AT&T

Conversant V5.0
Documentation Guide
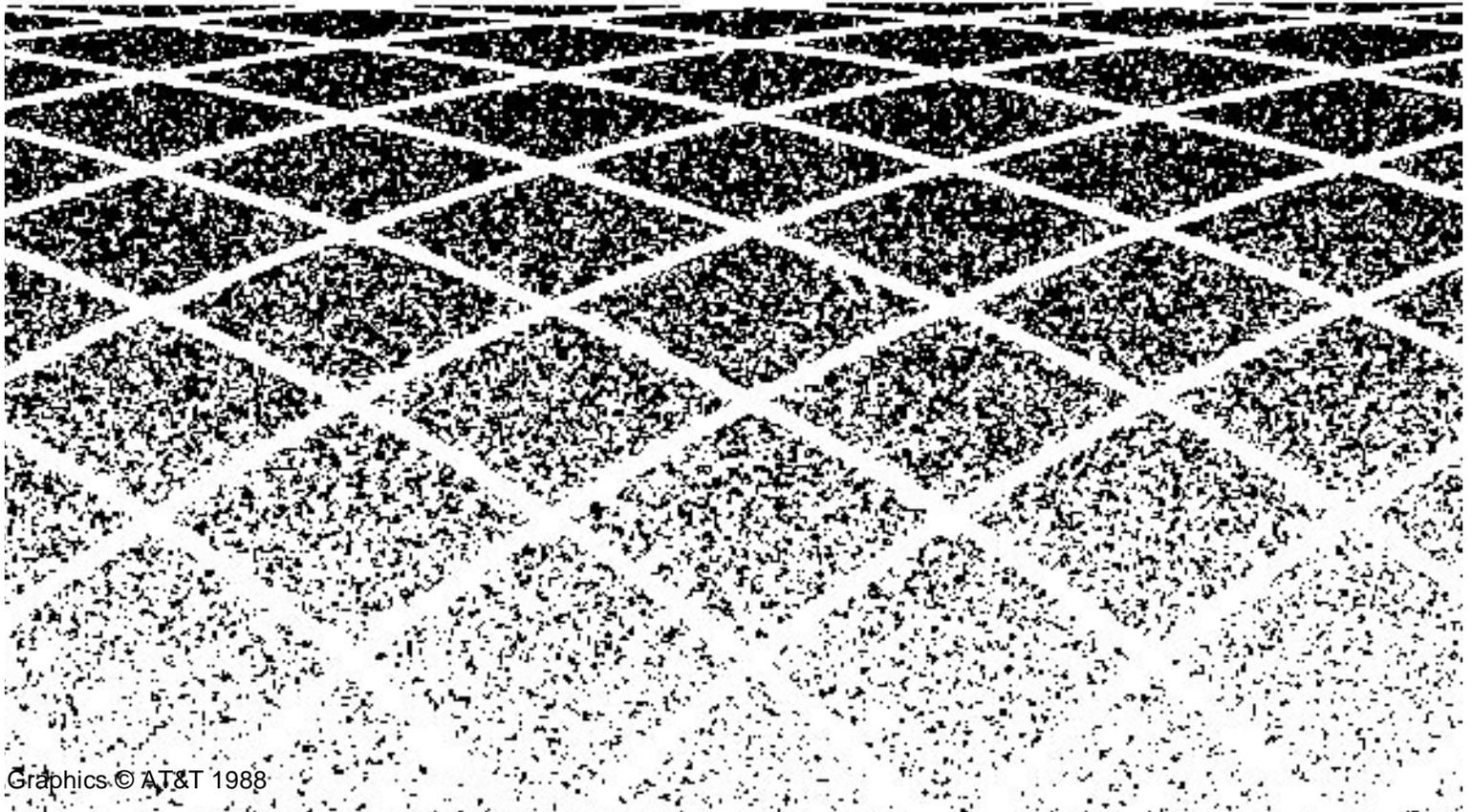
Contents

Contents

Ordering Information

1

Each chapter in this book provides descriptions of and ordering information for each book in the AT&T Intuity CONVERSANT® Voice Information System (VIS) library. The chapters are organized by release number.

You may order publications listed in this book by mailing or calling the AT&T GBCS Publications Fulfillment Center at the address and number given below. A check, money order, purchase order number, or charge card number (VISA, American Express, or MasterCard) is required with all orders. Make checks and money orders payable to RDD-AT&T. Subject to your company's credit approval, a purchase order is acceptable if your order exceeds $50.00.

To order:

Mail:	AT&T GBCS Publications Fulfillment Center
	P.O. Box 4100
	Crawfordsville, IN 47933

or

Call:	800-457-1235 (between 8:00 a.m. and 8:00 p.m. ET)
	Outside USA: 317-361-5353

For returns:

Mail:	AT&T GBCS Publications Fulfillment Center
	1823 East Elmore Street
	Crawfordsville, IN 47933

AT&T employees other than Bell Laboratories employees can order publications by supplying the following (Bell Laboratories employees see below):

- 9-digit organization code, such as ZNYXXXXX

- 6-digit location code, such as INXXXX

- 8-digit FML account number, such as 634XXXXX

AT&T Bell Laboratories' employees need to supply the following:

- Organization number, such as BLOXXXX0

- 6-digit location code

- 10-digit work project number

The above information needs to be supplied only for the initial order, unless any of the information changes. Subsequent orders then need only reference the customer number that was assigned at the time of the initial order.

Each order includes a packing slip listing the publications you ordered. If any of the publications you ordered cannot be shipped, the reason will be shown on the packing slip. When placing your order by phone, ask if the publication is available and in stock. This will enable you to take other action if the publication is not available when you place your order.

Version 5.0 Book Descriptions

2

This chapter provides information about the documentation that supports Version 5.0 of the Intuity CONVERSANT Voice Information System (VIS). Table 2-1 identifies the title and document order number for each book. When ordering Version 5.0 documents from the AT&T GBCS Publications Fulfillment Center, use the *Document Number* shown beside the title of each book.

A brief description of each book is provided following the table.

Table 2-1.   Intuity CONVERSANT VIS Version 5.0 Documentation Set

Title	Document Number	Comcode
*Version 5.0 Change Description	585-310-406	107286874
*Version 5.0 Documentation Guide	585-310-020	107286882
*Version 5.0 System Description	585-310-225	107286890
*MAP/100 Hardware Installation	585-310-148	107286908
*MAP/100C Hardware Installation	585-310-149	107286916
*MAP/40 Hardware Installation	585-310-150	107286924
*Version 5.0 Software Installation	585-310-151	107286932
*Version 5.0 Upgrade	585-310-152	107286940
*Version 5.0 Maintenance	585-310-153	107286957
*Version 5.0 Operations	585-310-550	107286965
*Version 5.0 Script Builder	585-310-727	107286981
*Version 5.0 IRAPI Programming Guide	585-310-226	107287021
*Version 5.0 Application Development	585-310-227	107287039
*Version 5.0 Speech Development	585-310-228	107287047
*Version 5.0 Communication Development	585-310-229	107287054
*Version 5.0 Command Reference	585-310-230	107287070
*Version 5.0 Application Design Handbook	585-310-551	107316606
GBCS Security Handbook, Issue 3	555-025-600	107288086
Asynchronous Host Toolkit	585-350-215	107110363
Veritas Documentation	585-350-906	107287153
Veritas Volume Manager	585-350-907	107307175
Novell UnixWare Documentation Set	585-350-908	407298587
CLEO LINKix Documentation Set	585-350-912	407299072
ORACLE Administration Guide	585-350-909	407298603
ORACLE Messages and Code Manual	585-350-910	407298611
ORACLE SQL*PLUS User's Guide	585-350-911	407298629
ORACLE SQL*NET TCP/IP Documentation	585-350-913	407298637
ORACLE SQL*MENU User's Guide	585-350-914	407298645
ORACLE SQL*FORMS Operator's Guide	585-350-915	407298660
ORACLE SQL*FORMS Designer's Reference	585-350-916	407298678
ORACLE SQL*REPORTWriter	585-350-917	407298686
ORACLE Programmer Guide	585-350-918	407298702

* These titles begin with Intuity CONVERSANT VIS

■ *Intuity CONVERSANT VIS Version 5.0 Change Description*

Document number 585-310-406
March 1995

Describes the field-update changes incorporated between Version 4.0 and Version 5.0, and describes new features being provided in the Version 5.0 release. It is intended primarily for field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel, and customers. Topics include: feature changes and additions, helpful hints and exceptions, and instructions to get help.

An 8-inch by 11-inch, approximately 50-page book.

■ *Intuity CONVERSANT VIS Version 5.0 System Description*

Document number 585-310-225
March 1995

Provides a technical description of the Version 5.0 Intuity CONVERSANT Voice Information System. It is intended primarily for telecommunications managers, systems consultants, branch office specialists, services support staff, and telephone company customers and employees. Topics include: voice response basics, feature and feature package descriptions, platform descriptions, basic and optional hardware descriptions, capacity maximums, hardware architecture, UnixWare operating system description, Intuity CONVERSANT VIS V5.0 base and optional software descriptions, requirements and specifications, performance information, information about features from previous releases, and sample applications.

An 8-inch by 11-inch, approximately 160-page book.

■ *Intuity CONVERSANT VIS MAP/100 Hardware Installation*

Document number 585-310-148
March 1995

Describes procedures to install the MAP/100 platform hardware on a new system. It is intended primarily for the on-site service technician. Other audiences include hardware specialists, hardware associates, field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel, and Voice Processing Co-marketers. Topics include: preparing the site for installation, getting started, connecting peripherals, powering up, running the configuration program, working within the chassis, installing circuit cards, installing optional hardware, basic troubleshooting and maintenance, moving the MAP/100, component ordering numbers, and cable connectivity.

An 8-inch by 11-inch, approximately 250-page book.

■ *Intuity CONVERSANT VIS MAP/100C Hardware Installation*

Document number 585-310-149
March 1995

Describes procedures to install the MAP/100C platform hardware on a new system. It is intended primarily for the on-site service technician. Other audiences include hardware specialists, hardware associates, field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel, and Voice Processing Co-marketers. Topics include: preparing the site for installation, getting started, connecting peripherals, powering up, running the configuration program, working within the chassis, installing circuit cards, installing optional hardware, basic troubleshooting and maintenance, moving the MAP/100C, component ordering numbers, and cable connectivity.

An 8-inch by 11-inch, approximately 250-page book.

■   *Intuity CONVERSANT VIS MAP/40 Hardware Installation*

Document number 585-310-150
March 1995

Describes procedures to install the MAP/40 platform hardware and configure the system. It is intended primarily for the on-site service technician. Other audiences include hardware specialists, hardware associates, field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel, and Voice Processing Co-marketers. Topics include: preparing the site for installation, getting started, connecting peripherals, powering up, running the configuration program, working within the chassis, installing circuit cards, installing optional hardware, basic troubleshooting and maintenance, moving the MAP/40, component ordering numbers, and cable connectivity.

An 8-inch by 11-inch, approximately 250-page book.

■   *Intuity CONVERSANT VIS Version 5.0 Software Installation*

Document number 585-310-151
March 1995

Describes procedures to install the software on a new system. It is intended primarily for the on-site service technician. Other audiences include software specialists, software associates, field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel, Voice Processing Comarketers, and factory personnel. Topics include: installing the UnixWare operating system, installing the Version 5.0 software, installing software for optional features, and verifying the software installation.

An 8-inch by 11-inch, approximately 100-page book.

■   *Intuity CONVERSANT VIS Version 5.0 Upgrade*

Document number 585-310-152
March 1995

Describes how to perform an upgrade of an existing system's software by either using a software upgrade assistance package or manually by following checklists designed for this purpose. It is primarily intended for the on-site service technician. Other audiences include customer and support organizations. Topics include: preparing for a software upgrade, conducting an upgrade with the upgrade assistance package, conducting a manual software upgrade, hardware upgrade issues, verifying the upgrade, and troubleshooting.

An 8-inch by 11-inch, approximately 100-page book.

