Lucent Technologies
Bell Labs Innovations

INTUITY™ CONVERSANT® System
Version 6.0
Application Development with Graphical Designer

585-310-764
Comcode 108107509
Issue 2.0
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- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

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This document was prepared by Product Documentation, Lucent Technologies, Columbus, OH.

RECYCLED PAPER

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About This Book

Overview

This book, *INTUITY™ CONVERSANT® Version 6.0 Application Development with Graphical Designer*, Issue 2.0, 585-310-764, describes how to install the INTUITY CONVERSANT Graphical Designer and provides the basic procedures you need to design applications and run them on an INTUITY CONVERSANT system.

Online help is included with the product for detailed information about all of the features of Graphical Designer.

Purpose

The purpose of this book is to provide the information needed to create and maintain call flows used for network-based interactive services running on an INTUITY CONVERSANT system.

Release History

This is the second release of this book.

Intended Audiences

This book is for use in the United States and English-speaking Canada only on systems that support U.S. and compatible versions of Microsoft Windows. The intended audiences for this book are:

- Application developers responsible for creating custom applications for use on an INTUITY CONVERSANT system in an end-user environment. This audience includes such individuals within Lucent Technologies as well as end-customer application developers.
- Application distributors who distribute and implement applications for end users. This audience includes independent software vendors (ISV) and voice processing co-marketers (VPCs).

How This Book Is Organized

This book is divided into the following chapters:

- Chapter 1, "Introduction and Hardware and Software Requirements", provides a high-level description of the INTUITY CONVERSANT Graphical Designer and lists the hardware and software requirements for its operation.
- Chapter 2, "Installing the Graphical Designer Software", describes the INTUITY CONVERSANT Graphical Designer software packages and how to install them on your personal computer and on the INTUITY CONVERSANT system.
- Chapter 3, "Procedures", describes how to use the mouse and keyboard with the INTUITY CONVERSANT Graphical Designer. It also includes basic procedures for creating and working with designs, and information on defining the host interface, accessing remote database applications, and using the Support Access Program.
- Chapter 4, "Building a Simple Design", provides step-by-step instructions for creating a simple call-flow design. It can serve as a tutorial to help you learn how the INTUITY CONVERSANT Graphical Designer operates.
- Chapter 5, "Simulating a Design", describes the operation of the simulation tool. This feature of the INTUITY CONVERSANT Graphical Designer allows you to test your design on your personal computer without leaving the development environment.

- Chapter 6, "Preparing and Installing an Application", describes how to use the INTUITY CONVERSANT Graphical Designer code generator to prepare your application for transfer to the INTUITY CONVERSANT system, how to transfer it, and how to install the application files.
- Appendix A, "Object Reference", describes the object set available with the INTUITY CONVERSANT Graphical Designer. The objects are listed in alphabetical order. Each entry includes a graphical representation of the object, a complete description of its behavior, and examples of how to use the object in a call flow.
- Appendix B, "Screen Reference", describes the screens you will use when working with the INTUITY CONVERSANT Graphical Designer. The screens are listed in alphabetical order. Each entry includes a graphical representation of the screen, a description of its function, and information on fields, buttons, and toolbar components.
- Appendix C, "File Organization", describes the directory structure and types of files used with the INTUITY CONVERSANT Graphical Designer.
- Appendix D, "Annotated Sample Call Flows", illustrates the call flows for each of the examples in the Sample Application software package that is included with the INTUITY CONVERSANT Graphical Designer software.
- Appendix E, "Troubleshooting", includes solutions for some of the problems you might encounter when working with the INTUITY CONVERSANT Graphical Designer.

This book also includes a glossary of terms related to the INTUITY CONVERSANT Graphical Designer and an index.

Conventions Used in This Book

The following typographic conventions are used in this book:

- Terminal keys
  - Terminal keys are shown in rounded boxes. For example, an instruction to press the enter key is shown as

    Press ENTER.
  - Function keys (also known as *soft* keys) are shown in rounded boxes followed by the function of that key in parentheses. For example, an instruction to press function key 1 for help in the Graphical Designer is shown as

    Press F1 (HELP).
  - Two or three keys that you press at the same time (holding down the first key while pressing the second and/or third key) are shown as a series of rounded boxes. For example, an instruction to press and hold ALT while typing the letter **d** is shown as

    Press ALT D.

- Screen displays
  - — Information that is displayed on your INTUITY CONVERSANT system terminal screen — including screen displays, prompts, script code, and system messages — is shown in `typewriter-style` type; for example

    `Installation is in progress -- do not remove the floppy disk.`

- User input
  - — Information that you enter or type from your keyboard is shown in **bold** type; for example

    Enter **y** to save your application.

  - — As used in this book, the word "enter" means to type a value and press ENTER. For example, an instruction to type **y** and press ENTER is shown as

    Enter **y** to continue.

  - — As used in this book, the word "type" means to press the key or sequence of keys specified. For example, an instruction to type **y** is shown as

    Type **y** to continue.

    Do *not* press ENTER after you type the value specified.

  - — As used in this book, the word "select" is used to mean the following: move to the desired menu item using the arrow keys and press ENTER. For example, an instruction to select an item from a menu and press ENTER is shown as

    Select `Disconnect Node` from the popup menu.

  - — Command and file names and their parameters are shown in **bold** type. Optional parameters are shown in ***bold italic*** type when they are part of a user input and in *regular italic* type when they are not. All are illustrated in the following example:

    Use the **gd_install** command to install a Graphical Designer application onto the INTUITY CONVERSANT system. The command syntax is `gd_install application_name`, where application_name is the name of the application to be installed.

Online Help

The INTUITY CONVERSANT Graphical Designer features two kinds of on-line help:

- Help menu commands
- Dynamic context-sensitive help

Help Menu Commands

The help menu is located in the menu bar on all of the screens in the INTUITY CONVERSANT Graphical Designer. When you select the help menu, you can choose from the following options:

- Contents displays a list of topics for which on-line help is available.
- Search for Help lets you search for a key word to obtain the available on-line help information for the particular item.
- Menu Commands displays a list of the menu commands available on the Graphical Designer screens.
- Screen Maps provides a brief description of each screen.
- Keyboard Shortcuts provides a reference on using the keyboard when working with the Graphical Designer.
- Learning Graphical Designer contains training information.
- Technical Support provides contact information for technical and production support.
- About Graphical Designer contains authorship and copyright information.

Dynamic Context-Sensitive Help

When you move the mouse over various items in a window, the Graphical Designer displays a brief description of that item.

To view dynamic context-sensitive help, position the mouse over the entity for which you need additional information. Read the help message displayed in the bottom left portion of the window.

Using the Annotate Option

The online help allows you to add your own personal comments, additions, suggestions, tips, etc. to any help screen within the Graphical Designer online help — for your use or to share with other application developers. Simply select `Annotate` from the Edit menu within the online help and enter text. The system draws a representation of a paper clip next to each topic that you edit.

NOTE:
You cannot print annotated comments.

Systems Supported

The Graphical Designer generates application components that operate on INTUITY CONVERSANT system Versions 6.0, 5.0, 4.0, 4.0i, and Intro 3.1.1.

Customer Training

Customer training is available through the BCS Training Center. Contact your Lucent Technologies INTUITY CONVERSANT account executive or sales representative, or call 1-800-255-8988 for details about the courses available for the Graphical Designer.

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You may also fax your comments to the attention of the Lucent Technologies INTUITY CONVERSANT writing team at (303) 538-1741.

Please mention the name and order number of this book, *INTUITY CONVERSANT System Graphical Designer Release 1.6.1 User Guide*, 585-310-758, Issue 2.0.

Introduction and Hardware and Software Requirements

1

Overview

This chapter provides a high-level description of the INTUITY™ CONVERSANT® Graphical Designer and lists the hardware and software requirements for its operation.

Purpose

The purpose of this chapter is to familiarize you with the function of the Graphical Designer and the hardware and software you need to operate it.

Overview of the Graphical Designer

The Graphical Designer is a windows-based application development tool. This tool allows you to develop voice applications for INTUITY CONVERSANT systems by specifying the details of the interaction between the INTUITY CONVERSANT system and its callers. For example, the greeting heard by the caller when connecting with the service, the menu of options offered, the way callers are prompted for credit-card numbers and other pertinent information, how long to wait for caller responses, and the relevant databases that need to be accessed are all parts of an application that you can define and implement with the Graphical Designer. The types of applications you can develop with the Graphical Designer cover the full range of interactive voice response services including banking by telephone, processing insurance claims, paying bills, purchasing tickets, shopping by catalog, and registering for classes.

To create an application with the Graphical Designer, you work on a windows-based personal computer using a set of high-level objects. Each object represents the C-language code required to perform the function illustrated by its icon. By using a mouse to arrange these icons in the proper order on the Graphical Designer design pad screen, you specify the details of the call flow.

The Graphical Designer also provides a simulation tool. This tool allows you to test your design before you transfer it to the INTUITY CONVERSANT system without leaving the development environment.

Once your design is tested and debugged, the Graphical Designer provides a code generator that prepares your application for transfer to the INTUITY CONVERSANT system. Transfer from your personal computer is accomplished using floppy disks or over a network.

The Graphical Designer also features a Support Access program. This program uses a modem to connect your personal computer to that of a Lucent Technologies support person, who can upload and download your files to assist with problem resolution.

Hardware and Software Requirements

This section details the hardware and software needed to run the Graphical Designer.

Hardware

This section describes the hardware required to use the Graphical Designer on your personal computer and optional equipment you will need for recording speech and transferring your applications over a network.

Required Hardware

The Graphical Designer runs on a standard Intel-based computing platform equipped with the following:

- A VGA monitor
- A Microsoft-compatible mouse
- A 486DX 66-MHz (or higher) processor
- At least 16 Mbytes of RAM
- A hard drive with at least 20 Mbytes of available space

  NOTE:
  The amount of available disk space required depends on the number and complexity of the applications you plan to develop on your personal computer, and whether or not you plan to record speech. The entire Graphical Designer software package requires 10 Mbytes of space on the hard drive. Plan for at least 10 Mbytes of additional free space available for the applications you develop.

- A 3 1/2” floppy disk drive designed for reading 1.44-Mbyte diskettes

Optional Hardware

This section includes information about optional equipment needed for recording speech and for transferring applications over a network.

For Recording Speech

The Sound Manager option of the Graphical Designer allows you to record speech for your application and listen to speech during the Simulation mode.To use this option, you need the following equipment:

- Sound Blaster-compatible sound card

  The sound card allows you to listen to speech that you record with the Graphical Designer. You can use this speech during Simulation as well as on an INTUITY CONVERSANT system. You can run the Graphical Designer without a sound card; however, you will not be able to record speech or listen to speech during the Simulation mode.

  For more information about Simulation mode, see Chapter 5, “Simulating a Design.”

  NOTE:
  The quality of the speech that you record may not be as high as that of the professionally recorded speech available from Lucent Technologies. To add professionally recorded speech once you have installed your application on an INTUITY CONVERSANT system, contact your Lucent Technologies representative.

- Microphone and Speaker

  Although any microphone or speaker is sufficient for recording speech with the Graphical Designer, the quality of the equipment you choose affects the quality of the speech.

For Transferring Applications over a Network

The Graphical Designer provides a local area network (LAN) option that allows you to transfer your applications directly from your personal computer to an INTUITY CONVERSANT system. To use this option, you need a standard Ethernet card and a WinSock driver (*winsock.dll*) installed on your personal computer. For details on transferring your application, see Chapter 6, “Preparing and Installing an Application.”

Software

To use the Graphical Designer, your personal computer must be equipped with the following software:

- DOS Version 3.1 or higher
- Microsoft Windows Version 3.1, Windows for WorkGroups 3.11, or Windows 95
- A video driver that specifies no more than 256 colors (8-bit resolution) with the smallest font size available.

  NOTE:
  Do not set your video display to 65,000 or 32,500 colors (16-bit resolution) because graphics within the Graphical Designer may not display properly.

- Graphical Designer Version 1.6.1

Installing the Graphical Designer Software

2

Overview

This chapter describes the Graphical Designer software packages and how to install them on your personal computer and on the INTUITY™ CONVERSANT® system.

NOTE:
See Chapter 1, "Introduction and Hardware and Software Requirements", for specific information regarding requirements for your personal computer.

Purpose

This chapter provides the information you need to install the Graphical Designer software.

