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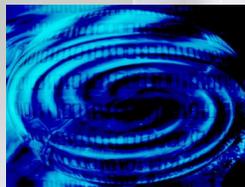
Creating your IVR Application

A real advantage that the ODTVision VRU solution has over the competition beyond affordability, scalability, and openness is the ability for the end-user to create and maintain their own IVR applications in-house. This month's newsletter will cover how that end-user can create, test, and debug their customization script.

Customization Made Easy

The ODTVision VRU is a self-contained hardware software product that allows the user to create their own IVR applications. No previous programming experience is required. In fact, it is more like creating a macro than actually programming. 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 display screen application on the ISERIES/AS400 or linked from databases through an ODBC connection.

The ODT VISION Software can also be loaded on any PC linked to your ISERIES/AS400 or database so development and testing can be done without disrupting the production unit. Outbound voice files can be recorded using a stan-



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dard Sound Blaster card.

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



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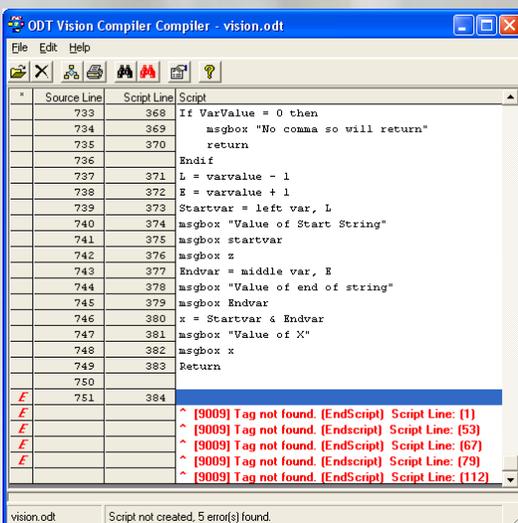
The Script

The ODTVision script can be created with any standard text editor such as WordPad or Notepad. It is important that the script is saved as an un-formatted text file as the compiler will reject any format characters. You can use any file extension you like for the script but we suggest that the extension “.odt” is used as the compiler will normally look for that extension.

Compiling the Script

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 for changes to take effect.



Source Line	Script Line	Script
733	368	If VarValue = 0 then
734	369	msgbox "No comma so will return"
735	370	return
736		Endif
737	371	L = varvalue - 1
738	372	E = varvalue + 1
739	373	Startvar = left var, L
740	374	msgbox "Value of Start String"
741	375	msgbox startvar
742	376	msgbox z
743	377	Endvar = middle var, E
744	378	msgbox "Value of end of string"
745	379	msgbox Endvar
746	380	x = Startvar & Endvar
747	381	msgbox "Value of X"
748	382	msgbox x
749	383	Return
750		
751	384	

vision.odt Script not created, 5 error(s) found.

These error conditions show that there is no tag named “EndScript” and where the lines for the GoTo are located in the script.

The text message Script Created will appear at the bottom of the compiler screen when a script is successfully compiled. At that point, it can be assigned to a line through the line properties feature of the switchboard program.

Manuals to Understand the Scripting Syntax

There are several manuals on the www.odtvision.com web site to help you understand how this customization script is created and modified. To understand the basic system administration of the ODTVision VRU download the “Version 2.0 Quick Start Guide”. You will also want a general background in the customization syntax found in the “Version 2.0 Developer Reference Manual”. If you are an IBM host system user doing HLAPI screen scraping as your means of connectivity you will need to review the “iSeries (AS400) Version 2.0 Developer Reference Manual”.

Debugging and Cleaning Up your Script

One must have a complete understanding of

- ⇒ the requirements of the IVR application
- ⇒ the source of the data
- ⇒ the nature of the user
- ⇒ Then nature of the phone environment

to fully be able to design and implement an IVR application. We generally start with a solid flow-chart as a tool to define what the application needs to do and the logic of the routine as the caller progress through the script. From this flowchart, a base script will be created that shows all the decision logic and required actions as the caller progresses through the



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Vision Voice Vantage, Inc.
829 Bethel Road #213
Columbus, Ohio 43214

Phone: 888-252-2555
Email sales@ODTVision.com



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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 ODTVISION VRU to simulate a phone call to the data. Manuals and case studies are also available on the web site.

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<http://search400.techtarget.com/review/Ohio-Data-Transfers-DTT1000-Voice-Response-Unit-60>

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routine. Based on either the caller's input or variable values obtained from the data, the script will define what step is next within the application.

Turning the Logic of the Flowchart into the Base Script



Once you have outlined the requirements of your application and the logic of the caller's routine, you create the customization script. You will use simple "basic" like scripting language where "If/Elseif" statements combined with "Goto" or "GoSub" syntax will provide the logic to progress the routine to given "tag" names or provide the logic required by the application. Whether you are using the HLAPI screen scraping over top of IBM display session screens or utilizing a direct connection to the data files through ODBC, you just use this base script to outline the logic that your flowchart requires. The manuals that define this script language are found on our website for download.

Walking Through the Lines of the Script

The first level of debugging your script is just to

look at the customization script and walk through the lines of the script and simulate the caller going through the routine. Match the lines of script with your screen images or the database records. You will see issues with the script if:

- ⇒ There are missing voice files that need to be played
- ⇒ There are missing key strokes if you are doing screen scraping
- ⇒ There are improper locations for fields from the screens to write to or obtain information from if doing screen scraping
- ⇒ There are errors in the file or field names if directly connected to data base records
- ⇒ There is issues with the logic in the values either from the data or from the caller's input

Debugging in "Test Mode" Environment

If you are confident that the logic required by your flowchart is within your base script and there are not errors with any of the details, now you can use the "Test Mode" to simulate a call into your



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Columbus, Ohio 43214

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system. Compile the script successfully and then apply it to the line setup under line properties. At this point, start the line. The "Test Phone" will automatically come up and through that, you can initialize a simulated call. The voice files will play though your PC speakers and you can use the keypad of the "Test Phone" to emulate a caller's input.

Use of "MsgBox" Syntax

If you are getting unexpected results testing your script, use the real-time "MsgBox" syntax to show variable values and progression of the call. There are two different reasons to use the powerful "MsgBox" syntax. The first is just to present a banner in the popup window of the "TestMode" that tells you that you have reached this part of the script. This is as simple as creating a banner that is placed within the quotes following the "MsgBox" syntax. I like to always initially put this banner within the different possibilities of an "If" statement.

```
If VarInput = 1 then
  MsgBox "User selected option 1"
Elseif VarInput = 2 then
  MsgBox "User selected option 2"
```

The second way to use MsgBox is to show variable values. In this method, you just put the variable behind the "MsgBox" syntax with no quotes so the value of that variable will be

displayed in the popup window.

Msgbox VariableName

Use of the System Debug Log

If you want to see how each line of the script performs during an actual call, you can activate logging from the Line Properties Icon and set the logging level on the switchboard to level 5 (debug level). The system debug log details how the script lines interact with the data and logic of the script. Review the log for script errors described on the previous page of this newsletter. Debugging was covered extensively in our June 2010 newsletter which can be downloaded from the ODTVision web site.

Combine your knowledge with our tools to build and test your application

Anyone can easily debug the ODTVision customization script as long as they know what the application requires and follow the steps outlined in this newsletter. Practice using these powerful tools and you will become proficient at analyzing errors in call processes and fine tuning your application to provide excellent customer service for your callers. ■