■ *Intuity CONVERSANT VIS Version 5.0 Maintenance*

Document number 585-310-153
March 1995

Describes how to maintain and troubleshoot the Intuity CONVERSANT
Voice Information System. It is intended primarily for the customer. Other
audiences include field support, Technical Service Organization, Sales
and Technical Resource Center, and helpline personnel. Topics include:
how to get help if a problem arises; performing routine maintenance;
addressing trouble and failure indications; interpreting system messages;
conducting common maintenance procedures; performing MAP/100,
MAP/100C, and MAP/40 hardware replacements; and verifying circuit
board settings.

An 8-inch by 11-inch, approximately 500-page book.

■ *Intuity CONVERSANT VIS Version 5.0 Operations*

Document number 585-310-550
March 1995

Serves as a reference tool for an operator administering the Intuity
CONVERSANT VIS. It is intended primarily for the customer. Other
audiences include field support, Technical Service Organization, Sales
and Technical Resource Center, helpline personnel, and Voice
Processing Comarketers. Topics include: user interface, application
package administration, configuration management, feature packages,
reports, switch interface administration, system monitor, SYSADM
features, database environment, and disk operations.

An 8-inch by 11-inch, approximately 250-page book.

■ *Intuity CONVERSANT VIS Version 5.0 Script Builder*

Document number 585-310-727
March 1995

Serves as a reference for those who develop applications for the Intuity
CONVERSANT VIS using Script Builder. It is intended primarily for the
customer. Other audiences include field support, Technical Service
Organization, Sales and Technical Resource Center, helpline personnel,
and Voice Processing Comarketers. Topics include: overview of Script
Builder, Script Builder user interface, Script Builder data management,
accessing Script Builder, defining the transaction, using optional features,
defining parameters, creating database tables, defining the host interface,
speech administration, application administration, using advanced
features, a sample application, and using FFTemplate to create an
application.

An 8-inch by 11-inch, approximately 530-page book.

■ *Intuity CONVERSANT VIS Version 5.0 IRAPI Programming Guide*

Document number 585-310-226
March 1995

Serves as a reference for those who develop applications for the Intuity
CONVERSANT VIS using the Intuity Response Application Programming
Interface (IRAPI). It is intended primarily for application developers.
Other audiences include field support, Technical Service Organization,
helpline personnel, and Voice Processing Comarketers. Topics include:
introduction to the IRAPI, application control, IRAPI run-time services,
application management, performance and system tuning for IRAPI
applications, reference material, and sample applications.

An 8-inch by 11-inch, approximately 300-page book.

■ *Intuity CONVERSANT VIS Version 5.0 Application Development*

Document number 585-310-227
March 1995

Serves as a reference for those who develop applications for the Intuity CONVERSANT VIS using the TSM script level language and/or C language, and provides information about designing software applications, processing speech, and writing programs that integrate the application and the generic software. It is intended primarily for the customer. Other audiences include field support, Technical Service Organization, Sales and Technical Resource Center, helpline personnel, and Voice Processing Comarketers. Topics include: application design, development guidelines, script instructions, data interface process, adding and modifying system messages, upgrade considerations, application example, summary of script instructions, and voice system C-library functions.

An 8-inch by 11-inch, approximately 400-page book.

■ *Intuity CONVERSANT VIS Version 5.0 Speech Development*

Document number 585-310-228
March 1995

Serves as a reference for those who develop applications for the Intuity CONVERSANT VIS using the speech development features. It is intended primarily for end customer developers, custom application developers, and application distributors. Other audiences include research and development, market management, and training. Topics include: the speech file system, parts of speech, speech development features, developing speech, editing speech, recognizing speech input, using WholeWord and FlexWord, standard speech phrases, computing channel numbers, advanced text-to-speech features.

An 8-inch by 11-inch, approximately 160-page book.

■ *Intuity CONVERSANT VIS Version 5.0 Communication Development*

Document number 585-310-229
March 1995

Serves as a reference for those who are responsible for establishing the communication interface between the caller, administrators, and the Intuity CONVERSANT VIS. It is intended primarily for application developers. Other audiences include field support, Technical Service Organization, helpline personnel, and Voice Processing Comarketers. Topics include: communication architecture, analog telephony interfaces, digital telephony interfaces, adjunct/switch application interface, converse vector step routing, call classification analysis, data network communications, and data network connectivity alarms.

An 8-inch by 11-inch, approximately 180-page book.

■ *Intuity CONVERSANT VIS Version 5.0 Command Reference*

Document number 585-310-230
March 1995

Provides an alphabetical listing of the Intuity CONVERSANT VIS commands. It is intended primarily for field support, Technical Service Organization, Sales and Technical Resource Center, Voice Processing Comarketers and Master Voice Processing Comarketers, and customers. Topics include: the name, synopsis, description, files, and example for each command, as well as information about caveats and related commands.

An 8-inch by 11-inch, approximately 300-page book.

■ *Intuity CONVERSANT VIS Version 5.0 Application Design Handbook*

Document number 585-310-551

Provides guidelines and suggestions for good application design and outlines a process that will help you progress from design to implementation to deployment.

An 8-inch by 5-inch, approximately 140-page book.

- *GBCS Security Handbook*

  Document number 555-025-600

  Discusses security risks and measures that can be taken to help prevent external telecommunications fraud involving AT&T products.

  An 8-inch by 11-inch, approximately 150-page book.

- *Asynchronous Host Toolkit*

  Document number 585-350-215

  Describes the Asynchronous Host Toolkit that is used with Intuity CONVERSANT, including an overview of the asynchronous Data Interface Process (DIP), the structure and design of the processes associated with the asynchronous DIP, installation, a sample Script Builder application, and information about using customized versions of the asynchronous DIP. An appendix lists all the source code, header, and make files associated with the asynchronous DIP.

  An 8-inch by 11-inch, approximately 50-page book.

- *VERITAS Documentation*

  Document number 585-350-906

  Provides information relating to VxFS system administration as well as diagnostics and error messages. It is intended primarily for system administrators responsible for installing, configuring, and maintaining UNIX systems.

  An 8-inch by 11-inch, approximately 500-page book.

- *VERITAS Volume Manager*

  Document number 585-350-907

  Provides installation, user, and system administration information for the VERITAS Volume Manager. It is intended primarily for Volume Manager users and system administrators.

  An 8-inch by 11-inch, approximately 300-page set.

■ *Novell UnixWare Documentation Set*

Document number 585-350-908

Provides a complete set of documentation on how to use UnixWare, including the following books:

— *Installation Handbook*

— *Introduction to System Administration*

— *System Performance Administration*

— *System Setup and Configuration*

— *User and Group Management*

— *Backup and Restore Services*

— *Print Service Administration*

— *File System Administration*

— *System Performance Administration*

— *Basic UNIX System Networking*

— *TCP/IP Administration*

— *NFS/RPC/INIS Administration*

— *User Handbook*

A 7 inch by 9-inch, approximately 1550-page documentation set.

■ *CLEO LINKix Documentation Set*

Document number 585-350-912

Provides the following information:

— *Hardware Installation* - describes the steps involved in installing and configuring CLEO's PC/SIB board in an IBM AT-style 386.

— *Administration Guide* - explains the procedures for installing and configuring the product, installation troubleshooting, setting up system files, and monitoring and tracing program execution.

— *Common Service Verbs Programmer's Guide* - contains the information needed to incorporate CLEO's Common Service Verbs (CSV) API in C-language application programs.

— *3270 User's Guide* - describes product features, architecture, connectivity, configuration options, and the user interface of 3270LINKix.

— *HLLAPI Programmer's Guide* - provides information about writing transaction programs, testing and troubleshooting, HLLAPI functions, OIA image, and the hapi_c.h header file.

— *NetView User's Guide* - lists NetView commands and describes the network management API.

A 7-inch by 9-inch, approximately 800-page documentation set.

■ *ORACLE Administration Guide*

Document number 585-350-909

Describes how to manage the ORACLE7 Server RDBMS, including basic database administration, ORACLE server configuration, database storage, database security, distributed processing and distributed databases, database backup and recovery, and database and instance tuning. It is intended primarily for those responsible for administering the operation of an ORACLE database system (database administrators).

A 7-inch by 9-inch, approximately 600-page book.

- *ORACLE Messages and Code Manual*

  Document number 585-350-910

  Lists messages generated by the ORACLE server, PL/SQL, ORACLE pre-compilers, SQL*DBA, import/export utilities, and SQL*Loader. It is intended primarily for all ORACLE users.

  A 7-inch by 9-inch, approximately 400-page book.

- *ORACLE SQL*PLUS User's Guide*

  Document number 585-350-911

  Describes the SQL*Plus program and its uses, and provides a detailed description of each SQL *Plus command. It is intended primarily for a range of individuals with varying SQL language and ORACLE database experience, from programmers to nonprogrammers.

  A 7-inch by 9-inch, approximately 250-page book.

- *ORACLE SQL*NET TCP/IP Documentation*

  Document number 585-350-913

  Describes how to use SQL*NET on a TCP/IP network to exchange information among ORACLE databases and application. It is intended primarily for system and database administrators. Other audiences include anyone who wants to communicate over a TCP/IP network with ORACLE products.

  A 7-inch by 9-inch, approximately 80-page book.

- *ORACLE SQL*Menu User's Guide*

  Document number 585-350-914

  Contains a detailed description of how to use SQL*Menu, including how to run menu-based software applications, how to design menus and menu structures, and how to administer SQL*MENU. It is intended primarily for application operators, application designers, and database administrators.

  A 7-inch by 9-inch, approximately 250-page book.

■ *ORACLE SQL*FORMS Operator's Guide*

Document number 585-350-915

Demonstrates how to run forms, use the keyboard to make selections and edit entries, retrieve records from the ORACLE database, enter records, modify records, delete records, and record transactions in the ORACLE database. It is intended primarily for the novice operator.

A 7-inch by 9-inch, approximately 100-page book.

■ *ORACLE SQL*FORMS Designer's Reference*

Document number 585-350-916

Demonstrates how to implement specific SQL*Forms functionality in an application. It is intended primarily for the advanced designer.

A 7-inch by 9-inch, approximately 500-page book.

■ *ORACLE SQL*REPORTWriter*

Document number 585-350-917

Contains a detailed description of the components of SQL*ReportWriter and provides a tutorial and conceptual material to help users learn how to use SQL*ReportWriter. It is intended primarily for application developers and readers who want to create reports for their own use. Readers should have a working knowledge of SQL or ORACLE database concepts. Includes Introduction to SQL*ReportWriter and SQL*ReportWriter Reference Manual.

A 7-inch by 9-inch, approximately 250-page set.

■ *ORACLE Programmer Guide*

Document number 585-350-918

Provides a guide to the ORACLE Precompilers and shows how to develop applications that use SQL to access and manipulate ORACLE data. It is intended primarily for programmers, but may also be useful to systems analysts and project managers.

A 7-inch by 9-inch, approximately 300-page book.

Version 4.0 Book Descriptions

3

This chapter provides information about the documentation that supports Version 4.0 of the CONVERSANT Voice Information System (VIS). Table 3-1 identifies the title and document order number for each book. When ordering Version 4.0 documents from the AT&T GBCS Publications Fulfillment Center, use the *Document Number* shown beside the title of each book.

A brief summary of each book is provided following the table.

Table 3-1.

Title	Document Number	Comcode
*Documentation Guide	585-350-002	107086043
MAP/100 Voice Processing Hardware Installation	585-350-107	106901093
MAP/100C Voice Processing Hardware Installation	585-350-108	106901127
MAP/40 Voice Processing Hardware Installation	585-350-109	106924111
*Upgrades	585-350-110	107086084
*Software Installation	585-350-111	107086092
*Maintenance	585-350-112	107086100
*Installation Checklists	585-350-113	107086076
†SCSI Mirroring	585-350-204	106963283
†Description	585-350-207	107086068
*Application Development	585-350-208	107086126
Command Reference	585-350-209	107086134
†FAX Attendant Co-residency	585-350-210	107144586
*486 CPU Upgrade Kit for MAP/100 and MAP/100C	585-350-211	107086019
*SCSI Disk Drive Upgrade Kit for MAP/100 and MAP.100C	585-350-212	107086001
*Upgrade Kit for MAP/40	585-350-213	107086027
*Change Description	585-350-402	107086035
*Planning	585-350-602	107086050
*Operations	585-350-703	107086118
†Script Builder User Guide	585-350-704	107086142
†Graphical Speech Editor User Guide	585-350-705	107086159
†External Alarms	585-350-801	106901234
†Primary Rate Interface	585-350-805	106930829
†Form Filler Plus	585-350-806	106930845
†Text-To-Speech	585-350-807	106930852
†CompuLert/SCCS	585-350-808	106930886
†Local Area Network	585-350-809	106930860
†NetView Alarms	585-350-810	106930878
†Call Classification Analysis	585-350-811	107086191
†Adjunct/Switch Application Interface	585-350-812	107086209
†Whole Word Speech Recognition	585-350-813	107086167

Table 3-**1.**

†FlexWord Speech Recognition	585-350-814	107086175
†Host Interface	585-350-815	107086183
ORACLE SQL*NET	585-350-901	106651730
ORACLE SQL*RDBMS	585-350-902	106673510
ORACLE SQL*Forms	585-350-903	106673528
ORACLE SQL*ReportWriter	585-350-904	106673536
ORACLE SQL*Menu	585-350-905	106673544
ORACLE PRO*C	585-350-906	106713670

* These tiles begin with CONVERSANT VIS Version 4.0

† These titles begin with CONVERSANT VIS

Refer to the appropriate optional software feature book for additional information concerning particular VIS features.