What the Graphical Designer Software Includes

The Graphical Designer software includes *six* packages, the following *five* of which you install on your personal computer:

- The Application Design Software package, which includes the design capabilities of the Graphical Designer. It also includes online help and the Support Access and Uninstaller programs. The Support Access program gives Lucent Technologies support personnel access to your personal computer through a modem. The Uninstaller program assists you in removing the Graphical Designer files from your personal computer.
- The Application Generation package, which contains a code generator that prepares the components of your application for transfer to the INTUITY CONVERSANT system.
- The Application Transfer package, which allows you to transfer the components of your application to the INTUITY CONVERSANT system.
- An optional Sample Application package, which contains several samples of applications that you can use as a starting point for your own design or as a reference for how to create such features as dynamic menus, subroutines, and timebranches.
- An optional Getting Started demo package, which includes a tutorial.

You install the *sixth* Graphical Designer software package, the Integration Software package, on the INTUITY CONVERSANT system. This package makes it possible for you to run the Graphical Designer applications you create on your personal computer on the INTUITY CONVERSANT system.

Software Installation Procedures

This section provides procedures for installing the first five software packages listed above on your personal computer and the sixth package on the Intuity CONVERSANT system.

On Your Personal Computer

Complete the following procedure to install the five software packages listed above on your personal computer. For a complete installation, we suggest you install the packages in the order given in this procedure. However, note that you have the following options:

- You must install the Application Design package first. You may then install the remaining packages in any order.
- You can run the Graphical Designer with only the Application Design package installed on your personal computer.

- If you are upgrading from Version 1.4, you must load all the software packages.

Procedure

1. To begin the installation, do one of the following:
   - If you are running Windows 3.1 or 3.1.1, select File from the program manager.
   - If you are running Windows 95, select START from the Windows taskbar.
2. Select Run.

   The system displays the Run dialog box.
3. Insert the Insert the disk labeled “INTUITY CONVERSANT V6.1 Graphical Designer 1.6, 1 of 3” into Drive A or Drive B.
4. Type ***x*:setup** at the command line, where *x* is the letter of the drive into which you inserted the disk, and click the OK button.
   - If this is an original installation of Version 1.6.1, the system displays the Welcome screen (Figure 2-1). Continue with Step 5.

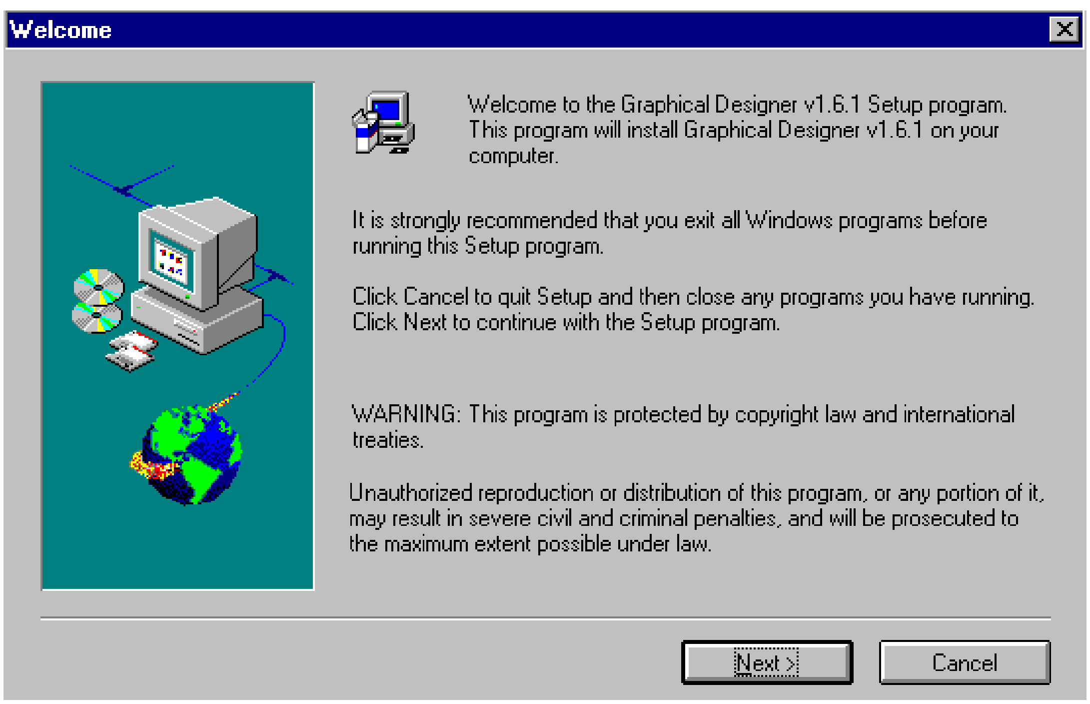

Figure 2-1. Welcome Screen

- If you are installing an upgrade from Version 1.4, the system displays the Graphical Designer Upgrade window (Figure 2-2). The window asks if you want to save the existing version of the Graphical Designer. Do one of the following:

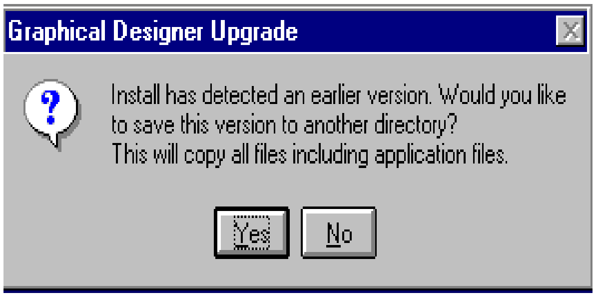

Figure 2-2. Graphical Designer Upgrade Window

— If you *do not* want to save Version 1.4, complete the following Steps a and b:

a. Click the No button.

The system displays the Welcome screen (Figure 2-1).

b. Continue with Step 5.

— If you want to save Version 1.4, complete the following Steps a, b, and c:

a. Click the Yes button.

The system displays the Choose Destination Location screen (Figure 2-3).

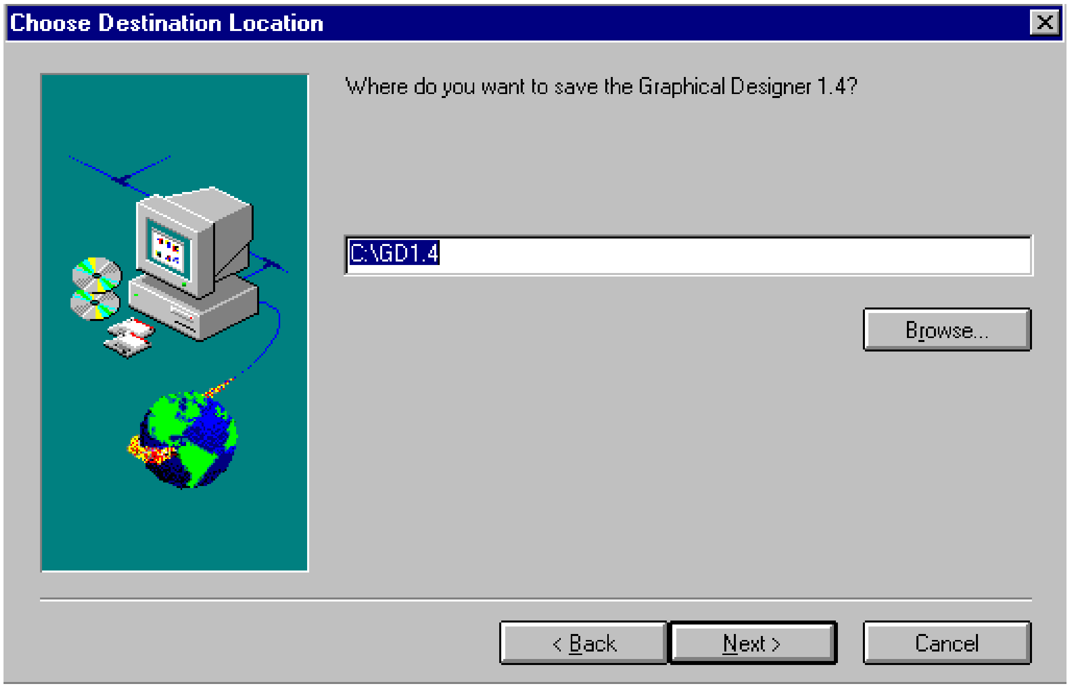

Figure 2-3. Choose Destination Location Screen

b. Do one of the following:

— Click the Next button to install Version 4.1 in the default path **C:\GD1.4.**

— Type in a new pathname and click the Next button.

— Click the Browse... button and select from a list of choices the system displays in the Choose Directory window, then click the OK button.

The system displays the Welcome screen (Figure 2-1).

c. Continue with Step 5.

NOTE:
You cannot run both Version 1.4 and 1.6 at the same time. Only one instance of the Graphical Designer can be executed at any given time.

5. Read the information shown on the Welcome screen and click the Next button.

The system displays the User Information screen (Figure 2-4).

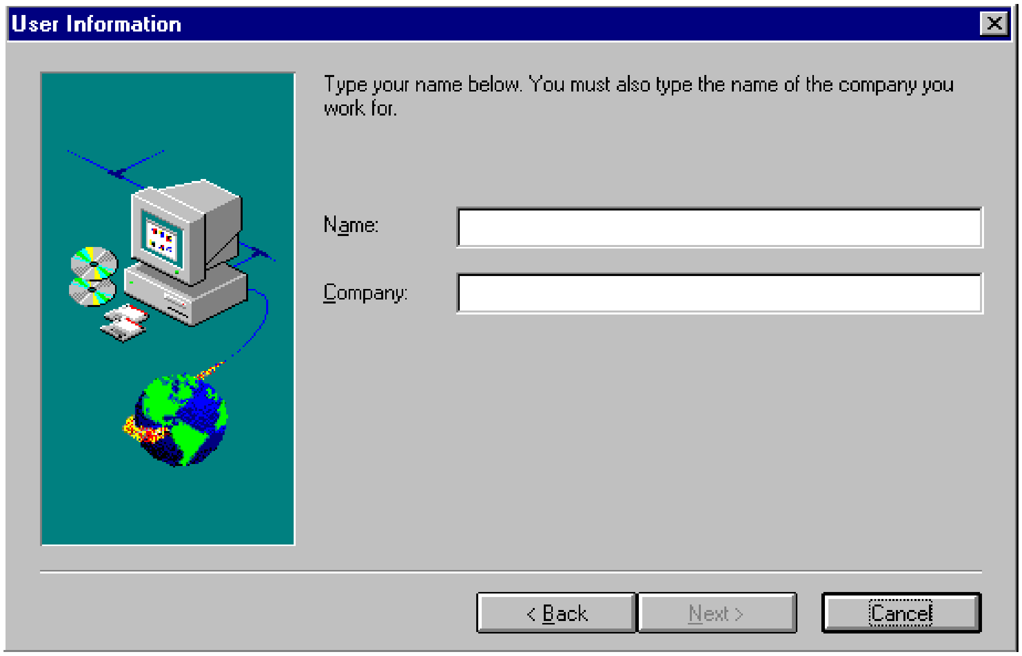

Figure 2-4. User Information Screen

6. Enter your name and company name and click the Next button.

   The system displays the Setup Type screen (Figure 2-5).

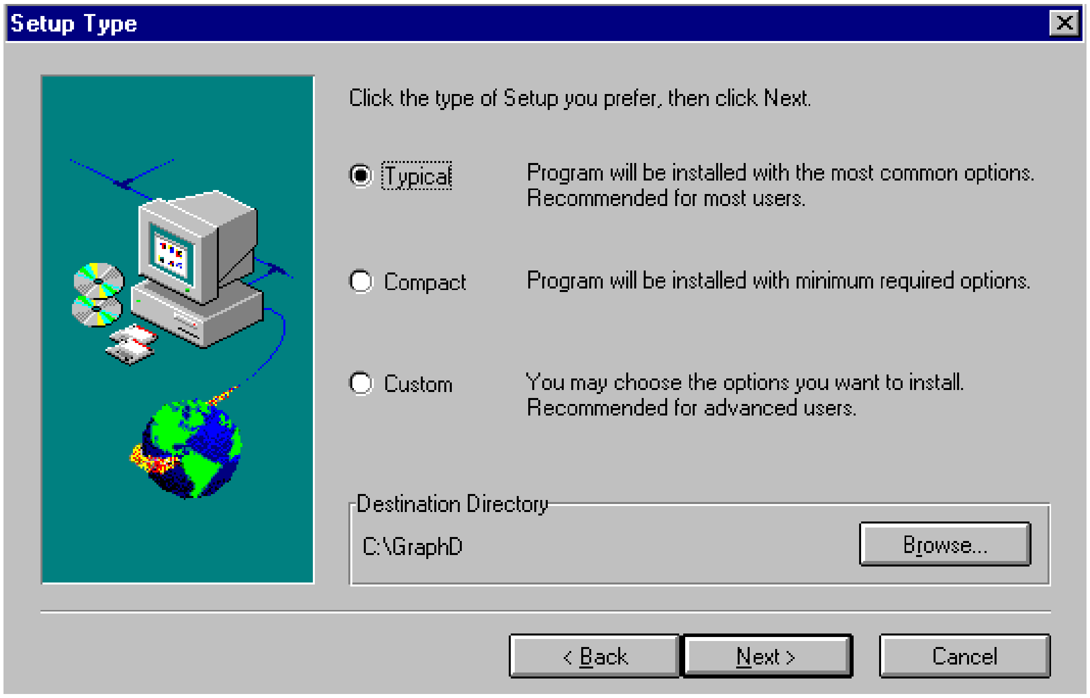

Figure 2-5. Setup Type Screen

7. Select the type of setup you prefer and then click the Browse... button.

   The system displays the Choose Directory window (Figure 2-6) and asks you where to install the software.

