

# Vision Voice Vantage, Inc.

## THINKING OUTSIDE THE BOX IN CUSTOMER SERVICE

Inside  
this  
issue:

Volume 8 Issue 111  
11/30/2013

### Customization Made Easy



Most customers come to chose the ODTVision VRU over competitive products for our affordability and features but fall in love with the ease of

customization which can be done by in-house personnel. Your own voice response applications can be created using the script compiler that the ODT VISION® provides. This is an easy to learn “Basic” - like scripting language allowing you to quickly create your own voice applications from any display screen application from the I SERIES/ AS400 or linked from micro databases.

Through the use of any simple text editor you can create this customization script which is more like the creation of a macro than actually writing code. The beauty of our solution is no previous programming experience is required and anyone with an understanding of your IVR application requirements could learn with minimal effort how this customization is accomplished.

The logic of the scripting language uses “GoTo”, “GoSub”, “If/Elseif” statements, and various syntax verbs to execute the logic required. Once the customization script is created, you run the ODTVision Compiler program against the script to see if there are any errors with the grammar of your syntax.

Moving through the Data	2
Playing Voice Files	3
Retrieving Information	3
Sending Data	4
Checking for Error conditions	4

```
ODT Vision Compiler Compiler - vision.odt
File Edit Help
Source Line Script Line Script
1 ;
2 ; Voice files used in the ODT Vision Demo Script
3 ;
4 ; Greeting.wav "Welcome to the demo for the ODT Vision Voice Re
5 ; MaxEr.wav "You exceeded max tries. Call terminated."
6 ; Cust.wav "Enter your customer four digit #"
7 ; CustEr.wav "Customer # in error"
8 ; Passwd.wav "Enter your Password four digit password"
9 ; PasswdEr.wav "Password in error"
10 ; Welcome.wav "Welcome..."
11 ; ????.wav "(Company names)"
12 ; visionOption.wav "Press 1 to place an order, 2 to review an c
13 ; OptionEr.wav "Option # in error"
14 ; Item.wav "Enter an item # ..."
```

If the script has been created successfully, you will see the banner “Script Created” at the bottom of the compiler.

If the script has errors, it will give you the number of errors occurred.

```
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```

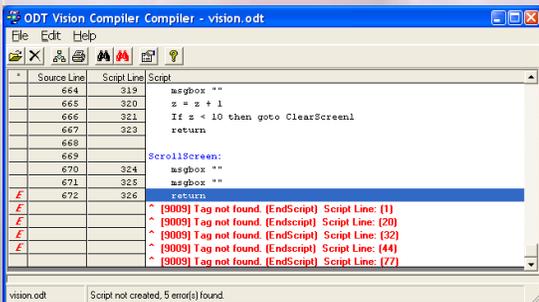


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In this example, we changed the name of a tag so the "GoTo" no longer has an associated tag. If you just click on the compiler binocular icon  it will take you to the first error in the script.



As you can see, in plain English, the compiler tells you the error condition and in what line of the script that the error exists.



## Five General Things Contained In the Customization Script

In general, there are five main functions found within any customization script.

-  Move through data records or screens
-  Play a voice file
-  Retrieve information from a data field of a record or from a screen field of an application screen
-  Send information to a field of a data record or to the field of an application screen
-  Check for Error Conditions

The very definition of **Interactive Voice Response** application means you were working with real time data. In an IVR application using the ODTVision VRU, you are either connected to that data through an ODBC link or your application is built overtop a HALPI screen scrape. All ODTVision IVR applications use one of these two methods to obtain the data.

## Moving through the Data

So let's say we are connected to the data through an ODBC connection. We have a value for a record that reflects a customer profile we want to find. The syntax for doing that may look like this:

```

;-----
; find customer number in database table
;-----
SeekDB CustomerFile, =, CustInput
If MatchDB then

```

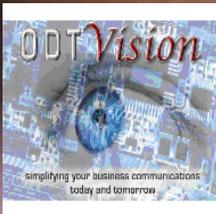
Prior to this seek verb, a database table that is linked through ODBC has been opened with the properly sorted index overtop of it. This syntax finds the record.

The other method to obtain live data is by using HLAPI screen scraping on a host application screen. Basically, there is a live IBM Client Access session for each line of the VRU and you are sending key strokes to that application.