■ *MAP/100 Voice Processing Hardware Installation*

Document number 585-350-107
October 1993

Describes procedures to install the MAP/100 platform hardware on a new system. It is intended primarily for the on-site service technician. Other audiences include hardware specialists, hardware associates, field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel and Voice Processing Co-marketers. Includes: installing the MAP/100 hardware, preparing the site, allocating system resources, installing the system drives, installing circuit boards, installing the system enhancement hardware, making the system connections, making the peripheral connections, verifying hardware installation, and moving the system.

An 8-inch by 11-inch, 300-page book.

■ *MAP/100C Voice Processing Hardware Installation*

Document numberDocument number 585-350-108
October 1993

Describes procedures to install the MAP/100C platform hardware on a new system. It is intended primarily for the on-site service technician. Other audiences include hardware specialists, hardware associates, field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel and Voice Processing Co-marketers. Includes: installing the MAP/100C hardware, preparing the site, allocating system resources, installing the system drives, installing circuit boards, installing the system enhancement hardware, making the system connections, making the peripheral connections, verifying hardware installation, and moving the system.

An 8-inch by 11-inch, 300-page book.

■ *MAP/40 Voice Processing Hardware Installation*

Document number 585-350-109
October 1993

Describes procedures to install the MAP/40 platform hardware and config-ure the system. It is intended primarily for the on-site service technician. Other audiences include hardware specialists, hardware associates, field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel and Voice Pro-cessing Co-marketers. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing the system drives, installing circuit boards, installing the system enhancement hardware, verifying hardware installation, general equip-ment and filter maintenance, and moving the system.

An 8-inch by 11-inch, 280-page book.

■ *CONVERSANT VIS Version 4.0 Upgrades*

Document number 585-350-110
October 1993

This book describes how to perform an upgrade of an existing system for software using either a new software upgrade assistance package, or manually following checklists designed for this purpose. The hardware upgrade kit documents will be referenced as necessary. This book is pri-marily intended for the on-site service technician. Other audiences include customer and support organizations. It includes information on: an intro-duction to software upgrades, assisted software upgrades, manual soft-ware upgrades, and troubleshooting guidelines.

An 8-inch by 11-inch, 50-page book.

■ *CONVERSANT VIS Version 4.0 Software Installation*

Document number 585-350-111
October 1993

Describes procedures to install the software on a new system. It is intended primarily for the on-site service technician. Other audiences include software specialists, software associates, field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel, Voice Processing Comarketers and factory personnel. Includes: installing the Version 4.0 software, installing the UNIX operating system, installing the base system software, installing software for optional features, setting up the peripherals, and verifying the software installation.

An 8-inch by 11-inch, 68-page book.

■ *CONVERSANT VIS Version 4.0 Maintenance*

Document number 585-350-112
October 1993

Describes how to maintain and troubleshoot the Version 4.0 CONVER-SANT Voice Information system. Information is directed to the customer as well as field support, the Technical Service Organization, the Sales and Technical Resource Center and helpline personnel. Includes: getting started, trouble and failure indications, system message listings, common maintenance procedures, preventive maintenance, MAP/100 hardware replacements, MAP/100C hardware replacement, MAP/40 hardware Replacements, and circuit board settings.

An 8-inch by 11-inch, 680-page book.

■ *CONVERSANT VIS Version 4.0 Installation Checklists*

Document number 585-350-113
October 1993

This book provides an overall strategy for installing the VIS hardware and software. The book is organized into different checklists that cover the three hardware platforms: MAP/100, MAP/100C, and MAP/40; as well as coverage for the Version 4.0 software. This book is intended primarily for the on-site service technician. Other audiences include field support, the customer, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel, Assemble Load and Test personnel, Voice Processing Comarketers, and Master Voice Processing Comarketers.

An 8-inch by 11-inch, 30-page book.

■ *CONVERSANT VIS SCSI Mirroring*

Document number 585-350-204
April 1993

This book provides the information needed to use the Small Computer System Interface (SCSI) disk mirroring package, a package that provides an added high-reliability and data integrity feature for SCSI disks called mirroring. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel, Assemble Load and Test personnel, Voice Processing Comarketers, and Master Voice Processing Comarketers. Includes: SCSI mirroring overview, installation, SCSI mirroring administration, and maintaining the feature.

An 8-inch by 11-inch, 30-page book.

■ *CONVERSANT VIS System Description*

Document number 585-350-207
October 1993

Provides a technical description of CONVERSANT Voice Information System Version 4.0 hardware and software and an overview of its uses with various switching systems. Information is directed to telecommunications managers, systems consultants, branch office specialists, services support staff, and telephone company customers and employees. Includes: introduction to CONVERSANT VIS, CONVERSANT VIS hardware, CONVERSANT VIS software, CONVERSANT VIS connectivity, site preparation, capacity and performance considerations, CONVERSANT VIS release and platform history, and successful application examples.

An 8-inch by 11-inch, 200-page book.

■ *CONVERSANT VIS Version 4.0 Application Development*

Document number 585-350-208
October 1993

Serves as a reference for those who develop applications for the CON-VERSANT VIS using the TSM script level language and/or C language. It provides information about designing software applications, processing speech, and writing programs that integrate the application and the generic software. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: application design, development guidelines, speech data, script instructions, data interface process, adding and modifying system messages, upgrade considerations, application example, summary of script instructions, and summary of voice system C-library functions.

An 8-inch by 11-inch, 352-page book.

■ *CONVERSANT VIS Version 4.0 Command Reference*

Document number 585-350-209
October 1993

Provides an alphabetical listing of the CONVERSANT VIS commands. Also provides the name, purpose, and usage as well as information about caveats and related commands. Information is directed to field support, Technical Service Organization, Sales and Technical Resource Center, Voice Processing Comarketers, and Master Voice Processing Comarketers, and customers. Includes: summary of commands.

An 8-inch by 11-inch, 270-page book.

■ *CONVERSANT VIS FAX Attendant Co-residency*

Document number 585-350-210
October 1993

This document provides the information needed to use the FAX Attendant feature package, a package that provides the capability for application scripts to invoke FAX Attendant services with or without AUDIX Voice Power co-residency. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. It includes information on: FAX Attendant Co-residency, installing FAX Attendant hardware and software, using the Script Builder FAX Actions, and troubleshooting the Script Build FAX Actions.

An 8-inch by 11-inch, 60-page book.

■ *CONVERSANT VIS Version 4.0 486 CPU Upgrade Kit for MAP/100 and MAP/100C*

Document number 585-350-211
October 1993

This book describes how to perform an upgrade of an existing MAP/100 platform from a 386 CPU to a 486 CPU, using the upgrade kit designed for this purpose. The book is primarily intended for the on-site service technician. Other audiences include customer and support organizations. It includes information on: how to disassemble the MAP/100 or MAP/100C platform, upgrading circuit cards, and how to perform the remainder of the platform upgrade.

An 8-inch by 11-inch, 75-page book.

■ *CONVERSANT VIS Version 4.0 SCSI Disk Drive Upgrade Kit for MAP/100 and MAP/100C*

Document number 585-350-212
October 1993

This book describes how to perform an upgrade of an existing MAP/100 platform from an ESDI disk drive to a SCSI disk drive, using the upgrade kit designed for this purpose. The book is primarily intended for the on-site service technician. Other audiences include customer and support organizations. It includes information on: how to disassemble the MAP/100 or MAP/100C platform, upgrading circuit cards, and how to perform the remainder of the platform upgrade.

An 8-inch by 11-inch, 70-page book

■ *CONVERSANT VIS Version 4.0 Upgrade Kit for MAP/40*

Document number 585-350-213
October, 1993

This book describes how to perform an upgrade of an existing MAP/40 from a 386 CPU to a 486 CPU, from an IDE disk drive to a SCSI disk drive, and install the Remote Maintenance card, using the upgrade kit designed for this purpose.This book is primarily intended for the on-site service technician. Other audiences include customer and support organizations. Includes information on: how to disassemble the MAP/40 platform, upgrading circuit cards, and how to perform the remainder of the platform upgrade.

An 8-inch by 11-inch, 55-page book

■ *CONVERSANT VIS Version 4.0 Change Description*

Document number 585-350-402
October 1993

Describes the field-update changes incorporated between Version 3.1 and Version 4.0 and describes new features being provided in the Version 4.0 release. Information is directed to field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel, and customers. Includes: feature changes and additions, helpful hints and exceptions, instructions to get help.

An 8-inch by 11-inch, 50-page book.

■ *CONVERSANT VIS Version 4.0 Planning*

Document number 585-350-602
October 1993

Provides information about planning for and implementing the CONVER-SANT VIS. Also provides details on factors to consider before placing the VIS order and for determining the VIS configuration of hardware, software, and application needs to best serve the customer. This book should be used in conjunction with the CONVERSANT Voice Information System Description. Information is directed to customers as well as AT&T account teams, Tier 4 Technical Support, Technical Service Organization, Sales and Technical Resource Center, and helpline personnel. The book includes information that Voice Processing Comarketers and Master Voice Processing Comarketers may find helpful. Includes: planning roadmaps, determining customer needs, configuring the VIS, preparing for installa-tion, physical site planning, planning worksheets, price element codes, standard speech phrases, and support and design resources.

An 8-inch by 11-inch, 150-page book.

■ *CONVERSANT VIS Version 4.0 Operations*

Document number 585-350-703
October 1993

Serves as a reference tool for an operator administering the CONVER-SANT VIS. This book is intended primarily for the customer. Other audi-ences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: user interface, application administration, configu-ration management, reports administration, switch interface administra-tion, system monitor, FACE features, UNIX system basics, database environment, information for advanced users, and performance informa-tion.

An 8-inch by 11-inch, 350-page book.

■ *CONVERSANT VIS Script Builder User Guide*

Document number 585-350-704
October 1993

Serves as a reference for those who develop applications for the CON-VERSANT VIS using Script Builder. This book provides procedures for starting Script Builder, defining the components of an application, testing an application, and making a completed application available to callers. Also included are advanced features such as interfacing with external databases using external script functions to extend Script Builder's capabilities. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: introduction, overview, Script Builder user interface, starting Script Builder, specifying the environment, defining the host interface, creating database tables, producing speech, defining the transaction, application installation, using advanced features, software installation, troubleshooting, service and support, and sample application.

An 8-inch by 11-inch, 375-page book.

■ *CONVERSANT VIS Graphical Speech Editor*

Document number 585-350-705
October 1993

This book is intended to serve as a reference document for the installation, use, and integration of the Graphical Speech Editor (GSE feature with applications running on the CONVERSANT VIS. The GSE interface includes explicitly identified screens that can be accessed to perform different functions associated with the retrieval/creation, editing, and saving of digitized speech-files. The book is essentially focused towards the end user who has the required skills to implement its functions. These skills include familiarity with UNIX, X Windows (OSF Motif), and the generic CONVERSANT VIS V4.0 software. Other audiences include the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: installing the GSE, using the GSE and integrating the GSE into a full CONVERSANT VIS arrangement.

An 8-inch by 11 inch, 46-page book.