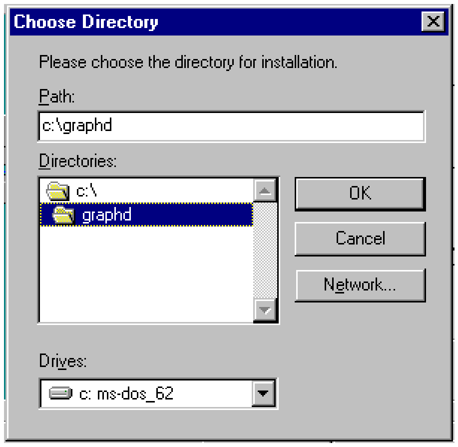

Figure 2-6. Choose Directory Window

8. Click the OK button to install the Graphical Designer in the default path **C:\GRAPHD**, or type an alternate path, then click the OK button.

   NOTE:
   Click the Cancel button or press F3 (Exit) to cancel the installation.

   The system displays the Select Program Folder screen (Figure 2-7).

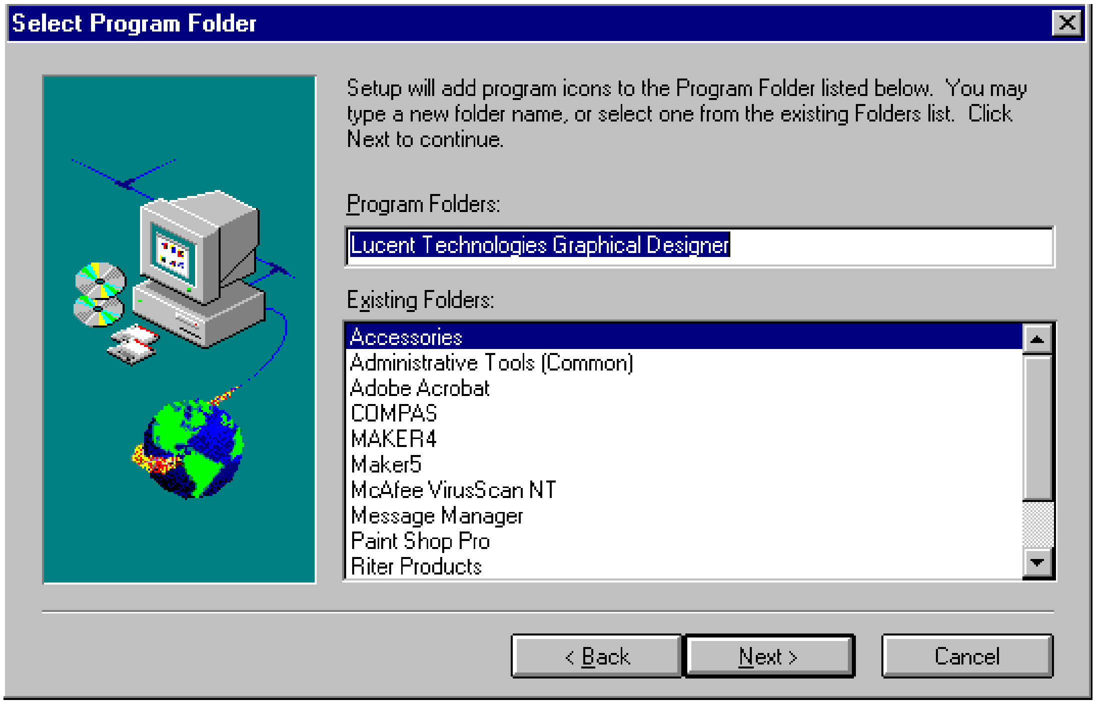

Figure 2-7. Select Program Folder Screen

9. Type a folder name or select one from the list of existing folders and click the Next button.

   The system displays the Start Copying Files screen (Figure 2-8). This screen displays the setup type, target directory, and program folder you have selected for the installation.

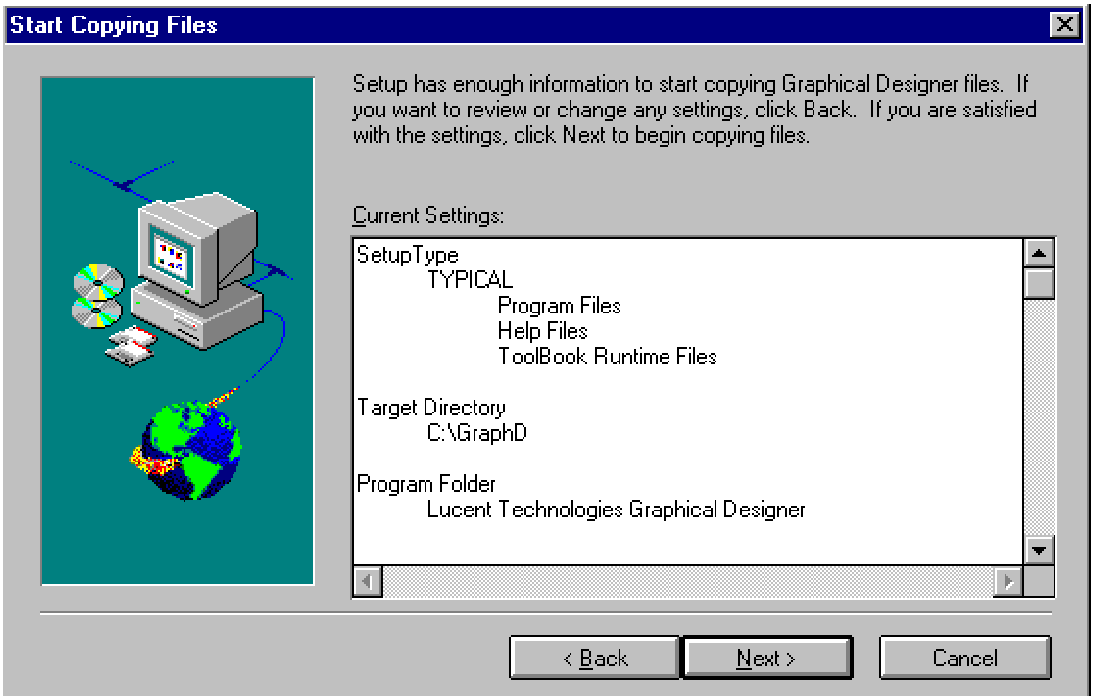

Figure 2-8. Start Copying Files Screen

10. Follow the instructions on the screen to change any setting if necessary and then click the Next button.

    The system begins copying files and displays status bars that show the status of the installation. The vertical status bars (Figure 2-9) on the left side of the screen indicate the percentage complete for each file installed from the source disk. The horizontal status bar (Figure 2-10) in the middle of the screen indicates the percentage complete of the entire installation.

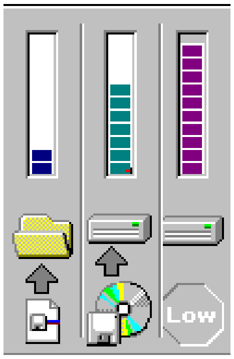

Figure 2-9. Vertical Status Bars Indicating Completeness of the Installation of Each File

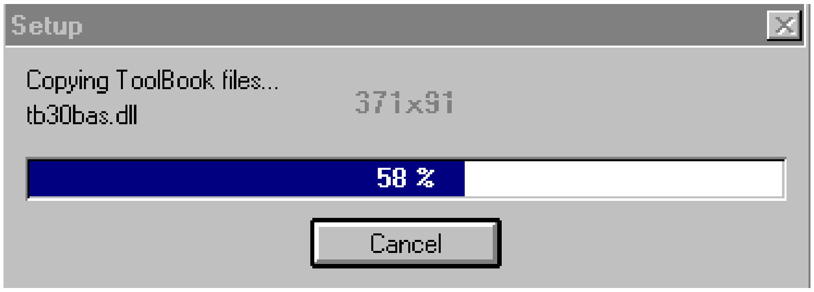

Figure 2-10. Horizontal Status Bar Indicating Completeness of the Entire Installation

11. When the system displays the Setup Needs the Next Disk window (Figure 2-11) asking for the second disk, insert the disk labeled "INTUITY CONVERSANT V6.1 Graphical Designer 1.6, 2 of 2" into the disk drive and click the OK button.

    The system displays the status bars that show you the progress of the file transfer from the second disk. When installation is complete, it redisplays the Setup Needs the Next Disk window (Figure 2-11) asking for the third disk.

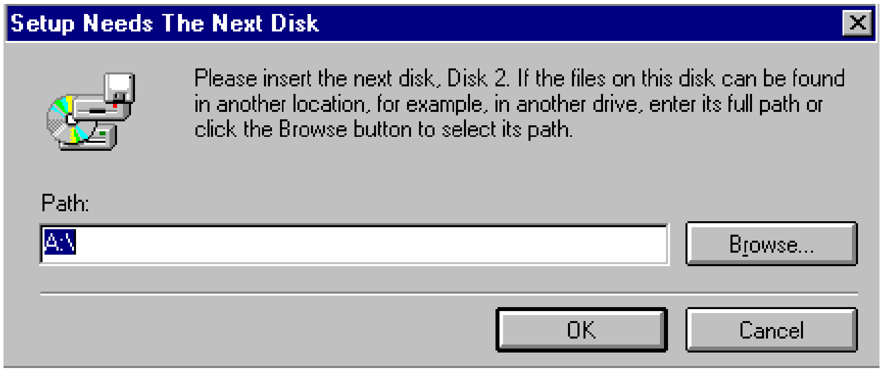

Figure 2-11. Setup Needs the Next Disk Window

12. Insert the disk labeled "INTUITY CONVERSANT V6.1 Graphical Designer 1.6, 3 of 3" into the disk drive and click the OK button.

    The system displays the status bars that show you the progress of the file transfer from the third disk. When installation is complete, it displays the Setup Complete screen (Figure 2-12).

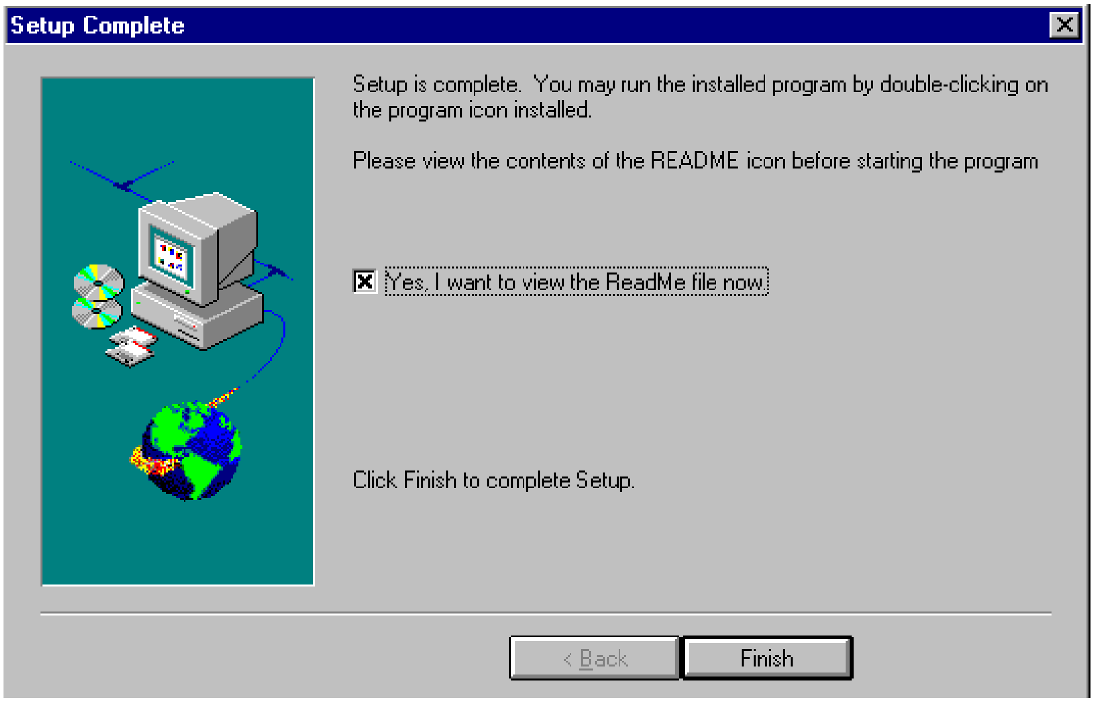

Figure 2-12. First Setup Complete Screen

13. Click the Yes button to view the read-me file. When finished reading, exit the file.

    The system redisplays the Setup Complete screen (Figure 2-12).

