commodity product but a customizable interface that gives the end user great flexibility and control of their telephony applications now and in the future.

Once a project begins, there is an initial game-plan that is created that lays out the responsibility for both the ODTVision customer and the Vision Voice Vantage support personnel. This month's newsletter outlines what the client needs to do before the actual installation day and what our staff will be asking for and providing. An on-site installation visit by VVV personnel is included in the purchase of our solution. Prior to the visit, the client's staff will test the environment to make sure all the elements are in place for the actual installation day.



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Testing of Phone Lines

Of course, your environmental testing naturally would begin with phone line testing. Most of our units are connected to standard analog POTS lines. It is easy to test these line by just connecting a standard analog phone to the RJ11 extensions and calling each one. The phone should ring. If you are planning to use CallerID in your application, it is suggested that you test to see that the CallerID is being passed from the PBX directly to these extensions. Furthermore, with CallerID, we need to know if the CallerID variable string is just the ten digit phone number or if it contains both the ten digit phone



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number and the name of the caller. Most likely your database for callers will contain their ten digit phone number only. If your application will use CallerID to



lookup the caller's record and your CallerID returns both the name and number of the caller, we will need to strip the name from the CallerID variable in order to locate the proper record.

Finally, if there is a plan to do a call transfer out of the IVR application to a live customer service representative, you need to test to assure that the phone extension actually allows a call transfer. A simple test would be to have an associate call that extension while you are connected with this standard analog phone. When the extension rings, pick up the call, do a flash hook (tap the head set button), then when you hear the dial tone just dial the extension you want the caller transferred to. The original caller should be transferred to the extension you dialed. If this doesn't work with a standard phone, it won't work with the script logic of the ODTVision product. At this point, the client would contact their phone system vendor and have them make the changes necessary to allow the extension's call transfer before VVV arrives for the installation day visit.



Unpacking and Installation of VRU Hardware

The ODTVision VRU is pre-loaded with the ODTVision software and tested before it is shipped. Prior to the installation visit, the client needs to install the unit into their racks and connect it to their network and phone lines. The VRU includes a 19" RU4 rack PC, keyboard, monitor, mouse, security USB hasp key, and internal Dialogic cards. There is no security software installed or activated and the client needs to configure and install any software that is mandated by their corporate security requirements.



Testing of Phone Connection to Unit

Since you have already tested the phone lines and have the phone numbers for each extension, it is time to test the phone line connections to the unit itself. Physically hook up each extension to the cards of the rack unit. As you face the back of the unit, the top outside RJ11 jack is line 1, the second RJ11 jack down on that card is line 2, the 3rd is line 3, with the bottom port of that card being line 4. The next card in the top port is line 5 and line numbers follow through the remaining cards and ports. Run the ODTVision switchboard program and start all the lines configured in your unit. The number of lines will match the number of ports contained in your configuration. As stated earlier, the unit



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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.

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has been tested in our office and was fully functional. The end user now runs the demo script and calls into each line to assure that they are fully functional in their environment.



Creation of Interface to Data

A very important part of any IVR application is that the logic is built around the interaction of your data and the callers' responses. Assuming that the data is not stored on the IVR, you must determine how this connection between the IVR and your database will be established. If you plan to build your IVR application around traditional IBM screen scraping, you will need to provide and load IBM Client Access display sessions for each phone line used by the IVR. Once you create all these display sessions, you can use the "Test 400" program that comes with the ODTVision system to test this HLAPI interface. If you plan to connect directly to the Host data files or LAN data files through an ODBC connection, you need to establish that connection and then

use Microsoft Access to test that the links are active and functioning.

Setting Up Test Environment

We recommend that clients setup a testing or development PC. It is just easier to test the customization script on this PC in a quiet office environment rather than while standing in front of a rack in a cold noisy computer room.

Through the ODTVision "Test Phone Simulator" on this PC you can test all logic by entering variable values that would be provided to your application by the phone system (CallerID) or by the entry of a caller as a response to a prompt (account number).



Create Recorded Voice Files

As the base customization script is written, create a listing of voice files that the script's logic will use. In order to do

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<http://www-304.ibm.com/partnerworld/psd/solutiondetails.do?&solution=25001&lc=en>

testing, these voice files will need to be recorded and the Dialogic cards in the unit require them to be PCM formatted as mono, 8 bit, and 11 kHz.

Collection of Data for Testing

It is always so critical that testing is built around real live data. We always provide the client with a base script that is designed to follow the logic provided by the client via their flowchart and application requirements. A very important tool is the test data spreadsheet which we provide for you to test all logic in the application. It is important to have current data for testing. There is no such thing as too much testing with actual data.

Testing Script on Development PC in Test Mode

Before you start testing, go through your customization script line by line to make sure you are satisfied with its logic, flow and functionality. Start with testing that script with the "Test Mode" on the development PC. You will know you are in the "Test Mode" when you look at the switchboard screen and you see the "Test Mode" banner.



When you start a successfully compiled script that is tied to Line 1 in the test mode, you can use the "Test Phone" to move through the application. The voice files you previously recorded will play through the speakers. As mentioned earlier, testing on a development PC is just easier than trying to hold a phone headset in a noisy cold computer room standing in front of a rack. The only limitation of this form of testing is that since you are not using real phone lines, an actual call transfer out

of the IVR application to a live customer service representative is not possible. Use the "MsgBox" code to display that the script would be doing a transfer at this point.

Testing Script in Production Environment

Once you are happy with the script, you will now move that script and voice files to the production unit, compile the script, assign that compiled script to the lines and start all the lines. Now the testing starts all over again on the actual production system in production mode. You change from test to production mode by going into the Status pull down menu off the ODTVision Switchboard program and un-clicking the "Test Mode" item. It is important to note that if the security HASP key has not been installed on the production unit, you will be unable to take it out of the "Test Mode".

Test, Test, Test,.....there is no such thing as too much testing. The beauty of the ODTVision solution is that the end user now has total control over their IVR application. If the IVR project leader is in a 10 o'clock staff meeting and new features or changes are requested for the IVR application, that individual can now go to their development PC, make those changes and after testing, apply them to the production unit.

Why Vision Voice Vantage?

Most people come to us for our affordability, features and scalability but they fall in love with how easy it is to perform customization and modifications in house. ■