■   *CONVERSANT VIS External Alarms*

Document number 585-350-801
April 1993

Provides instructions for installing, administering, and using the External Alarms feature. Information is directed to MAP/100C customers as well as system managers and administrators and installers, provisioning project managers and Voice Processing Comarketers. The book includes information that AT&T account teams, Tier 4 technical support, Technical Service Organization, Sales and Technical Resource Center, Technical Control Center, and helpline personnel may find helpful. Includes: overview, configuring external alarms, information for advanced external alarms users, summary of commands, troubleshooting external alarms interface, and external alarms applications.

An 8-inch by 11-inch, 56-page book.

■   *CONVERSANT VIS Primary Rate Interface*

Document number 585-350-805
April 1993

Provides the information needed to use the Primary Rate Interface (PRI) package - a package that supports the Integrated Services Digital Network Primary Rate Interface digital interface for purposes of receiving and originating telephone calls directly from/to an AT&T 4ESS switch. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: overview of PRI, installing PRI software, assigning PRI, using PRI with Script Builder, writing PRI applications in script language, and PRI summary of commands.

An 8-inch by 11-inch, 64-page book.

■ *CONVERSANT VIS Form Filler Plus*

Document number 585-350-806
April 1993

Provides the information needed to use the Form Filler Plus package, a package that provides the capability for application scripts to record caller's responses for later transcription and review. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: Form Filler Plus overview, installing Form Filler Plus software, Form Filler Plus reports, Form Filler Plus actions, Form Filler Plus applications, and Form Filler Plus information for advanced users.

An 8-inch by 11-inch, 108-page book.

■ *CONVERSANT Voice Information System Text to Speech*

Document number 585-350-807
April 1993

Provides an overview of the Text to Speech feature, procedures for installing the Text to Speech Data Interface Process (DIP), and Text to Speech script instructions. It is intended primarily for the customer as well as field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: Text to Speech overview, installing Text to Speech hardware and software, assigning Text to Speech functionality, using Text to Speech with Script Builder, writing Text to Speech applications in script language, summary of Text to Speech script instructions, and advanced Text to Speech features.

An 8-inch by 11-inch, 54-page book.

- *CONVERSANT VIS CompuLert/SCCS*

  Document number 585-350-808
  April 1993

  Describes the CompuLert/SCCS feature, the SCCS interface, and pro-
  vides an overview of the Alarm Relay Unit. The book also provides proce-
  dures to install the hardware (including connectivity) and software as well
  as procedures to test the feature. It is intended primarily for the customer
  as well as field support, Technical Service Organization, provisioning
  project managers, Sales and Technical Resource Center, helpline person-
  nel and Voice Processing Comarketers. Includes: overview, software
  installation, hardware installation, general system commands, and
  SCCS/ARU administration commands.

  An 8-inch by 11-inch, 40-page book.

- *CONVERSANT VIS Local Area Network*

  Document number 585-350-809
  April 1993

  Provides an overview of the LAN feature and procedures for installing the
  LAN hardware and software. It is intended primarily for the customer as
  well as field support, Technical Service Organization, provisioning project
  managers, Sales and Technical Resource Center, helpline personnel and
  Voice Processing Comarketers. Includes: Local Area Network (LAN) over-
  view, installing LAN hardware and software.

  An 8-inch by 11-inch, 48-page book.

- *CONVERSANT VIS NetView Alarm*

  Document number 585-350-810
  April 1993

  Provides the information needed to use the NetView Alarm feature pack-
  age, a package that will transmit high priority (major or critical) Error
  Tracker messages to the host as Operator-Generated Alerts over the 3270
  host link. This book is intended primarily for the customer. Other audi-
  ences include field support, the Technical Service Organization, the Sales
  and Technical Resource Center, helpline personnel and Voice Processing
  Comarketers. Includes: NetView Alarm feature overview, installing Net-
  View Alarm feature, configuring NetView Alarm, and NetView Alarm appli-
  cations.

  An 8-inch by 11-inch, 26-page book.

■ *CONVERSANT VIS Call Classification Analysis*

Document number 585-350-811
October, 1993

Provides the information needed to use the Full Call Classification Analysis package, a package that allows application developers to classify the disposition of originated and transferred calls. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: An overview of Full CCA, installing Full CCA software, administering Full CCA, using Full CCA with Script Builder, script instructions for Full CCA, and Full CCA summary of script instructions.

An 8-inch by 11-inch, 50-page book.

■ *CONVERSANT VIS Adjunct/Switch Application Interface*

Document number 585-350-812
October 1993

This book provides the information needed to use the AT&T Adjunct/Switch Application Interface package, a package that provides an Integrated Services Digital Network based interface between AT&T Private Branch Exchanges and adjunct processors. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel, and Voice Processing Comarketers. Includes: ASAI overview, ASAI application planning and design, ASAI installation, ASAI administration, Administering ASAI, ASAI Script Builder actions, troubleshooting ASAI, sample scripts, and call flow examples.

An 8-inch by 11-inch, 186-page book.

■   *CONVERSANT VIS WholeWord Speech Recognition*

Document number 585-350-813
October 1993

Provides information needed to use the WholeWord speech recognition
feature. It includes information on installing hardware and software
needed for WholeWord speech recognition, using WholeWord speech
recognition in Script Builder, and utilizing speech recognition script
instructions. This book is intended primarily for the WholeWord Speech
Recognition customer, field support, the Technical Service Organization,
the Sales and Technical Resource Center, helpline personnel, Voice Pro-
cessing Comarketers, and Master Voice Processing Comarketers.
Includes: WholeWord Speech Recognition overview, installing WholeWord
Speech Recognition hardware and software, using WholeWord Speech
Recognition with Script Builder, using WholeWord Speech Recognition in
scripts, and summary of script instructions.

An 8-inch by 11-inch, 80-page book.

■   *CONVERSANT VIS FlexWord Speech Recognition*

Document number 585-350-814
October 1993

This book provides information needed to use the FlexWord speech rec-
ognition feature. It includes information on installing hardware and soft-
ware needed for FlexWord speech recognition, using FlexWord speech
recognition in Script Builder, and utilizing speech recognition script
instructions. This book is intended primarily for the FlexWord Speech Rec-
ognition customer, field support, the Technical Service Organization, the
Sales and Technical Resource Center, helpline personnel, Voice Process-
ing Comarketers, and Master Voice Processing Comarketers. Includes:
FlexWord Speech Recognition overview, installing the FlexWord Speech
Recognition hardware and software, using FlexWord Speech Recognition
with Script Builder, using FlexWord Speech Recognition in scripts, and
summary of script instructions.

An 8-inch by 11-inch, 62-page book.

- *CONVERSANT VIS Host Interface*

  Document number 585-350-815
  October 1993

  This book provides information concerning the host environment as it relates to the CONVERSANT VIS. It details information on the 3270 host communications package, basic file transfer, and enhanced file transfer. This book is intended primarily for the customer's host interface administrator and/or host application developer. Other audiences include technical support and helpline personnel. Includes: host interface overview, installing the host interface hardware and software, administering the host interface, and troubleshooting the VIS host interface.

  An 8-inch by 11 inch, 100-page book.

- *ORACLE SQL*Net*

  Document number 585-350-901

  Explains how to use SQL*Net on a TCP/IP network to exchange information among ORACLE databases and applications. This book is intended primarily for system and database administrators. However, the book is useful for anyone who wants to communicate over a TCP/IP network with Oracle products. Includes: *SQL*Net TCP/IP User's Guide Version 1.2* (June 1990).

  An 8-inch by 11-inch, 74-page book.

- *ORACLE SQL and RDBMS Documentation Set*

Document number 585-350-902

Describes the SQL*Plus program and its uses, provides a detailed description of each SQL*Plus command. It describes the SQL relational database language as well as features and maintenance options of the ORACLE Relational Database Management System (RDBMS). The book also provides detailed instructions for tuning ORACLE Version 6 as well as installing, maintaining, and using the ORACLE RDBMS. It lists error messages issued by the ORACLE Relational Database Management System and demonstrates how to use ORACLE utilities that enhance RDBMS support of data entry, maintenance, and retrieval. The documentation set is intended for a range of individuals with varying SQL language and ORACLE database experience, from technical professionals and computer programmers as well as for non-programmers who want to use SQL to individuals responsible for the operation, maintenance, and performance of an ORACLE RDBMS. Includes:

  - *SQL*Plus® User's Guide and Reference Version 3.0* (January 1991)
  - *SQL*Plus Quick Reference Version 3.0* (April 1991)
  - *SQL Language Reference Manual Version 6.0* (February 1990)
  - *SQL Language Quick Reference Version 3.0* (January 1990)
  - *ORACLE Database Administrator's Guide Version 6.0* (April 1989)
  - *ORACLE® RDBMS Performance Tuning Guide Version 6.0* (August 1989)
  - *ORACLE for AT&T UNIX System V/386 Installation and User's Guide Version 6.0.30* (October 28, 1990)
  - *ORACLE Error Messages and Codes Manual Version 6.0* (February 1990)
  - *ORACLE Utilities User's Guide Version 6.0* (November 1990)

An 8-inch by 11-inch, 1284-page unbound documentation set.

- *ORACLE SQL*Forms Documentation Set*

  Document number 585-350-903

  Demonstrates how to create or modify a form using SQL*Forms, how to operate applications built using SQL*Forms, and how to implement specific SQL*Forms functionality in an application. The documentation set is intended for a range of individuals with varying SQL language and ORACLE database experience, from novice SQL*Forms application designers and operators to more advanced SQL*Forms application designers and operators. Includes:

  - *SQL*Forms® Operator's Guide Version 3.0* (April 1990)
  - *SQL*Forms® Operator's Quick Reference Version 3.0* (April 1990)
  - *SQL*Forms® Designer's Tutorial Version 3.0* (April 1990)
  - *SQL*Forms® Designer's Reference Version 3.0* (January 1991)
  - *SQL*Forms® Designer's Quick Reference Version 3.0* (April 1990)
  - *Advanced SQL*Forms® Techniques Version 3.0* (July 1990)

  An 8-inch by 11-inch, 641-page documentation set.

- *ORACLE SQL*ReportWriter*

  Document number 585-350-904

  Contains a detailed description of the components of SQL*ReportWriter. It also provides a tutorial and conceptual material to help users learn how to use SQL*ReportWriter. This book is intended primarily for application developers and for readers who want to create reports for their own use. Readers should have a working knowledge of SQL or ORACLE database concepts. Includes: *SQL*ReportWriter™ Reference Manual Version 1.0* (November 1988).

  An 8-inch by 11-inch, 98-page book.

- *ORACLE SQL*Menu*

  Document number 585-350-905

  Contains a detailed description of how to use SQL*Menu Version 5.0, including how to run menu-based software applications, how to design menus and menu structures, and how to administer SQL*Menu. This book is intended primarily for application operators, application designers, and database administrators. Includes: *SQL*Menu® User's Guide and Reference Version 5.0*.

  An 8-inch by 11-inch, 141-page book.

- *ORACLE Pro*C Documentation Set*

  Document number 585-350-906

  Provides a comprehensive guide to the ORACLE Precompilers and shows how to develop applications that use the powerful database language SQL to access and manipulate ORACLE data, how to embed SQL statements in an application program, and how to pass data back and forth between ORACLE and another program. It also provides information that enables the user to develop applications using ORACLE Call Interfaces - advanced subroutine libraries that allow applications written in C, COBOL, or FORTRAN to access and manipulate data in an ORACLE database. In addition, it shows how to write C programs that use SQL to access and manipulate ORACLE data. It is intended for programmers or other individuals who are developing new C applications or converting existing C applications to run in the ORACLE environment. Includes:

  - *Programmer's Guide to the ORACLE Precompilers Version 1.3* (June 1991)

  - *Programmer's Guide to the ORACLE Call Interfaces Version 6.0* (February 1991)

  - *Pro*C™ Supplement to the ORACLE Precompiler's Guide Version 1.3* (June 1991)

  An 8-inch by 11-inch, 352-page documentation set.

Version 3.1 Book Descriptions

4

This chapter provides information about the documentation that supports Version 3.1 of CONVERSANT® Voice Information System (VIS). Table 4-1 identifies the title and document order number for each book. When ordering Version 3.1 documents from the AT&T GBCS Publications Fulfillment Center, use the *Document Number* shown beside the title of each book.