14. Click the Finish button.

    The system displays the second Setup Complete screen (Figure 2-13). This screen asks if you want to restart your computer. You should restart your computer to install the fonts necessary for printing.

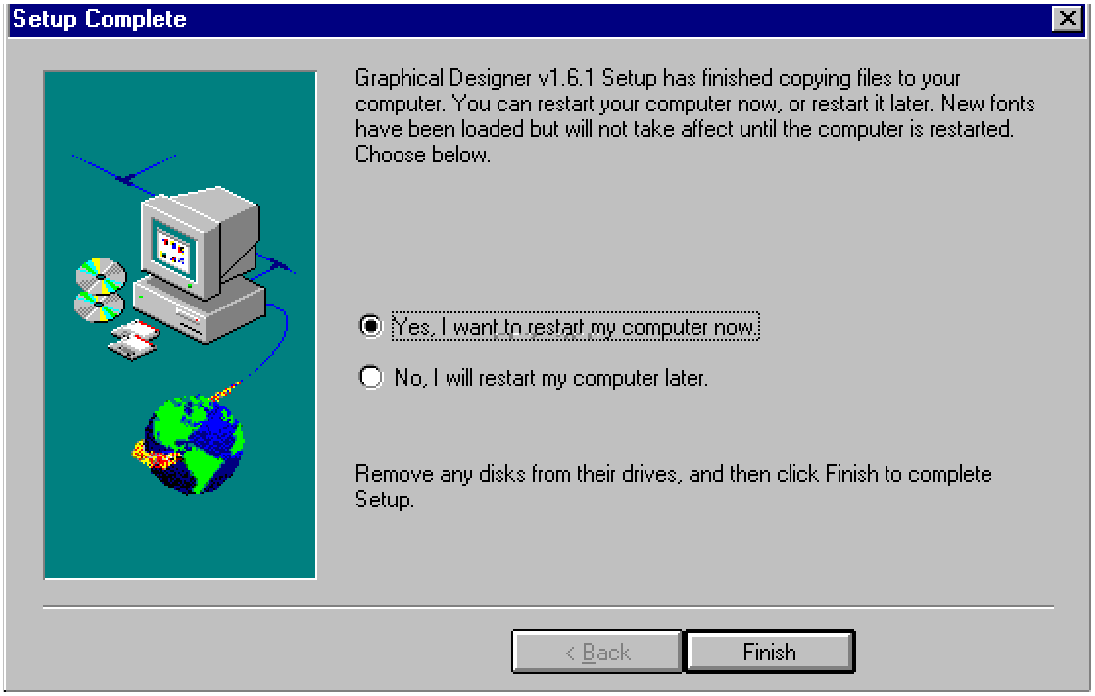

Figure 2-13. Second Setup Complete Screen

15. Indicate if you want to restart your computer by clicking the Yes or No buttons. Remove any disks from the drive, and click the Finish button to complete the installation of the Application Design software package.

16. To install the Application Generation package, do the following Steps a through c:

    a. Repeat Steps 1 through 6 above using the disk labeled "INTUITY CONVERSANT V6.1 Graphical Designer 1.6 Application Code Generation".

       The system displays the Start Copying Files screen (Figure 2-8).

    b. Follow the instructions on the screen to change any setting if necessary and then click the Next button.

       The system begins copying files.

       Two status bars appear that show you the status of the installation. The vertical status bars (Figure 2-9) on the left side of the screen indicate the percentage complete for each file installed from the source disk. The horizontal status bar (Figure 2-10) in the middle of the screen indicates the percentage complete of the entire installation.

When the file transfer is complete, the system displays the Setup Complete screen (Figure 2-14).

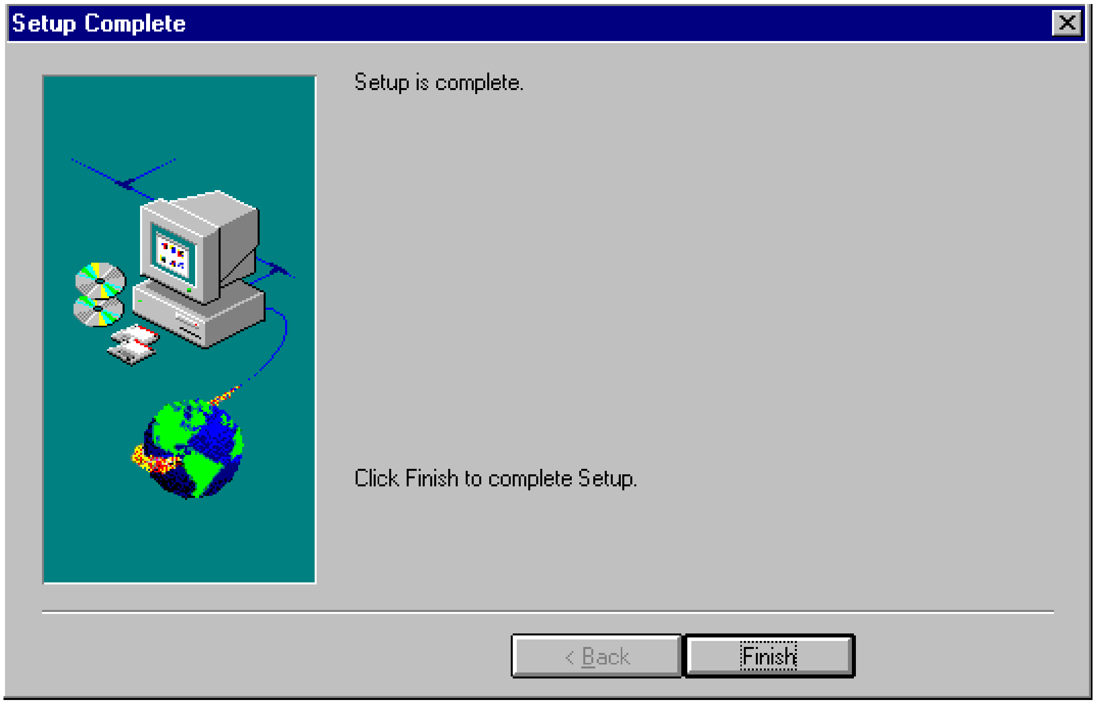

Figure 2-14. Setup Complete Screen

c. Click the Finish button.

The system installs this software in the same location you specified in Step 8 when you installed the Application Design package.

17. To install the Application Transfer package, repeat Steps 16a through 16c above using the disk labeled "INTUITY CONVERSANT V6.1 Graphical Designer 1.6 Application Transfer".

    The system installs this software in the same location you specified in Step 8 when you installed the Application Design package.

18. To install the Sample Application package, repeat Steps 16a through 16c above using the disk labeled "INTUITY CONVERSANT V6.1 Graphical Designer 1.6 Sample Application".

    The system installs these sample applications in the **apps** subdirectory of the directory you specified in Step 8 when you installed the Application Design package.

19. To install the Getting Started demo package, do the following Steps a and b:

    a. Repeat Steps 1 through 10 above using the disk labeled “Intuity CONVERSANT V6.1 Graphical Designer 1.6 Getting Started”.

       The system displays the Start Copying Files screen (Figure 2-8).

    b. Repeat Steps 16b and 16c above.

       The system installs these sample applications in the location you specified in Step 8.

On the INTUITY CONVERSANT System

You must install the Integration module on your INTUITY CONVERSANT system before you can transfer Graphical Designer applications from your personal computer. This procedure varies slightly depending on what version of the INTUITY CONVERSANT system you have.

For INTUITY CONVERSANT Intro 3.1.1 and INTUITY CONVERSANT 4.0 and 5.0 Systems

To install the Integration package on the INTUITY CONVERSANT systems listed above, perform the following procedure after logging in to the system:

1. Insert the Integration Software disk into the floppy disk drive.
2. Enter **installpkg**

   The system displays the following message:

   ```
   Please indicate the installation medium you intend to
   use.
   Strike C to install from CARTRIDGE TAPE.
   Strike F to install from FLOPPY DISKETTE.

   Strike ESC to stop.
   ```

3. Enter **F** to install from floppy disk.

   The system displays the following message:

   ```
   If the program installation requires more than one
   floppy disk, be sure to insert the disks in the proper
   order, starting with disk number 1.
   After the first floppy disk, instructions will be
   provided for inserting the remaining floppy disks.

   Strike ENTER when ready

   or ESC to stop.
   ```

4. Press ENTER.

   The system displays the following message:

   ```
   Installing Intuity CONVERSANT VIS Graphical Designer
   Integration Software 1.0
   
   The installation of the Intuity CONVERSANT VIS
   Graphical Designer Integration Software 1.0 is now
   complete.
   ```

For INTUITY CONVERSANT 6.0 Systems

To install the Integration package on an INTUITY CONVERSANT 6.0 system, perform the following procedure after logging in to the system:

1. Enter **pkgadd -d diskette1**

   The system displays the following message:

   ```
   Insert diskette into Floppy Drive 1.
   Type [go] when ready,
   or [q] to quit: (default: go) .
   ```

2. Insert the Integration Software disk into the floppy disk drive.
3. Enter **go**

   The system displays the following message:

   ```
   The following packages are available:
   
   1   gui     Intuity Graphical Designer Integration
               Package (i486).
   
   
   Select package(s) you wish to process (or ‘all’ to
   process all packages).
   (default: all) [?, ??, q]
   ```

4. Enter **1**

   The system displays the following message:

   ```
   Installation of Intuity CONVERSANT Graphical Designer
   Integration Package (gui) was successful.
   ```

Procedures

3

Overview

This chapter contains information on and procedures for the following:

- Using the mouse and keyboard
- Basic procedures for creating and working with designs
- Defining the host interface
- Accessing remote database applications
- Using the Support Access Program

Purpose

The purpose of this chapter is to provide the procedures you will need to work with the Graphical Designer. Online help provides additional information.

Using the Mouse and Keyboard

This section provides basic information about navigating through the Graphical Designer.

Basic Mouse Techniques

Table 3-1 describes some of the terms used throughout this book to describe how to use a mouse when working with the Graphical Designer.

Table 3-1. Mouse Techniques

Term	Meaning
Click	To quickly press and release the mouse button
Double-click	To click the mouse button twice in rapid succession
Drag	To press and hold down the mouse button while you move the mouse
Point	To move the mouse until the mouse pointer on the screen points to the item of choice

NOTE:
A mouse typically has more than one button. Instructions in this book refer to using the left mouse button, which is the default, of a right-handed mouse. You can change the default through the Windows control panel.

Basic Keyboard Techniques

Most of the procedures in this book specify using the mouse to complete the task. However, you may also use the keyboard to complete many of the tasks when working with the Graphical Designer. A keyboard alternative is available for a menu option if any of the following conditions exist:

- The abbreviation for the control key Ctrl followed by a letter is listed next to the menu option.

  For example, one of the menu options available in the Go Menu is Edit Buckets. Next to the menu option is Ctrl B. You can either select the Edit Buckets option from the menu, or press Ctrl and the B together to perform the menu option task.

- One of the letters in the menu option name is underlined.

  For example, one of the menu options in the Edit Menu is Paste. The “P” in the word “Paste” is underlined. You can either select the menu option of Paste or press P to perform the menu option task listed.

- Some of the menu options in the Graphical Designer can be initiated by pressing Ctrl and a letter or pressing the underlined letter in the menu option name. The menu option will be listed in the menu with both shortcut key options.

Table 3-2 through Table 3-27 list the keyboard shortcuts available in the various menus of the Graphical Designer.

