

**Inside this  
issue:**

**It All Depends on The Type Of  
Log File You Need**



The topics of this monthly newsletter always come from work with actual customers and if one client asks a question, most likely there are others that have the same question. Earlier this month I got an email

requesting for me to explain what is the function of the system debug log?

The users of the ODTVision VRU have the ability to create customizable IVR solutions to meet their telephony needs and applications. It is always kind of an afterthought, but a very valuable requirement of any IVR solution is to have an audit trail of what happened. From the log files, you can derive information and that information can be used for analysis or report generation. This leads to the two types of logs that you may want to work with:

- [System Debug Log File](#)
- [Transactional Data Log Files](#)

The type of log file you are working with depends on what you need to do. The [System Debug Log file](#) is used to accumulate data to analyze how every line of code of the customiza-

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tion scrip interacts with the caller during a call. You would need to use the System Debug Log to run analysis of what is happening and where the script is failing if you are trying to debug your customization script. This is used when you are initially bring your IVR application up or later if modifying it to introduce new features or enhancements.

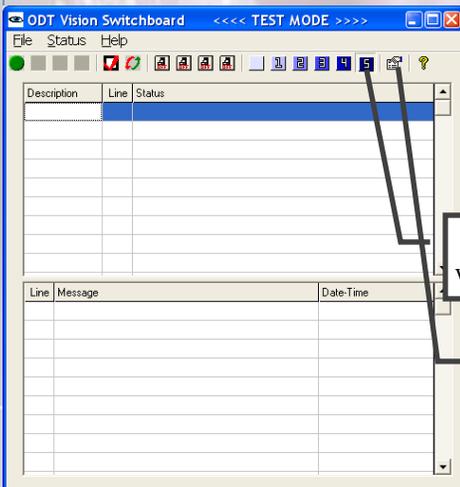
When you have a need to build a report on the calls as to what happened and to collect data regarding each call, you will need to build a [Transaction Data Log File](#). This will be a comma delimited text file where the variable values are written to individual records and that data file can then be imported to various report generation software to build the desired reports.



## System Debug Log File

As mentioned earlier, the function of this type of log file is to see how each line of the customization script is interacting with the call as it progresses through the application.

First you will need to turn this feature on. From the main switchboard screen select level 5.

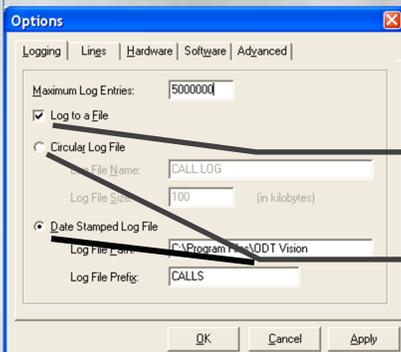


Click Icon 5 level, it will now be highlighted

Line properties Icon

Now click the Line Properties Icon.

On the Logging Tab turn on logging



Logging Turn On

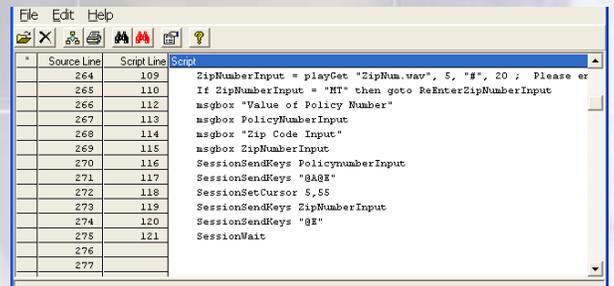
Select either Circular or Date Stamped Log File Type, path, and file Name

The user can select the number of records to be allocated to this System Debug Log file and whether they desire one big circular file or individual files by date.

After the file is created you just open it with any standard text editor.

```
9/12/2012 1:47:55 PM Line #1 Script Line #110 If 92113 = MT
9/12/2012 1:47:55 PM Line #1 Script Line #112 - Message Box: Value of Policy Number
9/12/2012 1:47:56 PM Line #1 Script Line #113 - Message Box: 0028707
9/12/2012 1:47:56 PM Line #1 Script Line #114 - Message Box: Zip Code Input
9/12/2012 1:47:56 PM Line #1 Script Line #115 - Message Box: 92113
9/12/2012 1:47:56 PM Line #1 Script Line #116 - Session Send Keys Session Process0028707
9/12/2012 1:47:56 PM Line #1 Script Line #117 - Session Send Keys Session Process@A@E
9/12/2012 1:47:57 PM Line #1 Script Line #118 - Session Set Cursor row: 5 col: 55
```

The Script Line number refers to the line of code in the customization script and you get to see how it interacts with the call. Also you will see a time/date stamp of the record and what happened. You just compile the script so you see the line numbers of the script.