A brief summary of each book is provided following the table.

Table 4-1.   Books for CONVERSANT Voice Information System Version 3.1

Title	Document #	Issue #	Comcode
Version 3.1 Change Description	585-350-401	Issue 1	106916307
* Documentation Guide	585-350-001	Issue 2	106916315
* Version 3.1 Planning	585-350-601	Issue 1	106901168
* System Description	585-350-201	Issue 1	106901176
* Version 3.1 Installation Checklists	585-350-106	Issue 1	106963291
MAP/100 Voice Processing Hardware Installation and Upgrade	585-350-101	Issue 1	106901093
MAP/100C Voice Processing Hardware Installation and Upgrade	585-350-102	Issue 1	106901127
MAP/40 Voice Processing Hardware Installation	585-350-103	Issue 1	106924111
* Version 3.1 Software Installation and Upgrade	585-350-104	Issue 1	106901192
* Version 3.1 Maintenance	585-350-105	Issue 1	106901184
* Version 3.1 Operations	585-350-701	Issue 1	106901226
* Version 3.1 Application Development	585-350-202	Issue 1	106901200
* Version 3.1 Command Reference	585-350-203	Issue 1	106901218
* External Alarms	585-350-801	Issue 1	106901234
* SCSI Mirroring	585-350-204	Issue 1	106963283
* Script Builder User Guide	585-350-702	Issue 1	106930761
* Call Classification Analysis	585-350-802	Issue 1	106930811
* Speech Recognition	585-350-803	Issue 1	106930787
* Adjunct/Switch Application Interface	585-350-804	Issue 1	106930803
* Primary Rate Interface	585-350-805	Issue 1	106930829
* Form Filler Plus	585-350-806	Issue 1	106930845
* Text To Speech	585-350-807	Issue 1	106930852
* CompuLert/SCCS	585-350-808	Issue 1	106930886
* Local Area Network	585-350-809	Issue 1	106930860
* NetView Alarms	585-350-810	Issue 1	106930878
ORACLE SQL*NET	585-350-901	Issue 1	106651730
ORACLE SQL*RDBMS	585-350-902	Issue 1	106673510
ORACLE SQL*Forms	585-350-903	Issue 1	106673528
ORACLE SQL*ReportWriter	585-350-904	Issue 1	106673536
ORACLE SQL*Menu	585-350-905	Issue 1	106673544
ORACLE PRO*C	585-350-906	Issue 1	106713670

* These titles begin with CONVERSANT Voice Information

■   *CONVERSANT Voice Information System Version 3.1 Change Description*

Document number 585-350-401
April 1993

Describes the field-update changes incorporated between Version 3.0 and Version 3.1 and describes new features being provided in the Version 3.1 release. Information is directed to field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel, and customers. Includes: feature changes and additions, helpful hints and exceptions, instructions to get help.

An 8-inch by 11-inch,50-page book.

■   *CONVERSANT Voice Information System Version 3.1 Planning*

Document number 585-350-601
June 1993

Provides information about planning for and implementing the CONVERSANT VIS. Also provides details on factors to consider before placing the VIS order and for determining the VIS configuration of hardware, software, and application needs to best serve the customer. This book should be used in conjunction with the CONVERSANT Voice Information System Description. Information is directed to customers as well as AT&T account teams, tier 4, Technical Service Organization, Sales and Technical Resource Center, and helpline personnel. The book includes information that Voice Processing Comarketers and Master Voice Processing Comarketers may find helpful. Includes: planning roadmaps, determining customer needs, configuring the VIS, preparing for installation, physical site planning, planning worksheets, price element codes, standard speech phrases, and support and design resources.

An 8-inch by 11-inch, 150-page book.

- *CONVERSANT Voice Information System System Description*

  Document number 585-350-201
  June 1993

  Provides a technical description of CONVERSANT Voice Information System Version 3.1 hardware and software and an overview of its uses with various switching systems. Information is directed to telecommunications managers, systems consultants, branch office specialists, services support staff, and telephone company customers and employees. Includes: introduction to CONVERSANT VIS, CONVERSANT VIS hardware, CONVERSANT VIS software, CONVERSANT VIS connectivity, site preparation, capacity and performance considerations, CONVERSANT VIS release and platform history, and successful application examples.

  An 8-inch by 11-inch, 200-page book.

- *CONVERSANT Voice Information System Version 3.1 Installation Checklists*

  Document number 585-350-106
  April 1993

  This book provides an overall strategy for installing the VIS hardware and software. The book is organized into different checklists that cover the 3 hardware platforms: MAP/100, MAP/100C, and MAP/40; as well as coverage for the Version 3.1 software. This book is intended primarily for the on-site service technician. Other audiences include field support, the customer, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel, Assemble Load and Test personnel, Voice Processing Comarketers, and Master Voice Processing Comarketers.

  An 8-inch by 11-inch, 50-page book.

■ *MAP/100 Voice Processing Hardware Installation and Upgrade*

Document number 585-350-101
April 1993

Describes procedures to install the MAP/100 platform hardware as well as procedures to perform an upgrade of an existing system. It is intended primarily for the on-site service technician. Other audiences include hardware specialists, hardware associates, field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: installing the MAP/100 hardware, preparing the site, allocating system resources, installing the system drives, installing circuit boards, installing the system enhancement hardware, making the system connections, making the peripheral connections, verifying hardware installation, and moving the system.

An 8-inch by 11-inch, 260-page book.

■ *MAP/100C Voice Processing Hardware Installation and Upgrade*

Document number 585-350-102
April 1993

Describes procedures to install the MAP/100C platform hardware as well as procedures to perform an upgrade of an existing system. It is intended primarily for the on-site service technician. Other audiences include hardware specialists, hardware associates, field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: installing the MAP/100C hardware, preparing the site, allocating system resources, installing the system drives, installing circuit boards, installing the system enhancement hardware, making the system connections, making the peripheral connections, verifying hardware installation, and moving the system.

An 8-inch by 11-inch, 244-page book.

■   *MAP/40 Voice Processing Hardware Installation*

Document number 585-350-103
April 1993

Describes procedures to install the MAP/40 platform hardware and to con-figure the system. It is intended primarily for the on-site service technician. Other audiences include hardware specialists, hardware associates, field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel and Voice Pro-cessing Comarketers. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing the system drives, installing circuit boards, installing the system enhancement hardware, verifying hardware installation, general equip-ment and filter maintenance, and moving the system.

An 8-inch by 11-inch, 270-page book.

■   *CONVERSANT Voice Information System Version 3.1 Software Installation and Upgrade*

Document number 585-350-104
April 1993

Describes procedures to install the software and perform an upgrade of an existing system. It is intended primarily for the on-site service techni-cian. Other audiences include software specialists, software associates, field support, Technical Service Organization, provisioning project man-agers, Sales and Technical Resource Center, helpline personnel, Voice Processing Comarketers and factory personnel. Includes: installing the Version 3.1 software, upgrading the software, installing the UNIX operat-ing system, installing the base system software, installing software for optional features, setting up the peripherals, and verifying the software installation.

An 8-inch by 11-inch, 152-page book.

■   *CONVERSANT Voice Information System Version 3.1 Maintenance*

Document number 585-350-105
April 1993

Describes how to maintain and troubleshoot the Version 3.1 CONVER-
SANT Voice Information system. Information is directed to the customer as
well as field support, the Technical Service Organization, the Sales and
Technical Resource Center and helpline personnel. Includes: getting
started, trouble and failure indications, system message listings, common
maintenance procedures, preventive maintenance, MAP/100 hardware
replacements, MAP/100C hardware replacement, MAP/40 hardware
Replacements, and circuit board settings.

An 8-inch by 11-inch, 642-page book.

■   *CONVERSANT Voice Information System Version 3.1 Operations*

Document number 585-350-701
April 1993

Serves as a reference tool for an operator administering the CONVER-
SANT VIS. This book is intended primarily for the customer. Other audi-
ences include field support, the Technical Service Organization, the Sales
and Technical Resource Center, helpline personnel and Voice Processing
Comarketers. Includes: user interface, application administration, configu-
ration management, reports administration, switch interface administra-
tion, system monitor, FACE features, UNIX system basics, database
environment, information for advanced users, and performance informa-
tion.

An 8-inch by 11-inch, 482-page book.

■ *CONVERSANT Voice Information System Version 3.1 Application Development*

Document number 585-350-202
April 1993

Serves as a reference for those who develop applications for the CON-VERSANT VIS using the TSM script level language and/or C language. It provides information about designing software applications, processing speech, and writing programs that integrate the application and the generic software. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: application design, development guide-lines, speech data, script instructions, data interface process, adding and modifying system messages, upgrade considerations, application exam-ple, summary of script instructions, and summary of voice system C-library functions.

An 8-inch by 11-inch, 406-page book.

■ *CONVERSANT Voice Information System Version 3.1 Command Reference*

Document number 585-350-203
April 1993

Provides an alphabetical listing of the CONVERSANT VIS commands. Also provides the name, purpose, and usage as well as information about caveats and related commands. Information is directed to field support, Technical Service Organization, Sales and Technical Resource Center, Voice Processing Comarketers, and Master Voice Processing Comarket-ers, and customers. Includes: summary of commands.

An 8-inch by 11-inch, 274-page book.

■ *CONVERSANT Voice Information System Version 3.1 External Alarms*

Document number 585-350-801
April 1993

Provides instructions for installing, administering, and using the External Alarms feature. Information is directed to MAP/100C customers as well as system managers and administrators and installers, provisioning project managers and Voice Processing Comarketers. The book includes information that AT&T account teams, tier 4, Technical Service Organization, Sales and Technical Resource Center, Technical Control Center, and helpline personnel may find helpful. Includes: overview, configuring external alarms, information for advanced external alarms users, summary of commands, troubleshooting external alarms interface, and external alarms applications.

An 8-inch by 11-inch, 56-page book.

■ *CONVERSANT Voice Information System SCSI Mirroring*

Document number 585-350-204
April 1993

This book provides the information needed to use the Small Computer System Interface (SCSI) disk mirroring package, a package that provides an added high-reliability and data integrity feature for SCSI disks called mirroring. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel, Assemble Load and Test personnel, Voice Processing Comarketers, and Master Voice Processing Comarketers. Includes: SCSI mirroring overview, installation, SCSI mirroring administration, and maintaining the feature.

An 8-inch by 11-inch, 18-page book.

■ *CONVERSANT Voice Information System Script Builder User Guide*

Document number 585-350-702
April 1993

Serves as a reference for those who develop applications for the CON-VERSANT VIS using Script Builder. This book provides procedures for starting Script Builder, defining the components of an application, testing an application, and making a completed application available to callers. Also included are advanced features such as interfacing with external databases using external script functions to extend Script Builder's capabilities. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: introduction, overview, Script Builder user interface, starting Script Builder, specifying the environment, defining the host interface, creating database tables, producing speech, defining the transaction, application installation, using advanced features, software installation, troubleshooting, service and support, and sample application.

An 8-inch by 11-inch, 440-page book.

■ *CONVERSANT Voice Information System Call Classification Analysis*

Document number 585-350-802
April 1993

Provides the information needed to use the Call Classification Analysis package, a package that allows application developers to classify the disposition of originated and transferred calls. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: An overview of Full CCA, installing Full CCA software, administering Full CCA, using Full CCA with Script Builder, script instructions for Full CCA, and Full CCA summary of script instructions.

An 8-inch by 11-inch, 48-page book.

■   *CONVERSANT Voice Information System Speech Recognition*

Document number 585-350-803
April 1993

Provides information needed to use the speech recognition feature. It
includes information on installing hardware and software needed for
speech recognition, using speech recognition in Script Builder, and utiliz-
ing speech recognition script instructions. This book is intended primarily
for the Speech Recognition customer, field support, the Technical Service
Organization, the Sales and Technical Resource Center, helpline person-
nel, Voice Processing Comarketers, and Master Voice Processing Comar-
keters. Includes: Speech Recognition overview, installing Speech
Recognition hardware and software, using Speech Recognition with Script
Builder, using Speech Recognition in scripts, and summary of script
instructions.

An 8-inch by 11-inch, 62-page book.