```

;-----
; find customer Record Screen
;-----
SessionSendKeys "1"
SessionSendKeys "@E"
SessionWait

```



PAGE 3

Vision Voice Vantage, Inc.  
1938 Zollinger Road  
Columbus, Ohio 43221

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

In this example, the script sent menu item "1" to the screen, hit the enter key, and then waited for the screen to change.

### Playing a Voice File

An IVR application uses voice files as banners to either prompt information from the user or to supply information where they are read back in a pattern with data that has been supplied from the host or server.

As example, if the IVR application wanted the user to supply a customer number the syntax would look like this....

```
CustInput = PlayGet "Cust.wav",4,"#",6  
; "Enter your customer #"
```

In this example, the user must supply a four digit customer number, or a customer number which is followed by the termination character of "#" or 6 seconds have passed.

The other way voice files are used is in a stacked pattern with values of data obtain in the IVR application.

```
Play "YouEnter.wav" ; "You entered..."  
SpeakNumbers QtyInput ; "22"  
Play "UnitsOf.wav" ; "Units of Item..."  
Play itemVoicefile; "Widgets"  
Play "ForTotal.wav"; "for a line total of..."  
SpeakDollars LineAmt ; "$2200.00"
```

```
Rtn = Play "1ToAccept.wav",0,"@"  
; "Press 1 to accept..."  
OKInput = GetDigits 1,"@",5; "or any  
other key to cancel"
```

### Retrieving Information

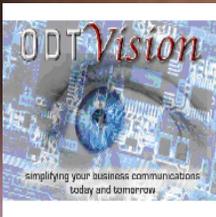
In the following example, lets say we have already found a customer profile. Security for this application requires us to match the caller's input with a password retrieved from the customer's record. With an ODBC linked database table it might look like this...

```
;-----  
; Verify that password entered is the  
same as on the customer file.  
;-----  
PasswordValue = CustomerFile.Password  
If PasswordInput <> PasswordValue then  
Play "PasswdEr.wav";"Password in error"  
ErrorCt = ErrorCt + 1  
GoTo GetPassword ; Try again.  
Endif
```

If the IVR application is using screen scraping instead of an ODBC linked table you would use the "SessionGetScreen" syntax.

```
PasswordValue = SessionGetScreen 5,2, 4  
If PasswordInput <> PasswordValue then  
Play "PasswdEr.wav";"Password in error"  
ErrorCt = ErrorCt + 1  
GoTo GetPassword ; Try again.  
Endif
```

The password field on the host screen being scraped is at row 5, column 2 with a field length of 4.



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## Sending Information

As seen previously, the syntax will be a little different based on if we are using an ODBC linked data table where the input of the user is being written to the located database table record field or the record field of a host system application screen but the functionality is the same. Lets say this is a record field where we want to update that a person called in during this session.

```
EditDB CustomerFile; Allow changes to record
CustomerFile.CallsToday = CustomerFile.CallsToday + 1
UpdateDB CustomerFile ; Update record
CloseDB CustomerFile ; Close the Table
```

In this example, the field of "CallsToday" within the table "CustomerFile" would be edited to add that there has been another call.

If we were doing the same exercise in a host application screen with the screen scrape method, the code may look like this.

```
SessionSetCursor 5,2 ; sets cursor in row 5 col 2
Sessionsendkeys "1" ; sends value 1 to host field
SessionSendKeys "@E" ; sends enter key
SessionWait ; waits for host screen
```



## Checking for Error Conditions

Throughout the entire script, all possibilities of logic paths need to be considered so that if an error condition exists, corrective action takes place. For example, you may have requested an 8 digit account number and the user only entered 7. At that point, the IVR application needs to play a voice file that the wrong number of digits has been entered and loop back to the tag that marks the beginning of the section where the script plays a voice file requesting the account number. Before the loopback, you may implement the counter of tries by one and if too many tries happen, the logic maxes out and perhaps transfers to a live representative that can assist this user.

The error condition may be that after entering data, the screen banner value isn't correct or maybe it even gives an error banner. Perhaps the caller entered an item number in an order entry system and a record for that item can not be found. The user has to be told and given another chance to enter a correct item value.

This newsletter just covered the general topic of types of functions found within an ODTVision customization script but you can see how easy this customization is accomplished. ■