Working with the External Function Definition Editor

Table 3-2. Functions Menu

To	Press
Create a new function	N or Ctrl N from External Function Definition Editor
Save the current function	S or Ctrl S from External Function Definition Editor
Save the current function under a different name	A
Delete the currently selected function	D
Exit to the previous screen	X

Table 3-3. Arguments Menu

To	Press
Change an argument	C
Add an argument	A or Ctrl A from External Function Definition Editor
Insert an argument	I or Ctrl I from External Function Definition Editor
Delete an argument	D
Move an argument up	U
Move an argument down	D

Working with the Bucket Editor

Table 3-4. Edit Menu

To	Press
New bucket	N or Ctrl N from Bucket Editor
Delete bucket	D or Ctrl D from Bucket Editor
Delete unreferenced bucket	D

Table 3-5. Formats Menu

To	Press
Use TTS only	T
Use recorded speech only	R

Table 3-6. Tools Menu

To	Press
Table Editor	T or Ctrl T

Editing

Table 3-7. Edit Menu

To	Press
Paste	P
Create a new node	Ctrl N or N
Connect a new node to the call flow	Ctrl O or O
Disconnect a node from the call flow	Ctrl D or D
Edit a node	Ctrl E
Delete a node	DELETE
Jump to a node	Ctrl J
Insert a bucket	Ctrl B or B
Start simulation at the currently selected node (GO)	Ctrl G
Stop simulation mode	Ctrl S

Making Entries

Table 3-8. Entries Menu

To	Press
Change the value of the currently selected entry	C
Add an entry at the end of the list	Ctrl A or N
Insert an entry above the currently selected entry	Ctrl I or I
Delete the currently selected entry	E
Move an entry up one row from the currently selected position	U
Move an entry down one row from the currently selected position	D

Using the Event Format Menu

Table 3-9. Event Format Menu

To	Press
Add a field to the end of the event record	A
Insert a field above the currently selected row	I
Delete the currently selected field	D
Move the field down one row from the current position	L
Move the field up one row from the current position	R

Working with Event Records

Table 3-10. Events Menu

To	Press
Clear an event record	C
Save an event record	S

Working with Database Fields

Table 3-11. Fields Menu

To	Press
Add a field	Ctrl A or A
Insert a field	Ctrl I or I
Delete a field	D

Using the File Menu

You can make selections from the File menu from the introductory Graphical Designer menu (Table 3-12), the main Design Pad (Table 3-13), Simulation Mode (Table 3-14), and the FlexWord® Editor (Table 3-15). Each keyboard shortcut is available from within the File menu; in some instances a command is also available from outside the File menu.

Table 3-12. File Menu from the Introductory Graphical Designer Screen

To	Press
Select the File menu from the introductory Graphical Designer screen	ALT F
New design	N or Ctrl N from the Graphical Designer screen
Open design	O or Ctrl O from the Graphical Designer screen
Delete the current design	D
Exit the Graphical Designer	X

Table 3-13. File Menu from the Main Design Pad

To	Press
Select the File menu from the Design Pad	ALT F
Save the current design	S or Ctrl S from the Design Pad
Save design As a different name	A
Close the current design	C
Delete the current design	D
Print the current design	P or Ctrl P from the Design Pad
Generate the application	G
Application Version	V

Table 3-14. File Menu from Simulation Mode

To	Press
Save the current design	S or Ctrl S from the Simulation screen
Close the current design	C
Delete the current design	D

Table 3-15. File Menu from the FlexWord Editor

To	Press
New wordlist	N or Ctrl N from the FlexWord Editor
Save a wordlist	S or Ctrl S from the FlexWord Editor
Clear a wordlist	C
Delete a wordlist	D
Save a wordlist as	A
Exit the wordlist editor	X

Using the Go Menu

Table 3-16. Go Menu

To	Press
Go to the Bucket Editor screen	Ctrl B or B
Go to the Table Editor screen	Ctrl T or T
Go to the Sound Manager screen	S
Go to the Phrase Manager screen	P
Go to the Prompt Manager screen	R
Go to the Voice Response Parameters screen	Ctrl P

Using the Help Menu

Table 3-17. Help Menu

To	Press
Go to the Graphical Designer Help Table of Contents	F1

Working with Hosts

Table 3-18. Host Menu

To	Press
Create a new Host	Ctrl N or N
Save the current Host	Ctrl S or S
Save the current Host under a different name	A
Delete the current Host	D
Exit the Host Definition Editor	X

Working with Speech Phrases

Table 3-19. Phrase Table Menu

To	Press
Create a new Phrase Table	Ctrl N or N
Open an existing Phrase Table	Ctrl O or O
Save the currently selected Phrase Table	Ctrl S or S
Save the Phrase Table under a different name	A
Change the name of the currently selected Phrase Table	R
Delete the currently selected Phrase Table	D

Table 3-20. Phrases Menu

To	Press
Add a phrase to the end of the Phrase Table	Ctrl A
Insert a phrase in the row above the currently selected phrase	Ctrl I I
Delete the currently selected phrase	D

Working with a Playlist

Table 3-21. Playlist Menu

To	Press
Remove the currently selected line from the Playlist	Ctrl D
Insert a phrase to the Playlist directly above the selected line	Ctrl P
Insert a bucket at the current cursor position	Ctrl B

Working with Prompts

Table 3-22. Prompt Menu

To	Press
Rename the currently selected prompt	R
Delete the currently selected prompt	D

Working with Database Records

Table 3-23. Records Menu

To	Press
Add a record to the end of the database table	Ctrl A or A
Insert a record in the position above the currently selected record	Ctrl I or R I
Copy the record to another place in the schema	C
Paste the record to be copied in the table schema	P
Delete the currently selected record	D

Using the Screens Menu

Table 3-24. Screens Menu

To	Press
Create a new screen	Ctrl N or N
Save a screen	Ctrl N or S
Save a screen under a different name	A
Delete the currently selected screen	D
Exit the Host Definition Editor screen	X

Creating/Editing Tables

Table 3-25. Tables Menu

To	Press
Create a new table	Ctrl N or N
Open an existing table	Ctrl O or O
Save the current table	Ctrl S or S
Save the table under a different name	A
Change the name of the currently selected table	R
Delete the currently selected table	D
Save the table to a file	F
Exit the Table Editor screen	X

Using Tools

Table 3-26. Tools Menu

To	Press
Go to the Defaults Editor screen	D
Go to the Events Editor screen	E
Go to the Global Events Editor screen	G
Go to the External Function Definition Editor screen	X
Go to the FlexWord Grammar Editor screen	F
Reveal a list of Host Editor screens	H
Go to the Host Definition Editor screen	D
Go to the Host Flow Editor screen	F
Allow Graphical Designer to automatically name each node	A
Change the Backup Interval	B

Viewing

Table 3-27. View Menu

To	Press
Zoom in	I
Zoom out	O
Refresh the screen	R
Remove or replace the object palette	P
Expand or contract the call flow	Ctrl X or X

Starting and Exiting the Graphical Designer

This section provides procedures for:

- Starting the Graphical Designer in Windows 3.1
- Starting the Graphical Designer in Windows 95
- Exiting the Graphical Designer

Starting the Graphical Designer

In Windows 3.1

Perform the following procedure to begin a Graphical Designer session:

1. Verify that no Graphical Designer sessions are running.
2. Locate the Graphical Designer program group in the Windows program manager (Figure 3-1).

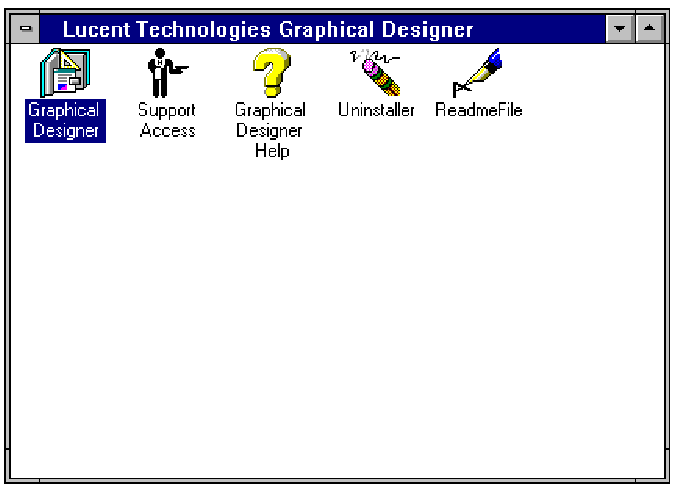

Figure 3-1. Graphical Designer Program Group in the Windows Program Manager

3. Double-click the Graphical Designer icon.

   The system displays the Product screen (Figure 3-2).

   ⚠ CAUTION:
   Do not move the mouse while waiting for the Graphical Designer to display the Product screen.

Figure 3-2. Product Screen

In Windows 95

Perform the following procedure to begin a Graphical Designer session in Windows 95:

1. Verify that no Graphical Designer sessions are running.
2. Click the START button on the Taskbar.

   The system displays a popup menu.
3. Select PROGRAMS.

   The system displays a submenu.

4. Select Lucent Technologies Graphical Designer

   The system displays a submenu.

5. Select the Graphical Designer icon.

   The system displays the Product screen (Figure 3-2).

Exiting the Graphical Designer

Perform the following procedure to exit the Graphical Designer:

1. Select File on the menu bar of the Design Pad screen (Figure 3-3).
2. Select Close Design.

   The system displays a dialog box asking if you want to save the design.

3. Select one of the options.

   The system displays the Product screen (Figure 3-2).

4. Select Quit from the File Manager.

   Windows displays the Program Manager (Figure 3-1).

Basic Procedures for Creating and Working with Designs

The following sections describe how to:

- Open and close a design
- Open and close the object palette
- Place objects on the design pad
- Save a design
- Delete a design
- Print a design

Opening a Design

The following sections describe how to:

- Open a new design
- Open an existing design

NOTE:
You must begin these procedures from the Product screen (Figure 3-2).

Opening a New Design

Typing the Name

1. Enter the name of the design in the `Design Name` field of the Product screen (Figure 3-2).

   NOTE:
   The name of a design cannot be longer than eight characters.

Using the File Menu

1. Select New Design from the File menu located in the menu bar.

   The system displays a dialog box.

2. Type the new design name.
3. Click the OK button.

Opening an Existing Design

To open an existing design, choose one of the following procedures:

NOTE:
You must begin these procedures from the Product screen (Figure 3-2).

Typing the Name

1. Enter the name of the design you want to open in the `Design name` field of the Product screen.

   The system displays the Design Pad screen (Figure 3-3).

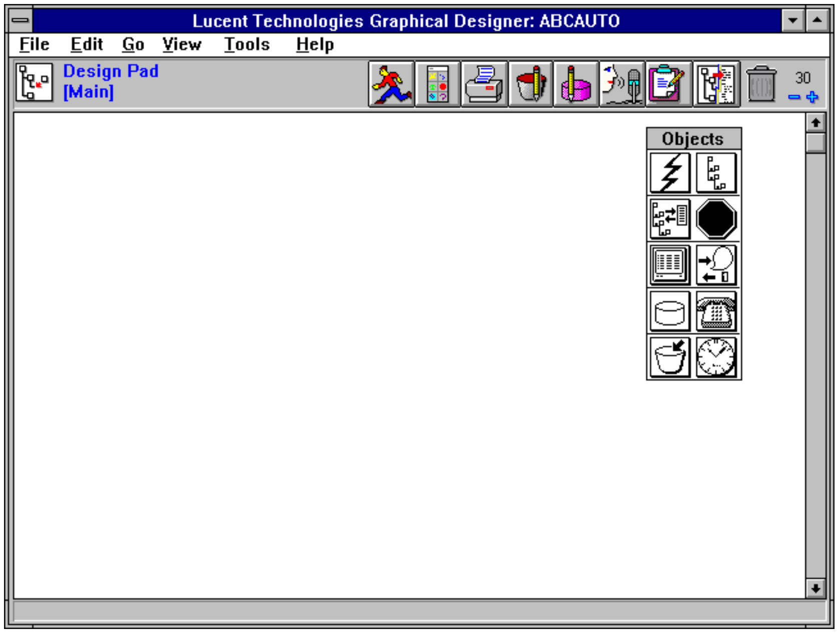

Figure 3-3. Design Pad Screen

Using the Design Name Field

1. Click the down arrow next to the `Design name` field to reveal a list of existing designs.
2. Select the name of the design you want to open.

   The system displays the Design Pad screen (Figure 3-3).

Using the File Menu

1. Select Open Design from the File menu located in the menu bar.

   The system displays a list box showing all the existing designs.
2. Select a design name.

   The system displays the Design Pad screen (Figure 3-3).

Closing a Design

To close a design, choose one of the following procedures:

NOTE:
You must begin these procedures from either the Design Pad screen (Figure 3-3) or the Design Simulation screen (Figure 3-4).