■   *Voice Information System Adjunct/Switch Application Interface*

Document number 585-350-804
April 1993

This book provides the information needed to use the AT&T
Adjunct/Switch Application Interface package, a package that provides
an Integrated Services Digital Network based interface between AT&T Pri-
vate Branch Exchanges and adjunct processors. This book is intended
primarily for the customer. Other audiences include field support, the
Technical Service Organization, the Sales and Technical Resource Cen-
ter, helpline personnel, and Voice Processing Comarketers. Includes:
ASAI overview, ASAI application planning and design, ASAI installation,
ASAI administration, Administering ASAI, ASAI Script Builder actions, trou-
bleshooting ASAI, sample scripts, and call flow examples.

An 8-inch by 11-inch, 186-page book.

■ *CONVERSANT Voice Information System Primary Rate Interface*

Document number 585-350-805
April 1993

Provides the information needed to use the Primary Rate Interface (PRI) package - a package that supports the Integrated Services Digital Network Primary Rate Interface digital interface for purposes of receiving and originating telephone calls directly from/to an AT&T 4ESS switch. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: overview of PRI, installing PRI software, assigning PRI, using PRI with Script Builder, writing PRI applications in script language, and PRI summary of commands.

An 8-inch by 11-inch, 64-page book.

■ *CONVERSANT Voice Information System Form Filler Plus*

Document number 585-350-806
April 1993

Provides the information needed to use the Form Filler Plus package, a package that provides the capability for application scripts to record caller's responses for later transcription and review. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: Form Filler Plus overview, installing Form Filler Plus software, Form Filler Plus reports, Form Filler Plus actions, Form Filler Plus applications, and Form Filler Plus information for advanced users.

An 8-inch by 11-inch, 108-page book.

■   *CONVERSANT Voice Information System Text to Speech*

Document number 585-350-807
April 1993

Provides an overview of the Text to Speech feature, procedures for install-
ing the Text to Speech Data Interface Process (DIP), and Text to Speech
script instructions. It is intended primarily for the customer as well as field
support, Technical Service Organization, provisioning project managers,
Sales and Technical Resource Center, helpline personnel and Voice Pro-
cessing Comarketers. Includes: Text to Speech overview, installing Text to
Speech hardware and software, assigning Text to Speech functionality,
using Text to Speech with Script Builder, writing Text to Speech applica-
tions in script language, summary of Text to Speech script instructions,
and advanced Text to Speech features.

An 8-inch by 11-inch, 54-page book.

■   *CONVERSANT Voice Information System CompuLert/SCCS*

Document number 585-350-808
April 1993

Describes the CompuLert/SCCS feature, the SCCS interface, and pro-
vides an overview of the Alarm Relay Unit. The book also provides proce-
dures to install the hardware (including connectivity) and software as well
as procedures to test the feature. It is intended primarily for the customer
as well as field support, Technical Service Organization, provisioning
project managers, Sales and Technical Resource Center, helpline person-
nel and Voice Processing Comarketers. Includes: overview, software
installation, hardware installation, general system commands, and
SCCS/ARU administration commands.

An 8-inch by 11-inch, 40-page book.

■   *CONVERSANT Voice Information System Local Area Network*

Document number 585-350-809
April 1993

Provides an overview of the LAN feature and procedures for installing the
LAN hardware and software. It is intended primarily for the customer as
well as field support, Technical Service Organization, provisioning project
managers, Sales and Technical Resource Center, helpline personnel and
Voice Processing Comarketers. Includes: Local Area Network (LAN) over-
view, installing LAN hardware and software.

An 8-inch by 11-inch, 48-page book.

■ *CONVERSANT Voice Information System NetView Alarms*

Document number 585-350-810
April 1993

Provides the information needed to use the NetView Alarm feature package, a package that will transmit high priority (major or critical) Error Tracker messages to the host as Operator-Generated Alerts over the 3270 host link. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: NetView Alarm feature overview, installing NetView Alarm feature, configuring NetView Alarm, and NetView Alarm applications.

An 8-inch by 11-inch, 26-page book.

■ *ORACLE SQL*Net*

Document number 585-350-901
Comcode 106651730

Explains how to use SQL*Net on a TCP/IP network to exchange information among ORACLE databases and applications. This book is intended primarily for system and database administrators. However, the book is useful for anyone who wants to communicate over a TCP/IP network with Oracle products. Includes: *SQL*Net TCP/IP User's Guide Version 1.2* (June 1990).

An 8-inch by 11-inch, 74-page book.

■ *ORACLE SQL* RDBMS*

Document number 585-350-902
Comcode 106673510

Describes the SQL*Plus program and its uses, provides a detailed description of each SQL*Plus command. It describes the SQL relational database language as well as features and maintenance options of the ORACLE Relational Database Management System (RDBMS). The book also provides detailed instructions for tuning ORACLE Version 6 as well as installing, maintaining, and using the ORACLE RDBMS. It lists error messages issued by the ORACLE Relational Database Management System and demonstrates how to use ORACLE utilities that enhance RDBMS support of data entry, maintenance, and retrieval. The documentation set is intended for a range of individuals with varying SQL language and ORACLE database experience, from technical professionals and computer programmers as well as for non-programmers who want to use SQL to individuals responsible for the operation, maintenance, and performance of an ORACLE RDBMS. Includes:

- ■ *SQL*Plus® User's Guide and Reference Version 3.0* (January 1991)

- ■ *SQL*Plus Quick Reference Version 3.0* (April 1991)

- ■ *SQL Language Reference Manual Version 6.0* (February 1990)

- ■ *SQL Language Quick Reference Version 3.0* (January 1990)

- ■ *ORACLE Database Administrator's Guide Version 6.0* (April 1989)

- ■ *ORACLE® RDBMS Performance Tuning Guide Version 6.0* (August 1989)

- ■ *ORACLE for AT&T UNIX System V/386 Installation and User's Guide Version 6.0.30* (October 28, 1990)

- ■ *ORACLE Error Messages and Codes Manual Version 6.0* (February 1990)

- ■ *ORACLE Utilities User's Guide Version 6.0* (November 1990)

An 8-inch by 11-inch, 1284-page unbound documentation set.

- *ORACLE SQL*Forms*

  Document number 585-350-903
  Comcode 106673528

  Demonstrates how to create or modify a form using SQL*Forms, how to operate applications built using SQL*Forms, and how to implement specific SQL*Forms functionality in an application. The documentation set is intended for a range of individuals with varying SQL language and ORACLE database experience, from novice SQL*Forms application designers and operators to more advanced SQL*Forms application designers and operators. Includes:

  - *SQL*Forms® Operator's Guide Version 3.0* (April 1990)
  - *SQL*Forms® Operator's Quick Reference Version 3.0* (April 1990)
  - *SQL*Forms® Designer's Tutorial Version 3.0* (April 1990)
  - *SQL*Forms® Designer's Reference Version 3.0* (January 1991)
  - *SQL*Forms® Designer's Quick Reference Version 3.0* (April 1990)
  - *Advanced SQL*Forms® Techniques Version 3.0* (July 1990)

  An 8-inch by 11-inch, 641-page documentation set.

- *ORACLE SQL*ReportWriter*

  Document number 585-350-904
  Comcode 106673536

  Contains a detailed description of the components of SQL*ReportWriter. It also provides a tutorial and conceptual material to help users learn how to use SQL*ReportWriter. This book is intended primarily for application developers and for readers who want to create reports for their own use. Readers should have a working knowledge of SQL or ORACLE database concepts. Includes: *SQL*ReportWriter™ Reference Manual Version 1.0* (November 1988).

  An 8-inch by 11-inch, 98-page book.

- *ORACLE SQL*Menu*

  Document number 585-350-905
  Comcode 106673544

  Contains a detailed description of how to use SQL*Menu Version 5.0, including how to run menu-based software applications, how to design menus and menu structures, and how to administer SQL*Menu. This book is intended primarily for application operators, application designers, and database administrators. Includes: *SQL*Menu® User's Guide and Reference Version 5.0.*

  An 8-inch by 11-inch, 141-page book.

- *ORACLE Pro*C*

  Document number 585-350-906
  Comcode 106713670

  Provides a comprehensive guide to the ORACLE Precompilers and shows how to develop applications that use the powerful database language SQL to access and manipulate ORACLE data, how to embed SQL statements in an application program, and how to pass data back and forth between ORACLE and another program. It also provides information that enables the user to develop applications using ORACLE Call Interfaces - advanced subroutine libraries that allow applications written in C, COBOL, or FORTRAN to access and manipulate data in an ORACLE database. In addition, it shows how to write C programs that use SQL to access and manipulate ORACLE data. It is intended for programmers or other individuals who are developing new C applications or converting existing C applications to run in the ORACLE environment. Includes:

  - *Programmer's Guide to the ORACLE Precompilers Version 1.3* (June 1991)

  - *Programmer's Guide to the ORACLE Call Interfaces Version 6.0* (February 1991)

  - *Pro*C™ Supplement to the ORACLE Precompiler's Guide Version 1.3* (June 1991)

  An 8-inch by 11-inch, 352-page documentation set.

Version 3 Book Descriptions

5

This chapter provides information about the documentation that supports Version 3 of CONVERSANT® Voice Information System (VIS). Table 5-1 identifies the title and comcode for each book. When ordering Version 3 documents from the AT&T GBCS Publications Fulfillment Center, use the *comcode* number shown beside the title of each book.

A brief summary of each book is provided following the table.

Table 5-1.

Title	Comcode
CONVERSANT Centralized Voice Management System Version 1 Documentation Set	106296759
CONVERSANT Voice Information System Application Guide	106651672
CONVERSANT Voice Information System AT&T 6386 WGS CPU 371/374 Installation and Field Service Guide	106651821
CONVERSANT Voice Information System AT&T 6386/25 WGS Installation and Field Service Guide - An Upgrade From Intro R1.0	106848161
CONVERSANT Voice Information System AT&T Adjunct/Switch Application Interface	106651706
CONVERSANT Voice Information System AT&T Multi-Application Platform 100 Installation and Field Service Guide	106651805
CONVERSANT Voice Information System AT&T Multi-Application Platform 100C Installation and Field Service Guide	106651813
CONVERSANT Voice Information System CompuLert/SCCS	106713274
CONVERSANT Voice Information System Form Filler Plus	106651722
CONVERSANT Voice Information System Call Classification Analysis	106651771
CONVERSANT Voice Information System Local Area Network	106651797
CONVERSANT Voice Information System NetView Alarm	106651763
CONVERSANT Voice Information System Operations Guide	106651680
CONVERSANT Voice Information System Primary Rate Interface	106651789
CONVERSANT Voice Information System Script Builder User Guide	106651698
CONVERSANT Voice Information System Speech Recognition	106651839
CONVERSANT Voice Information System Text-to-Speech	106651748
ORACLE Pro*C Documentation Set	106713670
ORACLE SQL and RDBMS Documentation Set	106673510
ORACLE SQL*Forms Documentation Set	106673528
ORACLE SQL*Menu	106673544
ORACLE SQL*Net	106651730
ORACLE SQL*ReportWriter	106673536

■ *CONVERSANT Centralized Voice Management System Version 1 Documentation Set*

Comcode 106296759
December 1990

Provides a high-level description of the CONVERSANT Centralized Voice Management System (CVMS), its hardware and software components, and how the components function. It also contains procedures for installing the CVMS hardware and software and also includes maintenance and replacement procedures. In addition, it provides information on CVMS administration, centralized application administration, centralized alarm administration, and centralized reports. This documentation set is intended for everyone involved with the CVMS, whether in the installation or day-to-day administration. Includes:

   ■ *CONVERSANT Centralized Voice Management System Overview Version 1*

   ■ *CONVERSANT Centralized Voice Management System Installation Guide Version 1*

   ■ *CONVERSANT Centralized Voice Management System Operations Guide Version 1*

An 8-inch by 11-inch, 170-page documentation set.

■ *CONVERSANT Voice Information System Application Guide*

Comcode 106651672
June 1992

Serves as a reference for those who develop applications for the CONVERSANT VIS using the TSM script level language and/or C language. It provides information about designing software applications, processing speech, and writing programs that integrate the application and the generic software. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: introduction, application design, development guidelines, speech data, script instructions, data interface process, add/change ET error message, application example, summary of commands, summary of script instructions, and summary of voice system C-library functions.

An 8-inch by 11-inch, 182-page book.

