Vision Voice Vantage, Inc.

THINKING OUTSIDE THE BOX IN CUSTOMER SERVICE

Inside this issue:

Understanding the Overall Concept of the ODTVision VRU

A number of years ago, I was doing a live demo and presentation on our Voice Response Unit solution for a fortune national retailer who has multiple store entities and is a household name. It was the type of presentation where the various IT directors at the vice president level are in attendance, so I tailored the presentation to the level of my audience. This event went beyond the normal demonstration that I usually do for potential new clients as it was very technical in nature and discussed the various components and industry standards that our solution is tailored to meet.   At the completion of the session, I open the floor to questions. There were about thirty executives in the room and no one had a question. I kept trying to prompt my attendees to ask a question and finally a gentleman from Store Planning (construction corporation that built and rehabbed stores) said, the reason there are no questions was our approach is so simple and logical and built on industry standards that everyone is familiar with.

A good way to think of the ODTVision VRU solution is very much like a symphonic orchestra made up of many parts. As discussed in this publication on many occasions, this is a customizable interface that can be tailored to your telephony application needs through the use of the customization script. Think of that customization script as the conductor that calls upon each of the components to work together to make the beautiful music that your Voice Response Application provides.

In the past, we have discussed the on-site installation day that we provide with the acquisition of our solution. What we haven't discussed before is that the unit is shipped to the client's site prior to that installation day. That unit is preloaded and tested in our labs before shipment . Once at the client site, we request the client perform a number of tests where each of the components that make up our solution are tested. This allows us to hit the ground running on the on-site day.

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Components of ODTVision Solution

Component	Function
Windows OS	Operation System controls hardware functions, software functionality, and provides industry standards
Voice Cards	Dialogic (Intel) cards that provide the interface to phone lines
ODTVision Software	Controls the entire VRU as to how the system will interact with the OS and hardware to create the customization script, control the VRU system administration, and various programs & processes that happen while the VRU is functioning.
IBM Client Access	IBM emulation program providing connectivity to host for HLAPI screen scraping or ODBC connectivity to HOST
ODBC Connectivity	Uses the standard "ODTVision.mdb" (Microsoft Office DB) to establish connectivity to any database you want to use whether on the IBM host or any platform
Hasp Security Key	Allows the ODTVision software to go into production mode which loads the API for multiple lines, the Voice Cards, and various options that may be purchased such as email support, text to speech support, and speech recognition. The Hasp key also determines the number of concurrent lines that may be active.

Optional Components of ODTVision Solution

Component	Function
Options:	
Email/text messaging	Licensed copy of Microsoft that is shipped with unit including API that ODTVision uses to send emails or text messages
Text to Speech	The ability to speak a variable string using the Microsoft SAPI 5.1 standard
Speech Recognition	The ability using the Microsoft SAPI 5.1 standard to recognize audio input from the user and transcribe it to a variable value
VOIP	The ability to connect to LAN to provide phone line connection using VOIP

Before Installation Day, Methods to Test Components in Your Environment

Installation of Unit & Testing

Your ODTVision VRU has been pre-loaded with the ODTVision VRU software and tested prior to shipment but once delivered to the client site, we ask the client to install it into their rack and do some basic testing of the various components that make up the system before the actual on-site installation day. The unit has no security software installed so you will need to boot up the VRU OS and add any security that your corporation requires. In addition, you will need to connect it to your LAN and make it a

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

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

http://www.ibmsystemsmag.com/ibmi/productnews/

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part of your network. You will also need to physically connect the phone lines to the ports of the Dialogic card unless you are using VOIP.

Installation of Hasp Security Key

You will need to locate the purple security HASP key in the shipment packet and install in a USB port. When the PC is on, there is a red light on the hasp key that will light.