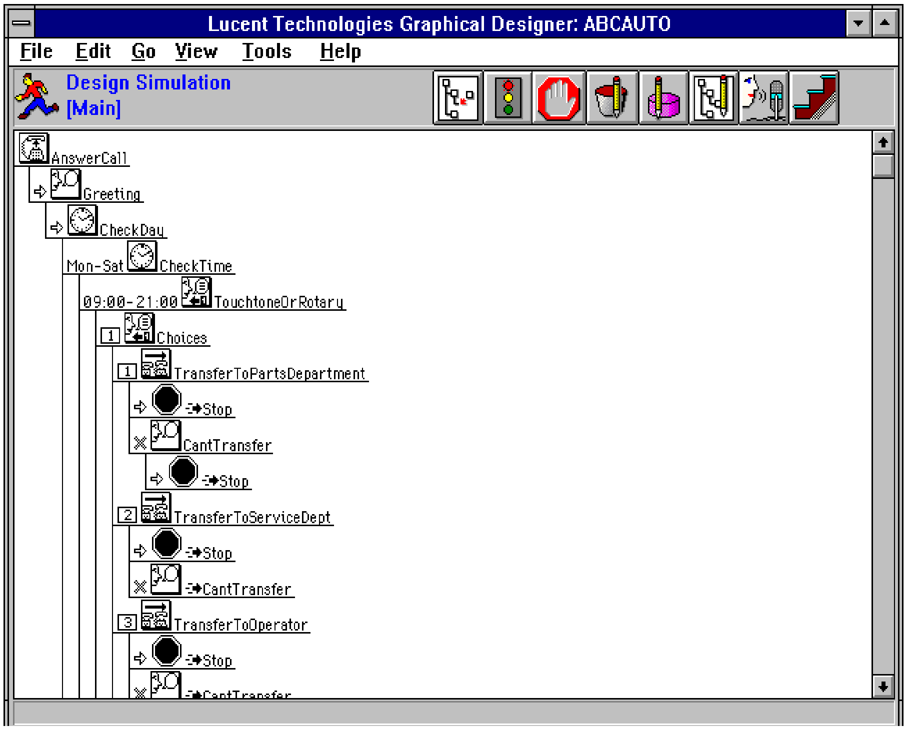

Figure 3-4. Design Simulation Screen

Using a Menu Command

1. Select Close Design from the File menu located in the menu bar.

   The system displays a dialog box asking you if you want to save the changes you made to your design.

2. Do one of the following:

   - If you want to save the changes you made, click the Yes button.
   - If you do not want to save the changes you made, click the No button.

   The system displays the Product screen (Figure 3-2).

Using the Keyboard

1. Select the File menu located in the menu bar and type **C**

   The system displays a dialog box asking you if you want to save the changes you made to your design.

2. Do one of the following:
   - If you want to save the changes you made, click the Yes button.
   - If you don't want to save the changes you made, click the No button.

   The system displays the Product screen (Figure 3-2).

Opening and Closing the Object Palette

The following sections describe how to open and close the Object Palette (Figure 3-5).

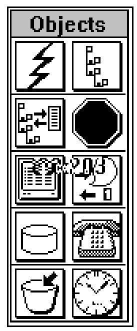

Figure 3-5. Object Palette

Opening the Object Palette

To open the Object Palette, choose one of the following procedures:

- Using a Menu Command, select Palette from the View menu located in the menu bar.
- Using the Keyboard, open the View menu located in the menu bar and type **P**
- Using a Toolbar Button, click on the palette button located on the Toolbar.

Closing the Object Palette

To close the Object Palette, choose one of the following procedures:

- Using a Menu Command, select Palette from the View menu located in the menu bar.
- Using the Keyboard, open the View menu located in the menu bar and type **P**
- Using a Toolbar Button, click on the palette button located on the Toolbar.

Placing Objects on the Design Pad

The following sections describe how to place objects on the Design Pad.

Dragging an Object from the Object Palette

1. Select an object from the Object Palette by placing your cursor on the object and holding down the button on your mouse. If the object you selected contains a subpalette, the subpalette will be revealed.
2. While holding down the button on your mouse, drag the selected object onto the Design Area.
3. Position the object where you want to put it in the call flow.
4. Release the button on your mouse to create the node.
5. Perform one of the naming options in "Using Nodes" below.

   NOTE:
   The dialog box does not appear if you have selected the Autoname option from the Tools Menu on the Design Pad screen (Figure 3-3).

Using a Menu Command

NOTE:
If the object you want to place on the Design Pad will be the first node in your call flow, skip Step 1 and go directly to Step 2.

1. Highlight a branch of the call flow by clicking on the branch or using the arrow keys to move up and down the call flow. Select the New Node menu command from the Edit menu located in the menu bar.

   The system displays a dialog box containing a list of the available objects.
2. Use your mouse or the arrow keys to scroll through the list of objects.
3. Select an object.
4. Click the OK button or press ENTER.
5. Perform one of the naming options in "Using Nodes" below.

Using the Keyboard

NOTE:
If the object you want to place on the Design Pad will be the first node in your call flow, skip Step 1 and go directly to Step 2.

1. Highlight a branch of the call flow by clicking on the branch or using the Arrow keys to move up and down the call flow.
2. Do one of the following:
   - Press Ctrl N.

     The system displays a dialog box containing a list of the available objects.
   - Select the Edit menu located in the menu bar and type **N**

     The system displays a dialog box containing a list of the available objects.
3. Select an object.
4. Click the OK button or press ENTER.
5. Perform one of the naming options in "Using Nodes" below.

Saving a Design

The following sections describe how to save a design:

- Under an existing name
- Under a different name

NOTE:
You must begin these procedures from either the Design Pad screen (Figure 3-3) or the Design Simulation screen (Figure 3-4).

Under an Existing Name

Using a Menu Command

1. Select Save Design from the File menu located in the menu bar.

Using the Keyboard

1. Do one of the following:
   - Press Ctrl S.
   - Select the File menu located in the menu bar and type **S**

Under a Different Name

To save a design under a different name:

Using a Menu Command

1. Select Save Design As from the File menu located in the menu bar.

   The system displays a dialog box (Figure 3-6) where you can enter the new design name.

Figure 3-6. Save Design As Dialog Box

2. Type the new design name.
3. Click the OK button.

Using the Keyboard

1. Select the File Menu located in the menu bar and type **A**

   The system displays a dialog box (Figure 3-6) where you can enter the new design name.

2. Type the new design name.
3. Click the OK button.

Deleting a Design

To delete a design:

Using a Menu Command

1. Select Delete Design from the File Menu located in the menu bar.

   The system displays a dialog box (Figure 3-7) asking you if you really want to delete the design.

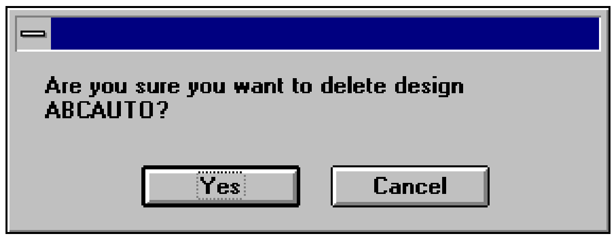

Figure 3-7. Delete Design Dialog Box

2. Click the Yes button.

Using the Keyboard

1. Select File Menu located in the menu bar type **D**

   The system displays a dialog box (Figure 3-7) asking you if you really want to delete the design.

2. Click the Yes button.

Printing a Design

The following sections describe how to print a design.

Using a Menu Command

1. Select the Print menu command from the File menu located in the menu bar.

   The system displays the Print Reports Dialog Box.

2. Select the parts of your design that you want to print.
3. Click the OK button.

   The system sends the design components to the printer or to a Word RTF file.

Using the Keyboard

1. Do one of the following:
   - Press Ctrl P.
   - Select the File menu located in the menu bar and type **P**

   The system displays the Print Reports Dialog Box.
2. Select the parts of your design that you want to print.
3. Click the OK button.

   The system sends the design components to the printer or to a Word RTF file.

Using a Toolbar Button

1. Select the Printer button located in the Toolbar.

   The system displays the Print Reports Dialog Box.
2. Select the parts of your design that you want to print.
3. Click the OK button.

   The system sends the design components to the printer or to a Word RTF file.

Working with Branches

The following sections describe how to:

- Insert a branch
- Delete a branch

Inserting a Branch

The following types of objects must be treated separately when inserting a branch:

- Interactive Voice Response (IVR) objects using the touch-tone keypad
- IVR objects with Automatic Speech Recognition (ASR) enabled
- An encapsulated node object
- A Host Send/Receive object
- A Set Object

Choose the appropriate procedure below to insert a branch.

Inserting a Branch into an IVR Object

The following sections describe how to insert a branch into an IVR object:

- Using the touch-tone keypad
- With ASR enabled

Using the Touch-Tone Keypad

Branches are inserted into IVR objects (with the exception of Announcement and Voice Capture objects) using the Touchtones Dialog Box (Figure 3-8).

1. Select a branch extending from an IVR object.

   The new branch is inserted directly above the branch that is highlighted.

   The system displays a popup menu.

2. Choose the Insert Branch menu command from the popup menu.

   The system displays the Touchtones Dialog Box.

3. Select the items that you want to define as the touchtone sequence for the new branch.

4. Click the OK button.

   The system displays the branch directly above the branch you highlighted in Step 1.

With ASR Enabled

1. Select a branch extending from an IVR object.

   The new branch is inserted directly above the branch that is highlighted.

   The system displays a popup menu.

2. Choose the Insert Branch menu command from the popup menu.

   The system displays the Touchtones Dialog Box (Figure 3-8). If you have specified ASR as the input mode, the Speech... button is enabled.

Figure 3-8. Touchtone Dialog Box

3. Select the Speech... button.

   The system displays the Select Branch List Box (Figure 3-9).

Figure 3-9. Select Branch List Box

4. Select one of the grammars defined as the ASR Input Mode.
5. Click the OK button.

   The system displays the branch directly above the branch you highlighted in Step 1.

Inserting a Branch into an Encapsulated Node

You can insert branches in an encapsulated node to define new exit conditions for the subtree. When a branch is added to an encapsulated node, the system displays it as a Halt node in the subtree.

1. Select a branch extending from an encapsulated node.

   The new branch is inserted directly above the branch that is highlighted.

   The system displays a popup menu.
2. Choose the Insert Branch menu command from the popup menu.

   The system displays a dialog box (Figure 3-10) asking you to name the new exit condition.

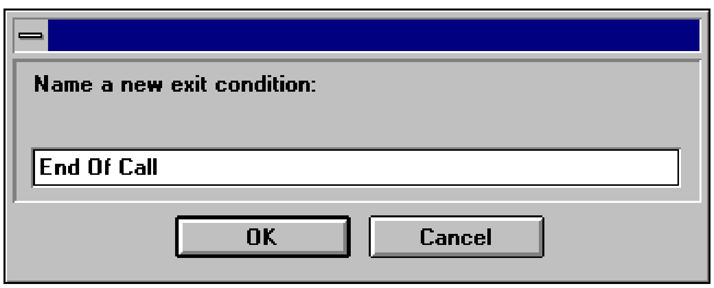

Figure 3-10. Name New Exit Condition Dialog Box

3. Type the name of the new branch.
4. Click the OK button.

   The system displays the branch directly above the branch you highlighted in Step 1.

Inserting a Branch into a Host Send/Receive Object

A branch must be defined for each Receive screen to be sent to the host.

1. Select a branch extending from a Host Send/Receive object.

   The new branch is inserted directly above the branch that is highlighted.

   The system displays a popup menu.

2. Select Insert Branch from the popup menu.

   The system displays the Choose a Screen Dialog Box (Figure 3-11).

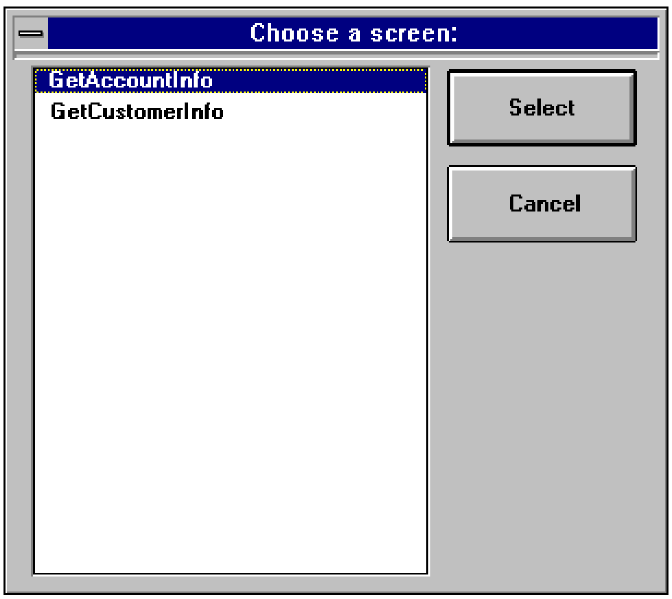

Figure 3-11. Choose a Screen Dialog Box

3. Select a Receive screen name.
4. Click the Select button.

   The system displays the branch directly above the branch you highlighted in Step 1.