■ *CONVERSANT Voice Information System AT&T 6386 WGS CPU 371/374 Installation and Field Service Guide*

Comcode 106651821
June 1992

Describes procedures to install the platform hardware and system software as well as how to perform an upgrade of an existing system. It is intended primarily for the on-site service technician. Other audiences include hardware and software specialists, hardware and software associates, field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel, Voice Processing Comarketers and factory personnel. Includes: system overview, configuration guidelines, site preparation, base hardware installation, optional hardware installation, software installation, system connections, operational tests, system maintenance, system messages, software recovery, hardware replacements, and circuit board settings.

An 8-inch by 11-inch, 246-page book.

■ *CONVERSANT Voice Information System AT&T 6386/25 WGS Installation and Field Service Guide - An Upgrade From Intro R1.0*

Comcode 106848161
July 1992

Describes procedures to perform an upgrade of an existing CONVERSANT Intro R1.0 system to a CONVERSANT Voice Information System Version 3 system. It is intended primarily for the on-site service technician. Other audiences include hardware and software specialists, hardware and software associates, field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel, Voice Processing Comarketers and factory personnel. Includes: system overview, configuration guidelines, site preparation, hardware installation, software installation, system connections, operational tests, system maintenance, system messages, software recovery, hardware replacements, circuit board settings, and upgrade window differences.

An 8-inch by 11-inch, 164-page book.

■ *CONVERSANT Voice Information System AT&T Adjunct/Switch Applica-*
   tion Interface

   Comcode 106651706
   July 1992

   This book provides the information needed to use the AT&T
   Adjunct/Switch Application Interface package, a package that provides
   an Integrated Services Digital Network based interface between AT&T Pri-
   vate Branch Exchanges and adjunct processors. This book is intended
   primarily for the customer. Other audiences include field support, the
   Technical Service Organization, the Sales and Technical Resource Cen-
   ter, helpline personnel and Voice Processing Comarketers. Includes: ASAI
   overview, ASAI application planning and design, ASAI installation, ASAI
   administration, Administering ASAI, ASAI Script Builder actions, trouble-
   shooting ASAI, sample scripts, and call flow examples.

   An 8-inch by 11-inch, 106-page book.

■ *CONVERSANT Voice Information System AT&T Multi-Application Platform*
   100 Installation and Field Service Guide

   Comcode 106651805
   June 1992

   Describes procedures to install the platform hardware and the system
   software as well as procedures to perform an upgrade of an existing sys-
   tem. It is intended primarily for the on-site service technician. Other audi-
   ences include hardware and software specialists, hardware and software
   associates, field support, Technical Service Organization, provisioning
   project managers, Sales and Technical Resource Center, helpline person-
   nel, Voice Processing Comarketers and factory personnel. Includes: sys-
   tem overview, configuration guidelines, site preparation, hardware
   installation, software installation, system connections, operational tests,
   troubleshooting and maintenance, system messages, software recovery,
   hardware replacements, circuit board settings, and component listing.

   An 8-inch by 11-inch, 231-page book.

■ *CONVERSANT Voice Information System AT&T Multi-Application Platform 100C Installation and Field Service Guide*

Comcode 106651813
June 1992

Describes procedures to install the platform hardware and the system software as well as procedures to perform an upgrade of an existing system. It is intended primarily for the on-site service technician. Other audiences include hardware and software specialists, hardware and software associates, field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel, Voice Processing Comarketers and factory personnel. Includes: system overview, configuration guidelines, site preparation, hardware installation, software installation, system connections, operational tests, troubleshooting and maintenance, system messages, software recovery, hardware replacements, circuit board settings, and component listing.

An 8-inch by 11-inch, 248-page book.

■ *CONVERSANT Voice Information System CompuLert/SCCS*

Comcode 106713274
June 1992

Describes the CompuLert/SCCS feature, the SCCS interface, and provides an overview of the Alarm Relay Unit. The book also provides procedures to install the hardware (including connectivity) and software as well as procedures to test the feature. It is intended primarily for the customer as well as field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: overview, software installation, hardware installation, general system commands, and SCCS/ARU administration commands.

An 8-inch by 11-inch, 102-page book.

■   *CONVERSANT Voice Information System Form Filler Plus*

Comcode 106651722
June 1992

Provides the information needed to use the Form Filler Plus package, a
package that provides the capability for application scripts to record
caller's responses for later transcription and review. This book is intended
primarily for the customer. Other audiences include field support, the
Technical Service Organization, the Sales and Technical Resource Cen-
ter, helpline personnel and Voice Processing Comarketers. Includes: Form
Filler Plus overview, installing Form Filler Plus software, Form Filler Plus
reports, Form Filler Plus actions, Form Filler Plus applications, and Form
Filler Plus information for advanced users.

An 8-inch by 11-inch, 118-page book.

■   *CONVERSANT Voice Information System Call Classification Analysis*

Comcode 106651771
June 1992

Provides the information needed to use the Call Classification Analysis
package, a package that allows application developers to classify the dis-
position of originated and transferred calls. This book is intended primarily
for the customer. Other audiences include field support, the Technical
Service Organization, the Sales and Technical Resource Center, helpline
personnel and Voice Processing Comarketers. Includes: full CCA, install-
ing Full CCA software, administering Full CCA, using Full CCA with Script
Builder, script instructions for Full CCA, and Full CCA summary of script
instructions.

An 8-inch by 11-inch, 54-page book.

■   *CONVERSANT Voice Information System Local Area Network*

Comcode 106651797
June 1992

Provides an overview of the LAN feature and procedures for installing the
LAN hardware and software. It is intended primarily for the customer as
well as field support, Technical Service Organization, provisioning project
managers, Sales and Technical Resource Center, helpline personnel and
Voice Processing Comarketers. Includes: Local Area Network (LAN) over-
view, installing LAN hardware and software.

An 8-inch by 11-inch, 46-page book.

■ *CONVERSANT Voice Information System NetView Alarm*

Comcode 106651763
June 1992

Provides the information needed to use the NetView Alarm feature package, a package that will transmit high priority (major or critical) Error Tracker messages to the host as Operator-Generated Alerts over the 3270 host link. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: NetView Alarm feature overview, installing NetView Alarm feature, configuring NetView Alarm, and NetView Alarm applications.

An 8-inch by 11-inch, 44-page book.

■ *CONVERSANT Voice Information System Operations Guide*

Comcode 106651680
June 1992

Serves as a reference tool for an operator administering the CONVERSANT VIS. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: introduction, product overview, user interface, application administration, configuration management, reports administration, switch interface administration, system monitor, FACE features, UNIX system basics, local database environment, database environment, troubleshooting, information for advanced users, and performance information.

An 8-inch by 11-inch, 252-page book.

■ CONVERSANT Voice Information System Primary Rate Interface

Comcode 106651789
June 1992

Provides the information needed to use the Primary Rate Interface (PRI) package - a package that supports the Integrated Services Digital Network Primary Rate Interface digital interface for purposes of receiving and originating telephone calls directly from/to an AT&T 4ESS switch. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: overview of PRI, installing PRI software, assigning PRI, using PRI with Script Builder, writing PRI applications in script language, and PRI summary of commands.

An 8-inch by 11-inch, 72-page book.

■ *CONVERSANT Voice Information System Script Builder User Guide*

Comcode 106651698
June 1992

Serves as a reference for those who develop applications for the CONVERSANT VIS using Script Builder. This book provides procedures for starting Script Builder, defining the components of an application, testing an application, and making a completed application available to callers. Also included are advanced features such as interfacing with external databases using external script functions to extend Script Builder's capabilities. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: introduction, overview, Script Builder user interface, starting Script Builder, specifying the environment, defining the host interface, creating database tables, producing speech, defining the transaction, application installation, using advanced features, software installation, troubleshooting, service and support, and sample application.

An 8-inch by 11-inch, 276-page book.

■ *CONVERSANT Voice Information System Speech Recognition*

Comcode 106651839
June 1992

Provides information needed to use the speech recognition feature. It includes information on installing hardware and software needed for speech recognition, using speech recognition in Script Builder, and utilizing speech recognition script instructions. This book is intended primarily for the Speech Recognition customer, field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel, Voice Processing Comarketers, and Master Voice Processing Comarketers. Includes: Speech Recognition overview, installing Speech Recognition hardware and software, using Speech Recognition with Script Builder, using Speech Recognition in scripts, and summary of script instructions.

An 8-inch by 11-inch, 44-page book.

■ *CONVERSANT Voice Information System Text-to-Speech*

Comcode 106651748
July 1992

Provides an overview of the Text-to-Speech feature, procedures for installing the Text-to-Speech Data Interface Process (DIP), and Text-to-Speech script instructions. It is intended primarily for the customer as well as field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel and Voice Processing Comarketers. Includes: Text-to-Speech overview, installing Text-to-speech hardware and software, assigning Text-to-Speech functionality, using Text-to-Speech with Script Builder, writing Text-to-Speech applications in script language, summary of Text-to-Speech script instructions, and advanced Text-to-Speech features.

An 8-inch by 11-inch, 32-page book.

■ *ORACLE Pro*C Documentation Set*

Comcode 106713670

Provides a comprehensive guide to the ORACLE Precompiler and shows how to develop applications that use the powerful database language SQL to access and manipulate ORACLE data, how to embed SQL statements in an application program, and how to pass data back and forth between ORACLE and another program. It also provides information that enables the user to develop applications using ORACLE Call Interfaces - advanced subroutine libraries that allow applications written in C, COBOL, or FORTRAN to access and manipulate data in an ORACLE database. In addition, it shows how to write C programs that use SQL to access and manipulate ORACLE data. It is intended for programmers or other individuals who are developing new C applications or converting existing C applications to run in the ORACLE environment. Includes:

   ■ *Programmer's Guide to the ORACLE Precompiler Version 1.3* (June 1991)

   ■ *Programmer's Guide to the ORACLE Call Interfaces Version 6.0* (February 1991)

   ■ *Pro*C™ Supplement to the ORACLE Precompiler's Guide Version 1.3* (June 1991)

An 8-inch by 11-inch, 352-page documentation set.

■ ORACLE SQL and RDBMS Documentation Set

Comcode 106673510

Describes the SQL*Plus program and its uses, provides a detailed description of each SQL*Plus command. It describes the SQL relational database language as well as features and maintenance options of the ORACLE Relational Database Management System (RDBMS). The book also provides detailed instructions for tuning ORACLE Version 6 as well as installing, maintaining, and using the ORACLE RDBMS. It lists error messages issued by the ORACLE Relational Database Management System and demonstrates how to use ORACLE utilities that enhance RDBMS support of data entry, maintenance, and retrieval. The documentation set is intended for a range of individuals with varying SQL language and ORACLE database experience, from technical professionals and computer programmers as well as for non-programmers who want to use SQL to individuals responsible for the operation, maintenance, and performance of an ORACLE RDBMS. Includes:

- *SQL*Plus® User's Guide and Reference Version 3.0* (January 1991)

- *SQL*Plus Quick Reference Version 3.0* (April 1991)

- *SQL Language Reference Manual Version 6.0* (February 1990)

- *SQL Language Quick Reference Version 3.0* (January 1990)

- *ORACLE Database Administrator's Guide Version 6.0* (April 1989)

- *ORACLE® RDBMS Performance Tuning Guide Version 6.0* (August 1989)

- *ORACLE for AT&T UNIX System V/386 Installation and User's Guide Version 6.0.30* (October 28, 1990)

- *ORACLE Error Messages and Codes Manual Version 6.0* (February 1990)

- *ORACLE Utilities User's Guide Version 6.0* (November 1990)

An 8-inch by 11-inch, 1284-page documentation set.

■ *ORACLE SQL*Forms Documentation Set*

Comcode 106673528

Demonstrates how to create or modify a form using SQL*Forms, how to operate applications built using SQL*Forms, and how to implement specific SQL*Forms functionality in an application. The documentation set is intended for a range of individuals with varying SQL language and ORACLE database experience, from novice SQL*Forms application designers and operators to more advanced SQL*Forms application designers and operators. Includes:

- ■ *SQL*Forms® Operator's Guide Version 3.0* (April 1990)

- ■ *SQL*Forms® Operator's Quick Reference Version 3.0* (April 1990)

- ■ *SQL*Forms® Designer's Tutorial Version 3.0* (April 1990)

- ■ *SQL*Forms® Designer's Reference Version 3.0* (January 1991)

- ■ *SQL*Forms® Designer's Quick Reference Version 3.0* (April 1990)

- ■ *Advanced SQL*Forms® Techniques Version 3.0* (July 1990)

An 8-inch by 11-inch, 641-page documentation set.