By turning on the debug feature to level 5 and then reviewing the System Debug Log file, you can see if a script is not doing what you want it to do through the progress of the call, and determine exactly where it is not functioning properly. If the system debug log file does not get to a line within the compiled script that you expected it to get to, you can check your logic to determine why this is happening. You will also be able to see the values the caller inputted as well as the values retrieved from the data files or screen fields to determine if that is why your logic is failing.



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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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## Transaction Data Log File



It is very easy to create a Transaction Data log file and then to use this gathered information to build a report. Basically you are just creating a comma delimited file where each data record captures the values of the variables for the call and separates the fields by

commas . These records found within the log file can then be imported to Excel or various report generators to create the desired report. Keep in mind, you may have multiple reports off your system for various reasons. We always suggest you collect all variables used during the caller's progress as you may have reports later that need these variable values even if your initial reports do not require them. It is easy to just log all the data, and faster to build the new report if the data has already been captured. Some of these data values are coming from the caller's input while others are coming from your system as the caller progresses through the call.

Besides the data from the caller's input and data variable values from the database or screen values, your log may also want to incorporate values it obtains from the ODTVision VRU itself like date and time as well as line number and variables describing what was done during the call.

*\*\*\* Important note - the syntax "Log" is different in new versions*

The old log syntax found on the previous legacy version of our product is no longer supported. The following example is a recommendation to a client how to change the logging syntax in their previous script to how we do logging now.

The old Syntax "Log X" (shown below) is no longer supported so I changed the code to handle that...(next page).

Log:

```
x = ","
x = x & CurrDate
x = x & ","
x = x & Menu
x = x & ","
x = x & calltracking
x = x & ","
x = x & Callfunction
x = x & ","
x = x & Store
x = x & ","
x = x & ItemInput
x = x & ","
x = x & Itemdescription
x = x & ","
x = x & ItemStatus
x = x & ","
x = x & ItemOnHandTotal
x = x & ","
x = x & Itemmin
x = x & ","
x = x & Itemmax
x = x & ","
Log x
```



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IN CUSTOMER SERVICE

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<http://www.ibmssystemsmag.com/lbmi/productnews/productreviews/Product-Review-DTT1000-from-Ohio-Data-Transfer/>

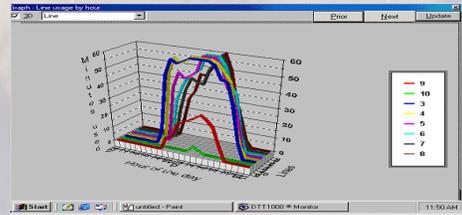
Is now replaced with

- LogVar = ","
- LogVar = LogVar & CurrDate
- LogVar = LogVar & ", "
- LogVar = LogVar & Menu
- LogVar = LogVar & ", "
- LogVar = LogVar & calltracking
- LogVar = LogVar & ", "
- LogVar = LogVar & Callfunction
- LogVar = LogVar & ", "
- LogVar = LogVar & Store
- LogVar = LogVar & ", "
- LogVar = LogVar & ItemInput
- LogVar = LogVar & ", "
- LogVar = LogVar & Itemdescription
- LogVar = LogVar & ", "
- LogVar = LogVar & ItemStatus
- LogVar = LogVar & ", "
- LogVar = LogVar & ItemOnHandTotal
- LogVar = LogVar & ", "
- LogVar = LogVar & Itemmin
- LogVar = LogVar & ", "
- LogVar = LogVar & Itemmax
- LogVar = LogVar & ", ""

Open "Custn.dat" for output as OSFile ; open the custn.data file  
output OSFile, logVar  
Close OSFile

### Line Capacity Graph

The line monitor shows a graphical presentation of each line for the last 24 hours.



To build this monitor graph, select each line in the switchboard screen and then click the window detail box icon from the switchboard.



Monitor Icon

Now click the icon to bring up the Line Monitor graph for this line. Repeat this process for each line until the graph shows all lines.

In conclusion, I hope this newsletter helps you understand how to build and use the two types of logging files and the line monitor chart. Please feel free to contact us if you need any further information. ■