Inserting a Branch into a Set Object

1. Select a branch extending from a Set object.

   The new branch is inserted directly above the branch that is highlighted.

   The system displays a popup menu.

2. Select Insert Branch from the popup menu.

   The system displays a dialog box (Figure 3-12) asking you to name the new branch condition.

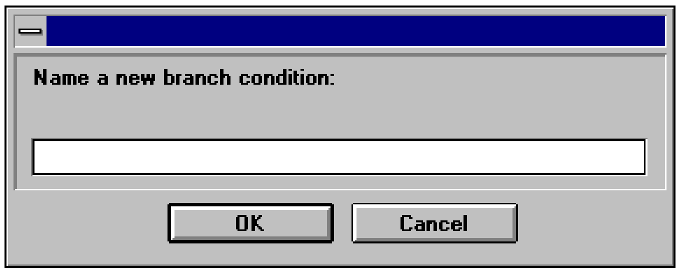

Figure 3-12. Name New Branch Condition Dialog Box

3. Type the name of the new branch.
4. Click the OK button.

   The system displays the branch directly above the branch you highlighted in Step 1. The name of the new branch condition appears in the Data Comparisons portion of the Set screen.

Deleting a Branch

1. Select the branch you want to delete.

   The system displays a popup menu.

2. Choose Delete Branch from the popup menu.

   The system displays a dialog box (Figure 3-13) asking you if you really want to delete this branch.

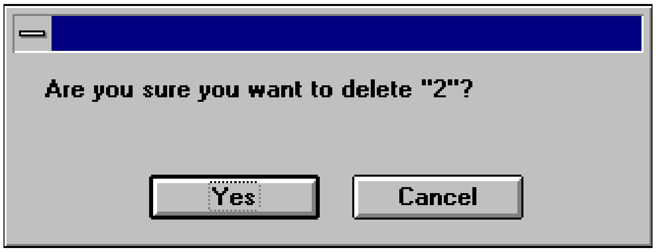

Figure 3-13. Delete Branch Dialog Box

3. Click the Yes button.

   The system deletes the branch.

Using Nodes

The following sections describe how to:

- Name a node
- Edit a node
- Delete a node
- Connect a node
- Disconnect a node
- Rename a node
- Jump to a node
- Copy or reuse an encapsulated node
- Find a node

Naming a Node

To name a node, do one of the following procedures:

- Type in the name of the node in the dialog box and press ENTER or click the OK button.
- Select Autoname from the Edit menu.

  The system automatically names each new node for you.

Editing a Node

When you edit a node, the screens that appear vary depending on the type of node you edit. To create or edit an announcement node, for example, perform the following procedure:

1. Click on the Announcement node you want to edit.

   The system displays a popup menu.

   CAUTION:
   If, when trying to edit a node, you double-click on a particular branch, rather than just clicking once with your mouse, you will contract the view of the particular branch you highlighted. However, you can double-click a second time to expand the view.

2. Select Edit Node from the popup menu.

   The system displays the Announcement window (Figure 3-14).

   NOTE:
   You can also edit a node by holding down Ctrl and selecting the node in the call flow with the mouse.

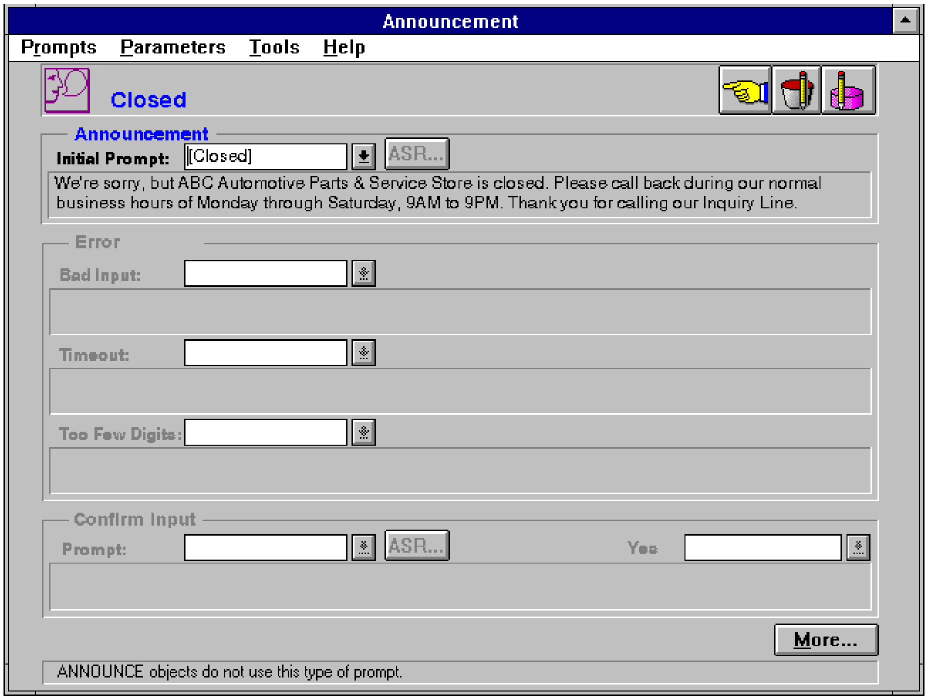

Figure 3-14. Announcement Window

3. Enter the name of the prompt in the `Initial Prompt` field or click on the arrow next to the `Initial Prompt` field to select a prompt from the list of existing prompts.

   NOTE:
   Unless otherwise specified, the prompt will have the same name as the node you are editing.

4. Click anywhere in the box below the `Initial Prompt` field.

   The system displays the Announcement Editor window.

5. Click anywhere in the Announcement Text area.
6. Enter the text for your announcement.

   NOTE:
   To include a bucket value in an announcement, press the [(left bracket) to obtain a list of buckets from the Choose a Bucket window. You can also select Insert Bucket from the Edit menu to access the Choose a Bucket window.

7. Click the Hand button to return to the Announcement window.
8. Click the Hand button to save your announcement and return to the Design Pad.

Deleting a Node

To delete a node, choose one of the following three procedures.

Using a Popup Menu

1. Highlight the node you want to delete.

   The system displays a popup menu.

2. Select Delete Node from the popup menu.

   The system displays a dialog box (Figure 3-15) asking you if you are sure you want to delete the selected node and *all* the nodes under it.

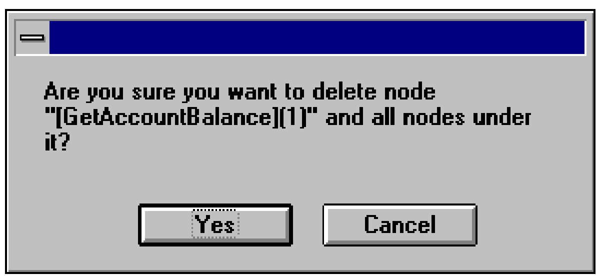

Figure 3-15. Delete Node Confirmation Dialog Box

3. Click the Yes button.

   The system deletes the node and *all* the nodes under it.

Using a Menu Command

1. Highlight the node you want to delete.

   The system displays a Popup menu.

2. Select the Delete Node menu command from the Edit menu.

   The system displays a dialog box (Figure 3-15) asking you if you are sure you want to delete the selected node and *all* the nodes under it.

3. Click the Yes button.

   The system deletes the node and *all* the nodes under it.

Using the Keyboard

1. Highlight the node you want to delete by clicking on the node or using the arrow keys to move up and down within the call flow.

   The system displays a popup menu.

2. Do one of the following:

   - Select Delete Node from the popup menu.
   - Select the Edit menu located in the menu bar and type **D**

     The system displays a dialog box (Figure 3-15) asking you if you are sure you want to delete the selected node and *all* the nodes under it.

3. Click the Yes button.

   The system deletes the node and *all* the nodes under it.

Connecting a Node

To connect a node, choose one of the following procedures.

NOTE:
Before connecting a node to the call flow, you must first create an orphan node.

Using a Popup Menu

1. Highlight the branch to which you want to connect a node.

   The system displays a popup menu.

2. Select Connect Node from the popup menu.

   The system displays the Available Nodes List Box (Figure 3-16) containing a list of all of the orphan nodes in your call flow.

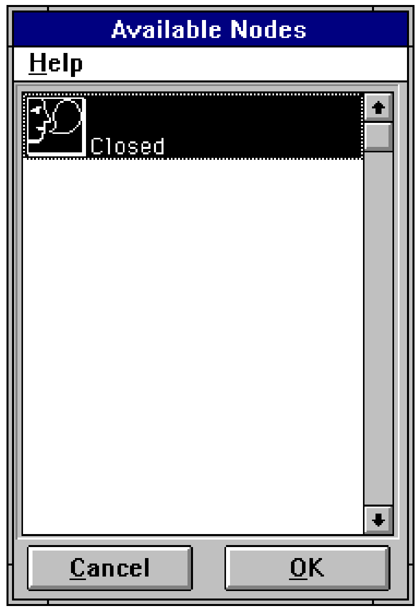

Figure 3-16. Available Nodes List Box

3. Select the node to which you want to connect.
4. Click the OK button.

   The system connects the selected node and *all* the nodes under it to the branch you selected in Step 1.

Using a Menu Command

1. Highlight the branch to which you want to connect a node.
2. Select Connect Node from the Edit menu located in the menu bar.

   The system displays the Available Nodes List Box (Figure 3-16) containing a list of all of the orphan nodes in your call flow.
3. Select the node you to which you want to connect.
4. Click the OK button.

   The system connects the selected node and *all* the nodes under it to the branch you selected in Step 1.

Using the Keyboard

1. Highlight the branch to which you want to connect a node.

   The system displays a popup menu.

2. Select the Edit menu located in the menu bar and type **C**

   The system displays the Available Nodes List Box (Figure 3-16) containing a list of all of the orphan nodes in your call flow.

3. Select the node to which you want to connect.

4. Click the OK button.

   The system connects the selected node and *all* the nodes under it to the branch you selected in Step 1.

Disconnecting a Node

To disconnect a node, choose one of the following procedures.

Using a Popup Menu

1. Highlight the node you want to disconnect.

   The system displays a popup menu.

2. Select Disconnect Node from the popup menu.

   The system disconnects the selected node and *all* of the nodes under it and displays the disconnected node at the bottom of the design.

Using a Menu Command

1. Highlight the node you want to disconnect.

2. Select Disconnect Node from the Edit menu.

   The system disconnects the selected node and *all* of the nodes under it and displays the disconnected node at the bottom of the design.

Using the Keyboard

1. Highlight the node you want to disconnect.

2. Select the Edit menu located in the menu bar and type **S**

   The system disconnects the selected node and *all* of the nodes under it and displays the disconnected node at the bottom of the design.

Renaming a Node

To rename a node, use the following procedure:

1. Highlight the node you want to rename.

   The system displays a popup menu.

2. Select Rename Node from the popup menu.

   The system displays a dialog box (Figure 3-17).

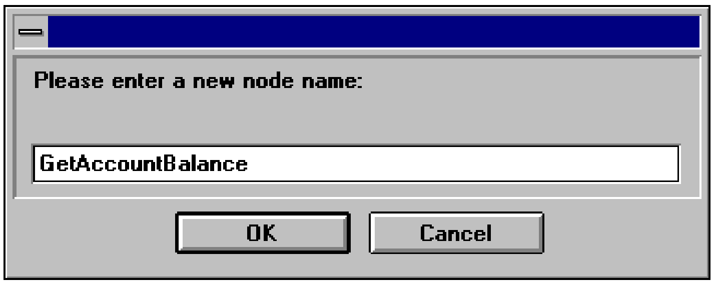

Figure 3-17. New Node Name Dialog Box

3. Type the new name of the node in the dialog box.
4. Click the OK button.

   The system renames the selected node.

Jumping to a Node

To jump to a node, choose one of the following procedures.

NOTE:
Before jumping to a node, you must first create a call flow containing at least two nodes.

Using a Popup Menu

1. Highlight the branch from which you want to jump.

   The system displays a popup menu.

2. Select Jump to Node from the popup menu.

   The system displays the Nodes List Box (Figure 3-18) containing a list of all the nodes in your call flow.