■ *ORACLE SQL*Menu*

Comcode 106673544

Contains a detailed description of how to use SQL*Menu Version 5.0, including how to run menu-based software applications, how to design menus and menu structures, and how to administer SQL*Menu. This book is intended primarily for application operators, application designers, and database administrators. Includes: *SQL*Menu® User's Guide and Reference Version 5.0*.

An 8-inch by 11-inch, 141-page book.

■ *ORACLE SQL*Net*

Comcode 106651730

Explains how to use SQL*Net on a TCP/IP network to exchange information among ORACLE databases and applications. This book is intended primarily for system and database administrators. However, the book is useful for anyone who wants to communicate over a TCP/IP network with Oracle products. Includes: *SQL*Net TCP/IP User's Guide Version 1.2* (June 1990).

An 8-inch by 11-inch, 74-page book.

■   *ORACLE SQL*ReportWriter*

Comcode 106673536

Contains a detailed description of the components of SQL*ReportWriter. It also provides a tutorial and conceptual material to help users learn how to use SQL*ReportWriter. This book is intended primarily for application developers and for readers who want to create reports for their own use. Readers should have a working knowledge of SQL or ORACLE database concepts. Includes: *SQL*ReportWriter*™ *Reference Manual Version 1.0* (November 1988).

An 8-inch by 11-inch, 98-page book.

Version 2.1 Book Descriptions

6

This chapter provides information about the documentation that supports Version 2.1 of CONVERSANT® Voice Information System (VIS). Table 6-1 identifies the title and comcode for each book. When ordering Version 2.1 documents from the AT&T GBCS Publications Fulfillment Center, use the *comcode* number shown beside the title of each book.

A brief summary of each book is provided following the table.

Table 6-**1.**

Title	Comcode
CONVERSANT Voice Information System Application Guide	106450356
CONVERSANT Voice Information System AT&T 6386 WGS Installation and Field Service Guide	106450752
CONVERSANT Voice Information System AT&T Multi-Application Platform100 Installation and Field Service Guide	106562606
CONVERSANT Voice Information System AT&T Multi-Application Platform 100C Installation and Field Service Guide	106648892
CONVERSANT Voice Information System Automatic Speech Recognition	106450836
CONVERSANT Voice Information System Call Classification Analysis	106450851
CONVERSANT Voice Information System Operations Guide	106450349
CONVERSANT Voice Information System Primary Rate Interface	106450489
CONVERSANT Voice Information System Script Builder User Guide	106450810
ORACLE Easy*SQL* Version 2.2	106400518
ORACLE SQL Package Documentation Set	106007933
ORACLE SQL*Net	106400526
CONVERSANT Centralized Voice Management System Version 1 Documentation Set	106296759

- *CONVERSANT Voice Information System Application Guide*

  Comcode 106450356
  July 1991

  Serves as a reference for those who develop applications for the CONVERSANT VIS using the TSM script level language and/or C language. It provides information about designing software applications, processing speech, and writing programs that integrate the application and the generic software. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel, Assemble Load and Test personnel, Voice Processing Comarketers, and Master Voice Processing Comarketers. Includes: introduction, application design, development guidelines, speech data, script instructions, host message module, host interface module, application example, and summary of commands.

  An 8-inch by 11-inch, 161-page book.

- *CONVERSANT Voice Information System AT&T 6386 WGS Installation and Field Service Guide*

  Comcode 106450752
  July 1991

  Describes procedures to install the platform hardware and system software as well as how to perform an upgrade of an existing system. It is intended primarily for the on-site service technician. Other audiences include hardware and software specialists, hardware and software associates, field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel, Assemble Load and Test personnel, Voice Processing Comarketers, Master Voice Processing Comarketers, and factory personnel. Includes: system overview, site preparation, configuration guidelines, equipment installation, hardware expansion, circuit board settings, system connections, software installation, operational tests, adjustments and replacements, system messages, software recovery, and system maintenance.

  An 8-inch by 11-inch, 216-page book.

■ *CONVERSANT Voice Information System AT&T Multi-Application Platform 100 Installation and Field Service Guide*

Comcode 106562606
December 1991

Describes procedures to install the platform hardware and the system software as well as procedures to perform an upgrade of an existing system. It is intended primarily for the on-site service technician. Other audiences include hardware and software specialists, hardware and software associates, field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel, Assemble Load and Test personnel, Voice Processing Comarketers, Master Voice Processing Comarketers, and factory personnel. Includes: system overview, configuration guidelines, site preparation, hardware installation, software installation, system connections, operational tests, troubleshooting and maintenance, system messages, software recovery, hardware replacements, circuit board settings, and component listing.

An 8-inch by 11-inch, 250-page book.

■ *CONVERSANT Voice Information System AT&T Multi-Application Platform 100C Installation and Field Service Guide*

Comcode 106648892
June 1992

Describes procedures to install the platform hardware and the system software as well as procedures to perform an upgrade of an existing system. It is intended primarily for the on-site service technician. Other audiences include hardware and software specialists, hardware and software associates, field support, Technical Service Organization, provisioning project managers, Sales and Technical Resource Center, helpline personnel, Assemble Load and Test personnel, Voice Processing Comarketers, Master Voice Processing Comarketers, and factory personnel. Includes: system overview, configuration guidelines, site preparation, hardware installation, software installation, system connections, operational tests, troubleshooting and maintenance, system messages, software recovery, hardware replacements, circuit board settings, and component listing.

An 8-inch by 11-inch, 239-page book.

■ *CONVERSANT Voice Information System Automatic Speech Recognition*

Comcode 106450836
February 1992

Provides information needed to use the speech recognition feature. It includes information on installing hardware and software needed for speech recognition, using speech recognition in Script Builder, and utilizing speech recognition script instructions. This book is intended primarily for the Speech Recognition customer, field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel, Voice Processing Comarketers, and Master Voice Processing Comarketers. Includes: Speech Recognition overview, installing Speech Recognition hardware and software, using Speech Recognition with Script Builder, using Speech Recognition in scripts, and summary of script instructions.

An 8-inch by 11-inch, 18-page book.

■ *CONVERSANT Voice Information System Call Classification Analysis*

Comcode 106450851
October 1991

Provides the information needed to use the Full Call Classification Analysis package, a package that allows application developers to classify the disposition of originated and transferred calls. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel, Assemble Load and Test personnel, Voice Processing Comarketers, and Master Voice Processing Comarketers. Includes: full CCA report, using Full CCA with Script Builder, and script instructions for Full CCA.

An 8-inch by 11-inch, 23-page book.

■ *CONVERSANT Voice Information System Operations Guide*

Comcode 106450349
July 1991

Serves as a reference tool for an operator administering the CONVER-SANT VIS. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel, Assemble Load and Test personnel, Voice Processing Comarketers, and Master Voice Processing Comarketers. Includes: introduction, product overview, user interface, application administration, configuration management, reports administration, switch interface administration, system monitor, FACE features, UNIX system basics, local database environment, troubleshooting, and information for advanced users.

An 8-inch by 11-inch, 386-page book.

■ *CONVERSANT Voice Information System Primary Rate Interface*

Comcode 106450489
October 1991

Provides the information needed to use the Primary Rate Interface (PRI) package - a package that supports the Integrated Services Digital Network Primary Rate Interface digital interface for purposes of receiving and originating telephone calls directly from/to an AT&T 4ESS switch. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel, Assemble Load and Test personnel, Voice Processing Comarketers, and Master Voice Processing Comarketers. Includes: overview of PRI, installing PRI software, using PRI with Script Builder, writing PRI applications in script language, and PRI summary of commands.

An 8-inch by 11-inch, 58-page book.

■ *CONVERSANT Voice Information System Script Builder User Guide*

Comcode 106450810
July 1991

Serves as a reference for those who develop applications for the CON-VERSANT VIS using Script Builder. This book provides procedures for starting Script Builder, defining the components of an application, testing an application, and making a completed application available to callers. Also included are advanced features such as interfacing with external databases using external script functions to extend Script Builder's capabilities. This book is intended primarily for the customer. Other audiences include field support, the Technical Service Organization, the Sales and Technical Resource Center, helpline personnel, Assemble Load and Test personnel, Voice Processing Comarketers, and Master Voice Processing Comarketers. Includes: introduction, overview, Script Builder user interface, starting Script Builder, specifying the environment, defining the host interface, creating a local database, producing speech, defining the transaction, application installation, using advanced features, software installation, troubleshooting, service and support, and sample application.

An 8-inch by 11-inch, 205-page book.

■ *ORACLE Easy*SQL* Version 2.2*

Comcode 106400518

Explains how to use the Easy*SQL program to create, store, modify, retrieve, and manage information in an ORACLE database. It is intended for technical or nontechnical professionals who want to run Easy*SQL. Includes: *Easy*SQL* User's Guide Version 2.2* (October 1989).

An 8-inch by 11-inch, 151-page book.

- *ORACLE SQL Package Documentation Set*

   Comcode 106007933

   Describes the SQL*Plus program and its uses, provides a detailed description of each SQL*Plus command. It describes the SQL relational database language as well as features and maintenance options of the ORACLE Relational Database Management System (RDBMS). It also describes how to use SQL*Loader, a tool for loading data in external files into ORACLE database tables, and SQL*Report, a versatile report generation program. It lists error messages issued by the RDBMS and demonstrates how to use ORACLE utilities that enhance RDBMS support of data entry, maintenance, and retrieval. The documentation set is intended for a range of individuals with varying SQL language and ORACLE database experience, from technical professionals and computer programmers to individuals responsible for the operation, maintenance, and performance of an ORACLE RDBMS. Includes:

     - *Introduction to SQL Version 1.0* (April 1989)

     - *ORACLE Database Administrator's Guide Version 5.1* (August 19, 1986)

     - *ORACLE Error Messages and Codes Manual Version 5.1* (August 27, 1986)

     - *ORACLE for UNIX Getting Started Version 5.1*

     - *ORACLE for AT&T 6386 System Release Bulletin™ Version 5.1.22* (December 28, 1988)

     - *ORACLE for AT&T 6386 Installation and User's Guide™ Version 5.1.22* (December 30, 1988)

     - *ORACLE Utilities User's Guide Version 5.1* (June 1989)

     - *SQL*Loader® User's Guide Version 1.0* (June 1990)

     - *SQL*Plus® Reference Guide Version 2.0* (July 1987)

     - *SQL*Plus™ Documentation Addendum Version 2.1* (July 1987)

     - *SQL*Plus™ User's Guide Version 2.0* (July 1987)

     - *SQL*Plus™ Quick Reference Version 2.0* (July 1987)

     - *SQL*Report User's Guide Version 1.0* (July 3, 1986)

   An 8-inch by 11-inch, 912-page documentation set.

- *ORACLE SQL*Net*

  Comcode 106400526

  Explains how to use SQL*Net on a TCP/IP network to exchange information among ORACLE databases and applications. This book is intended primarily for system and database administrators. However, the book is useful for anyone who wants to communicate over a TCP/IP network with Oracle products. Includes: *SQL*Net TCP/IP User's Guide Version 1.2* (June 1990).

  An 8-inch by 11-inch, 75-page book.

- *CONVERSANT Centralized Voice Management System Version 1 Documentation Set*

  Comcode 106296759
  December 1990

  Provides a high-level description of the CONVERSANT Centralized Voice Management System (CVMS), its hardware and software components, and how the components function. It also contains procedures for installing the CVMS hardware and software and also includes maintenance and replacement procedures. In addition, it provides information on CVMS administration, centralized application administration, centralized alarm administration, and centralized reports. This documentation set is intended for everyone involved with the CVMS, whether in the installation or day-to-day administration. Includes:

  - *CONVERSANT Centralized Voice Management System Overview Version 1*

  - *CONVERSANT Centralized Voice Management System Installation Guide Version 1*

  - *CONVERSANT Centralized Voice Management System Operations Guide Version 1*

  An 8-inch by 11-inch, 170-page documentation set.