# AUDIOTEX LIBRARIAN

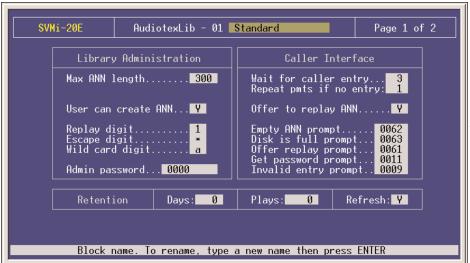## Description

This provides the control for Announcement Blocks.

The Audiotext Librarian controls all the prompting and parameters used when recording and playing back announcements. This information includes the allowed length of the message and the number of days it will be retained. The Audiotext Librarian Block is used in conjunction with a Menu Block to disseminate information. This block does not contain pointers to announcement blocks. To play an announcement block, a menu is used to collect digits from the caller that match the number of the announcement block, and then the menu block passes control to an Audiotext Librarian. The Audiotext Librarian calls the announcement that matched the digits entered by the caller.

There is no limit to the number of Announcement Blocks a Librarian may manage. Also, an individual Announcement Block may be accessed through different Librarians. This is useful for setting different control conditions for the person administering the recordings. The Librarian determines when an announcement should be discarded, based on either elapsed time, or how many times it should be played. The retention time may also be reinitialized each time the Announcement plays. These controls assure the information available is always current.

The CallDirector section of the Audiotext Librarian uses Event Pointers to pass control of the caller after the appropriate announcements have played.



*AudioText Librarian*

*Page 1 of 2*

## Library Administration

**AUDIOTEXTLIB**   The name of this block. A block name can be any alphanumeric string up to 16 characters long (including spaces). A block name may not be the same as another block name.

**MAX ANN LENGTH**   The maximum recordable length, in seconds, of any announcement created via access through this Librarian. Values may be from 1 to 999 seconds.

**USER CAN CREATE ANN**   When this parameter is set to 'Y' the user can create new Announcement Blocks over the telephone. If this parameter is set to 'N' the user may only record announcements in existing Announcement Blocks.

**REPLAY DIGIT**   The digit that may be pressed by the caller to replay the announcement. If this parameter is blank, the caller will not be given the option of listening to the announcement again.

**ESCAPE DIGIT**   The Escape Digit (normally the '✱' key) causes an immediate exit from playing the announcement. When the Escape Digit is pressed the SVMi-20E will not wait for subsequent digits to be pressed, but goes immediately to the Target of the active Escape Pointer.

**WILD CARD DIGIT**   The Wild Card Digit is used to play a set of announcements in a contiguous series whose Announcement Block Numbers all match the wild card specification. Announcements play without pause in ascending numeric order.

Example: When callers enter any number from 500 through 599, the menu translates this entry to 5## (if # is the wild card digit). The caller then hears all announcements in blocks having numbers that are 3 digits in length and begin with the digit '5'.

**ADMIN PASSWORD**   The administrative password used to allow the caller to record an announcement. When entering the administrative password it must be preceded by the Admin digit (specified in the MENU Block), plus the number of the announcement block to be edited. The length of the password may be from 1 to 8 digits.


## Caller Interface

**WAIT FOR CALLER ENTRY**   This is the number of seconds, from 0 to 20, SVMi-20E waits for an entry after the caller has been prompted to replay the announcement. The time begins at the end of any prompt that requests an entry from the caller.

**REPEAT PMTS IF NO ENTRY**   Indicates the number of times, from 0 to 9, the replay prompt is repeated, if no entry is made by the caller.

**OFFER TO REPLAY ANN**   This parameter provides the caller the ability to replay each announcement after play. If this parameter is set to 'N' the caller will not be offered the option of replaying the announcement.

**EMPTY ANN PROMPT**   A prompt that will play when there is no recorded voice for the announcement selected. Valid entries are 0001 - 9999 with blank indicating "say nothing."  Press 'Ctrl + O'  to review or edit the prompt text.

**DISK IS FULL PROMPT**   A prompt which will be played when the announcement storage unit is unable to record an announcement of the Max ANN Length. Valid entries are 0001 - 9999 with blank indicating "say nothing."  Press 'Ctrl + O' to review or edit the prompt text.

**OFFER TO REPLAY THE PROMPT**   A prompt, after the announcement has played, which instructs the caller to dial the Digit to Replay, to hear the announcement again. Valid entries are 0001 - 9999 with blank indicating "say nothing." This prompt will not be played if "digit to replay message" is blank.  Press 'Ctrl + O' to review or edit the prompt text.

**GET PASSWORD PROMPT**   A prompt which instructs the subscriber to enter their admin password. Press 'Ctrl + O' to review the prompt text.

**INVALID ENTRY PROMPT**   The number of the prompt to play if the caller makes an invalid entry. Press 'Ctrl + O' to review the prompt text.

## Retention

**DAYS** The number of days, from 1 to 999, that the SVMi-20E will retain an announcement if it is not played.

**PLAYS** The maximum number of times an announcement will be played before being automatically erased. If set to zero, there is no limit on the number of times played.

**REFRESH** When this parameter is set to 'Y', the announcement(s) played during the call session will have the retention time reset to the value set in the Retention Days parameter of this Audiotext Librarian. If this parameter is set to 'N', the announcement retention time is controlled by the retention time in the announcement.



*AudioText Librarian*

*Page 2 of 2*

## Operating Mode

This is used to select an operating mode for programming the mode specific pointers. Examples of operating modes are Day, Night or Holiday. This field does not set the operating mode for the system that is done in the schedule table. This selection allows you to program different destinations called event pointers for each mode.

Press ENTER on this field and all the mode blocks will be displayed. Choose the mode for which you would like to program. If you select 'Default' it means all the time - unless another mode is entered to override the default setting. If you want the same setting to be in effect all the time, simply program the 'default' mode and leave the settings for all other modes blank.

## Call Director

This is used to program the target for specific conditions or events. To edit any of the event pointers, select the event and press ENTER to bring up the Target Generator. Select and open the appropriate block type from the Target Generator pick list. Highlight and open and existing Block of that type or create a new block. Press 'Ctrl + O' to review or edit the selected Block. The possible events are:

**NEXT POINTER** The block to go to after the caller has listened to the announcement(s). Pressing ENTER at this field opens up a Target Generator. Choose an existing block to pass control to or select 'New' to create a new Announcement Block and press ENTER. Press 'Ctrl + O' to review or edit the selected block.

**NO-DATA POINTER** The block to go to if there is not an announcement recorded, but an Announcement Block exists.

**ESCAPE POINTER**   The block to go to if the caller presses the Escape digit to escape from an announcement (the Escape digit may be pressed anytime during the play of the announcement). It is recommended that the target block be the initial MENU Block. This allows the caller to return to the main options.

**NO-ENTRY POINTER**   This is the block to go to if the caller is prompted to replay the announcement and does not enter anything.

**USER-EXIT POINTER**   The next block to go to when the administrator is done recording an announcement. It is recommended that the named block be the MENU Block that control was transferred from, to allow the administrator to record another announcement.

## Open Audiotext Announcements

**OPEN AUDIOTEXT ANNOUNCEMENTS**   This field is a navigation facility.  Press ENTER to bring up the Target Generator, then select and open any Announcement Block from the Target Generator pick list.