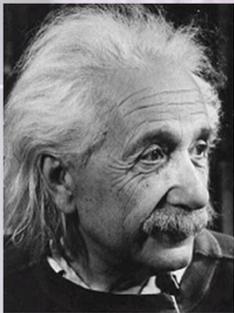


Time for a Review

A reporter interviewed Albert Einstein. At the end of the interview, the reporter asked if he could have Einstein's phone number so he could call if he had further questions.



“Certainly” replied Einstein. He picked up the phone directory and looked up his phone number, then wrote it on a slip of paper and handed it to the reporter.

Dumbfounded, the reporter said, “You are considered to be the smartest man in the world and you can't remember your own phone number?”

Einstein replied, “Why should I memorize something when I know where to find it?”

I received an interesting email from a client last week. This was our project leader for our IVR solution at this client site. He had done the initial customization for their IVR applications but that was years ago. The email had a couple of simple questions regarding: “How do I do this, I've forgotten how I accomplish that.?”

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Review



It is not unusual to forget something that you just don't do everyday, especially if it was years ago and that was the only time you used this skill set.

What our clients love about our solution is its ability to allow customization in house. What this individual needed to do is change the size of a field within their database that the IVR application used. Since this is such a simple change, it can be done in less than a minute if you remember what to do.



IBM Solution Connection
Integrates solution information
with IBM eServer, software and
TotalStorage technology



Solutions with experience

ODT VISION® for the **I5/iSERIES/AS400** is a revolutionary product that allows two-way telephone access to your **IBM I5/iSERIES/AS400/ or Micro Database**. With **ODT VISION®**, every touch-tone phone in the world becomes a remote terminal for your Data.

Customization Made Easy

Your own IVR application is created using the script compiler. ODT VISION® uses an easy to learn “Basic” - like scripting language allowing users to quickly create their own voice applications from any legacy display screen application from the i5/iSERIES/AS400 or linked with any ODBC compliant database. The script, which controls the customization, is more of a macro than actual program code and doesn't require previous programming experience.

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. Plays voice files which serve as a prompt for the user to insert data or speak data
3. Sends the user's input data to the field on AS400 screen or database record field
4. Verifies that the system or database accepts the input data (check for error conditions)
5. Gets information from screen field or database field which is then either spoken or used in a condition statement

Knowing where everything is

The two items you will need if you are making changes are the current script(s) and the voice files associated with those application scripts. It is recommended that you always have backups of these two groups of items but if you

don't know where the backups are, you can find them on the VRU unit itself. Most likely the scripts are in the ODTVision Program folder:

“C:\Program Files\ODT Vision”

The other element that you will use that may require changing are the application voice files. Some changes in the customization script may require you to re-record existing outbound application voice files or you may have to record completely new voice files. The base outbound voice files are found in:

“C:\Program Files\ODT Vision\Voice Files”

If your application has other languages used by users such as Spanish, they would be found in a folder for that specific language set such as:

“C:\Program Files\ODT Vision\Voice Files\Spanish”

It is also helpful if you have documented the application with flowcharts or side notes. We always suggest that within the script, you have



comment statements and section banners that define the particular sections of the script. All this documentation should be scanned as it will help you quickly make the

needed changes.

All manuals are found on the web site at:

<http://www.odtvision.com/customer-service-manuals.php>

If you are new to working with the ODTVision VRU or need a quick review, there is a quick start guide located at:

<http://www.odtvision.com/includes/manuals/quick-start-guide.pdf>



Vision Voice Vantage, Inc.
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THINKING OUTSIDE THE BOX IN CUSTOMER SERVICE

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.

Modifying the Customization Script

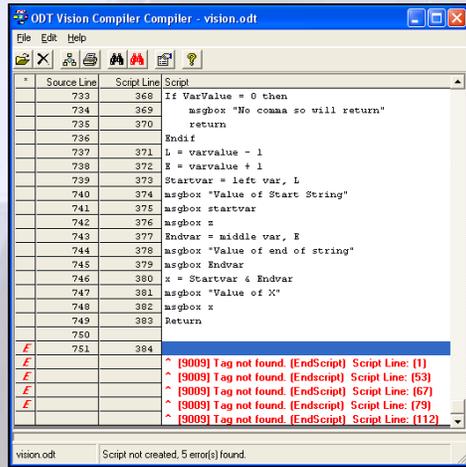


It is best to start with a plan for the changes. Document the changes needed and locate the script for the application where the changes will be needed. To modify this script, simply bring up any simple editor such as

"WordPad" or "Note Pad." Once you have completed the modifications, save the script. It is suggested that you rename this script and keep the initial script in its original state with its original name. The number one rule of saving this customization script file is it must be saved with no formatting. I like to note within the script comments on modified date and what was done.

Time to Compile 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)



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

For the new change to take effect, you need to stop and start the line after a successful compile. The text message

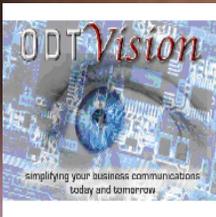
Script Created

will appear at the bottom of the screen.

Recording Voice Files

If your changes require the re-recording or creation of new voices files then do that. You will have to determine if your ODTVision VRU is using Dialogic voice cards or if it is VOIP and record the voice files based on the table below.

Characteristics	Dialogic	VOIP
Audio Sample Size	8 bit	8 bit
Channels	Mono	Mono
Audio Sample Rate	11 kHz	8khz
Audio Format	PCM	u-Law



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

Point line(s) to the new script

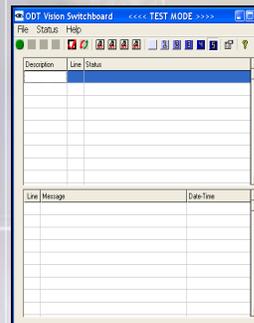
Since you most likely changed the name to the script, you must go into line properties and point that line to that script name. From the main console screen, click the  icon to bring up Line Properties. The ODT VISION Console Line Properties Screen (second tab) is used to set up which compiled script is assigned to each line or multiple lines. Once this is defined, you can use the Multiple Lines icon to configure other lines.



The script name will only appear in the pull down script name field if that script has been

compiled successfully. Once selected, click ok.

Testing Changes



The line must be stopped and re-started with the console operator after the script is compiled successfully. Now start testing. If you have issues you can go back to the console screen, stop the line and turn on

level 5 for debugging.

Now run the application

That will create a system debug log file that you can look at comparing it with the script to see how each line of code interacts with the script. That will tell you as well as us what the system is or is not doing with each line of code.

Conclusion

Even though it has been a while, realize there are multiple resources to refresh your memory on how to accomplish the task at hand. Feel free to contact us if you have any questions or issues. ■