Installation of IBM Client Access

If this is an IBM host environment, you will need to load a copy of IBM Client Access on the PC that has been licensed to your firm. If you plan to do HLAPI screen scraping, you will need to create an IBM Client Access display session for the number of lines which you have purchased. As these display sessions are created, they will automatically create a short name (i.e. A, B, C, D, etc.) The Test 400 program can be used to test the ODTVision Software connectivity to your IBM Client Access sessions. This is a quick and easy test utility to see if there is communication with the API supplied through the IBM Client Access. Each session will have a short name. A = Line 1, B = Line 2, C = Line 3, D = Line 4, etc.…

The Test 400 program is on the ODTVision desktop and you can populate the "Session" field with the proper short name and then click the "connect" icon to see if there is communication with that session.

1. Put in Short Name that matches line then click connect
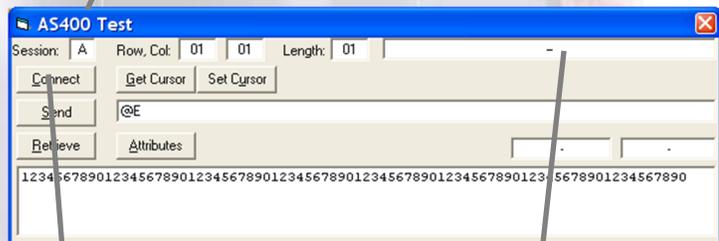
2. Click the connect icon to test if HLAPI session API is good

3. Once Connect is clicked, "Connect or 1" for connected or "0 or Unsuccessful " for failure will be displayed
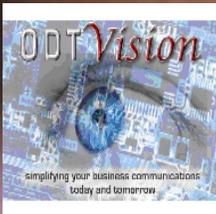
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Testing ODBC Connections

If you plan to use ODBC as your method for connection to your data, establish that ODBC connection to the ODTVision.mdb database. Those database tables will show up in this container as an external table. You should be able to open/edit the external table records with Microsoft Access. This proves a successful link.

Testing the Connection of Phone Lines or Extensions

⇒ Connect the phone extension lines to the ports on the back of the rack unit. Line 1 is top right as you face the unit, Line 2 the next port down, Line 3 the next line down, and Line 4 the bottom port of the card. Line 5 is the top position of the next card and this series continues for the number of lines and cards that are installed in the unit. (It will be helpful if you know the actual phone number for each extension so you can dial them directly during testing.)

⇒ The unit is pre-shipped with each line configured to use the ODTVision test script so start all the lines through the switch board program and then call into each extension to test that the phone lines are working. The unit should answer and go into the sample VRU application.

⇒ Test the phone lines by hanging-up while the script is talking to the caller and then verify that the drop current loop is being passed to the extension level. You should see the line hang-up and recycle for the next call. (If it doesn't recycle, contact your phone administrator as this is generally a configuration parameter in your PBX.)

⇒ **Optional test for call transfer**, If you plan to do call transfer, connect a standard analog phone to that extension. Have a caller call that extension, then you answer the call, do a flash hook (tap the cradle button) and then when you hear the dial tone come back to your headset, dial the extension to transfer to. The origi-

nal caller should be transferred to the extension you entered.

⇒ **Optional test for CallerID**, if you plan to use CallerID, hook an analog phone that displays CallerID to an extension and have someone call it. If it doesn't display CallerID, contact your phone administrator to tell them the extension is not receiving CallerID. (This is normally a PBX or phone line configuration issue as well.) Let us know if your CallerID displayed in this test has both the name and the phone number as we will have to add some syntax to the script to remove that name value where we now just have a 10 digit number for the CallerID.

Testing Options - Sending Email/text message.

If you have purchased the option for sending emails or text messages your unit will have a licensed copy of Microsoft Outlook on it and the HASP security key will allow the API for this option. Configure the Outlook for an account on your network.

⇒ Send an email or text message from Outlook manually.

⇒ Now load the ODTVision email test script, modify it for an email address to send to, compile the script, then start the line and see if the email successfully went out.

At this point, you are ready for the on-site visit. Most of the work on the base application will be done prior to that day and we will know the hardware and software is in place and tested. This should allow us to hit the ground running.◘