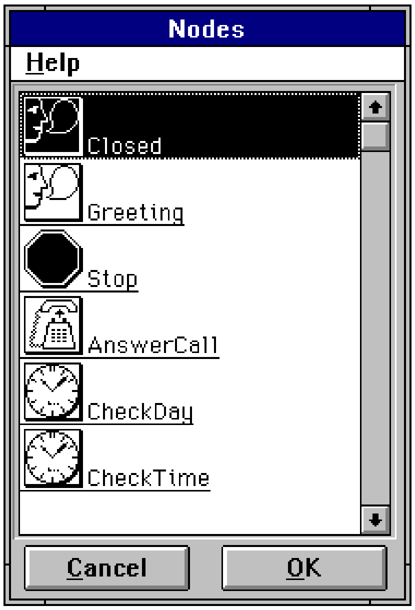

Figure 3-18. Nodes List Box

3. Select the node to which you want to jump.
4. Click the OK button.

   The system creates a Jump To node at the currently selected node.

Using a Menu Command

1. Highlight the branch from which you want to jump.
2. Select Jump to Node from the Edit menu.

   The system displays the Nodes List Box (Figure 3-18) containing a list of all the nodes in your call flow.
3. Select the node to which you want to jump.
4. Click the OK button.

   The system creates a Jump To node at the currently selected node.

Using the Keyboard

1. Highlight the branch from which you want to jump.
2. Select Jump to Node from the Edit menu and type **J**

   The system displays the Nodes List Box (Figure 3-18) containing a list of all the nodes in your call flow.

3. Select the node to which you want to jump.
4. Click the OK button.

   The system creates a jump to node at the currently selected node.

Copying or Reusing an Encapsulated Node

You cannot copy or reuse a node unless it has been encapsulated. See "Encapsulation Object" in Appendix A, "Object Reference", for more information.

Your decision about when to reuse or copy an encapsulated node must consider the following differences between them:

- Reused nodes are linked

  If you make changes to one reused node, it is reflected in all the other nodes wherever they are used (reused) in the design. Because the nodes are linked, they have the same name and are distinguished only by a number. For example, if you encapsulate a portion of a callflow and name it GetBal, the Graphical Designer displays it in the Design Pad screen as GetBal(1). If you then reuse GetBal, the Graphical Designer displays GetBal(2) along with GetBal(1) in the Design Pad screen. The next reuse would be GetBal(3), and so on.

  You would reuse an encapsulated node when you wanted several identical versions of the same callflow fragment.

- Copied nodes are not linked

  If you make changes to a copied node, the changes only affect the node you are editing. For this reason, copied nodes have different names. Copying an encapsulated node is like using the “Save As” command.

  Use the Copy command when you want several similar but not identical versions of the same callflow fragment.

Finding a Node

To find a node, choose one of the following two procedures.

Using a Menu Command

1. Select Find from the Edit menu.

   The system displays the Nodes List Box (Figure 3-18) containing a list of all the nodes in your call flow sorted alphabetically by class.

2. Select the node you want to find.
3. Click the OK button.

   The system displays the node highlighted in the call flow.

Using the Keyboard

1. Do one of the following:
   - Press Ctrl F.

     The system displays the Nodes List Box (Figure 3-18) containing a list of all the nodes in your call flow sorted alphabetically by Class.
   - Select the Edit menu and type **F**

     The system displays the Nodes List Box (Figure 3-18) containing a list of all the nodes in your call flow sorted alphabetically by Class.
2. Select the node you want to find.
3. Click the OK button.

   The system displays the node highlighted in the call flow.

Defining the Host Interface

The Graphical Designer includes a series of editors to help you define the host interface. This section lists those editors and their functions and provides a procedure for using them.

Host Definition Editor

Use the Host Definition Editor to perform the following procedures:

- Name the host.
- Define the performance characteristics.
- Define the login ID and password.
- Define each screen.

Screen Identification Editor

Use the Screen Identification Editor to perform the following procedures:

- Name each screen.
- Create screen identifier(s) for each screen.

  Screens can be similar in appearance. Some information on each screen remains constant (text, prompts, etc.), while other information varies (data, error messages, etc.). The Graphical Designer must be shown the part or parts of the screen that enable it to uniquely identify the screen from all the other screens when they arrive from the host.

Field Definition Editor

Use the Field Definition Editor to identify fields for each screen. Fields are used to exchange information with the host. Fields are an optional part of the host screen definition.

Host Flow Editor

Use the Host Flow Editor to perform the following procedures:

- Define the sequence of screens needed to log in to the host.
- Define the sequence of screens needed to log out of the host.
- Define the recovery sequence for all screens.

Procedure

To define a host interface to use with a Graphical Designer application, complete the following procedure:

1. Select the Host Definition Editor from the Go menu.

   The system displays the Host Definition Editor (Figure 3-19).

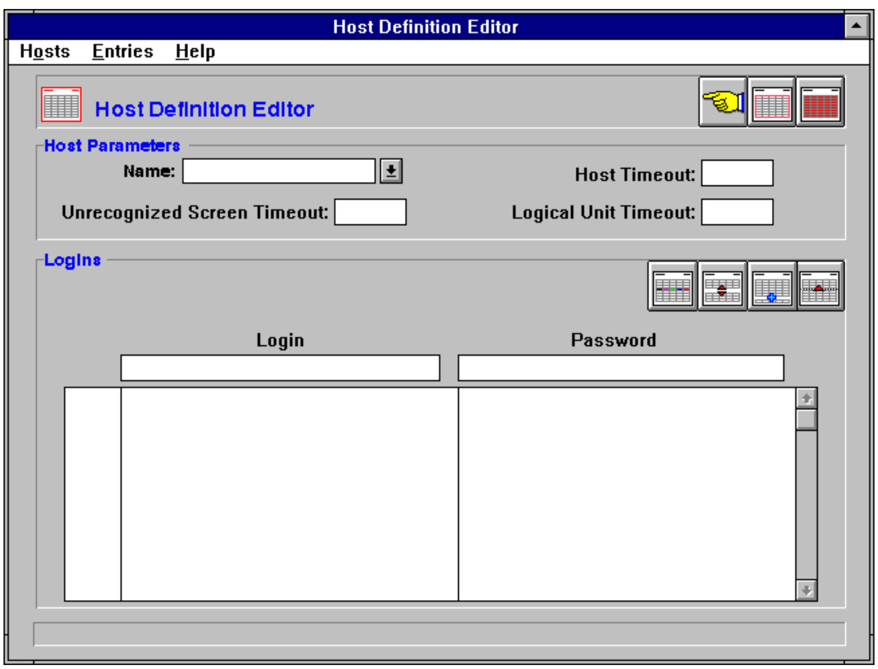

Figure 3-19. Host Definition Editor

2. Type the name of the host in the `Name` field. The name is limited to 8 characters.
3. Type the number of seconds to wait for a recognizable screen in the `Unrecognized Screen Timeout` field.
4. Type the number of seconds to wait for a response from the host in the `Host Timeout` field.
5. Type the number of seconds to wait for a Logical Unit to become available in the `Logical Unit Timeout` field.
6. Type the Login ID in the `Login` field.
7. Type the password in the `Password` field.
8. Click the Screen Identification Editor icon (Figure 3-20).

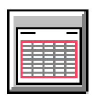

Figure 3-20. Screen Identification Editor Icon

The system displays the Screen Identification Editor (Figure 3-21).

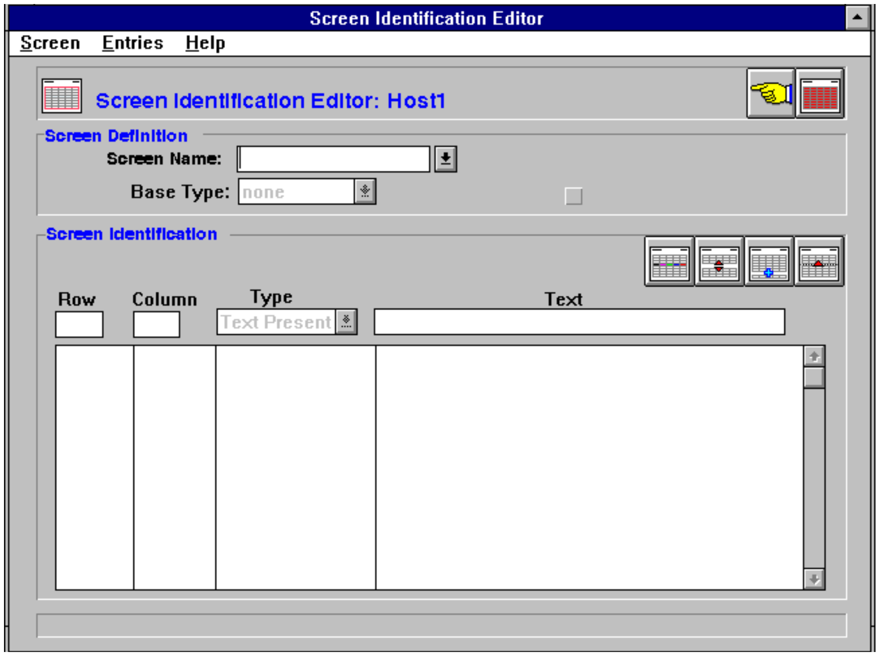

Figure 3-21. Screen Identification Editor

9. Complete the following Steps a through d for each screen:

   a. Type the name of each screen in the `Screen Name` field.

   b. Select Login, Transaction, or None in the `Base Type` field. A Login type screen is the first screen we expect to see from the host. A Transaction type screen is the screen we want to be on when a call comes in. All other screens are of type None.

   c. If this is a blank screen, click on the box next to the Blank Screen.

   d. For each identifier,

      1. Enter the starting row in the `Row` field.

      2. Enter the starting column in the `Column` field.

      3. Select either Text Present, Text Absent, or Cursor in the `Type` field.

         Text Present identifies text that is always present on the screen. The Text box contains the text that is present.

         Text Absent identifies text that is absent from the screen. The Text box contains the text that is absent from the screen.

         Cursor identifies where the cursor is on the screen. The Text box is a comment area for the cursor identifier. Note that there can only be a Cursor identifier for each screen.

10. Click the Field Definition Editor icon (Figure 3-22).

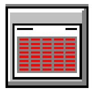

Figure 3-22. Field Definition Editor Icon

The system displays the Field Definition Editor (Figure 3-23).

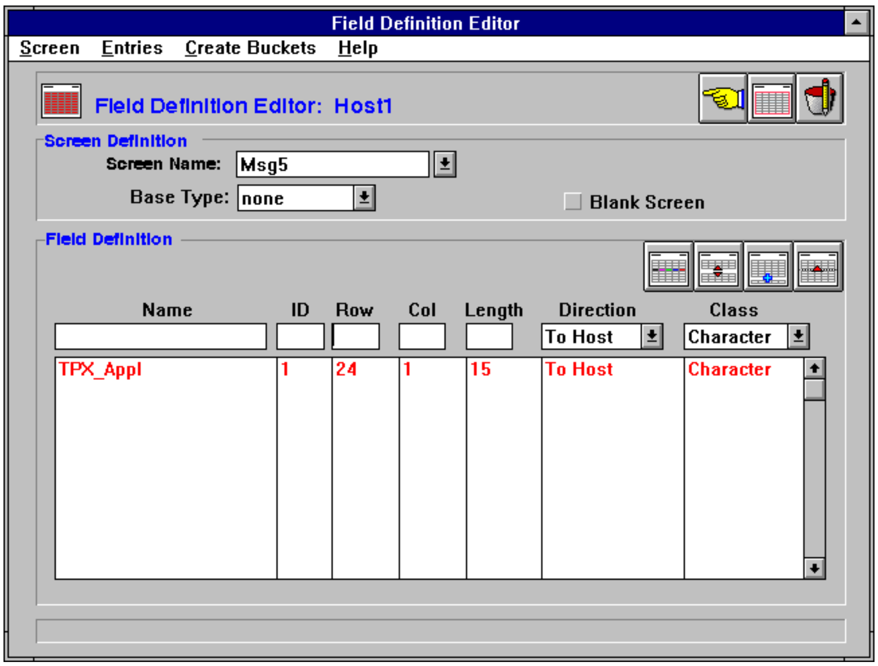

Figure 3-23. Field Definition Editor

11. Complete the following Steps a through f for each screen that needs to send or get data from the host:

    a. Enter the name of each field in the `Name` field. The `ID` field automatically increments for duplicate field names.

    b. Enter the starting row in the `Row` field.

    c. Indicate the starting column in the `Col` field.

    d. Indicate the field length in the `Length` field.

e. Select either To Host, From Host, or Both in the `Direction` field.

f. Select either Character or Number in the `Class` field.

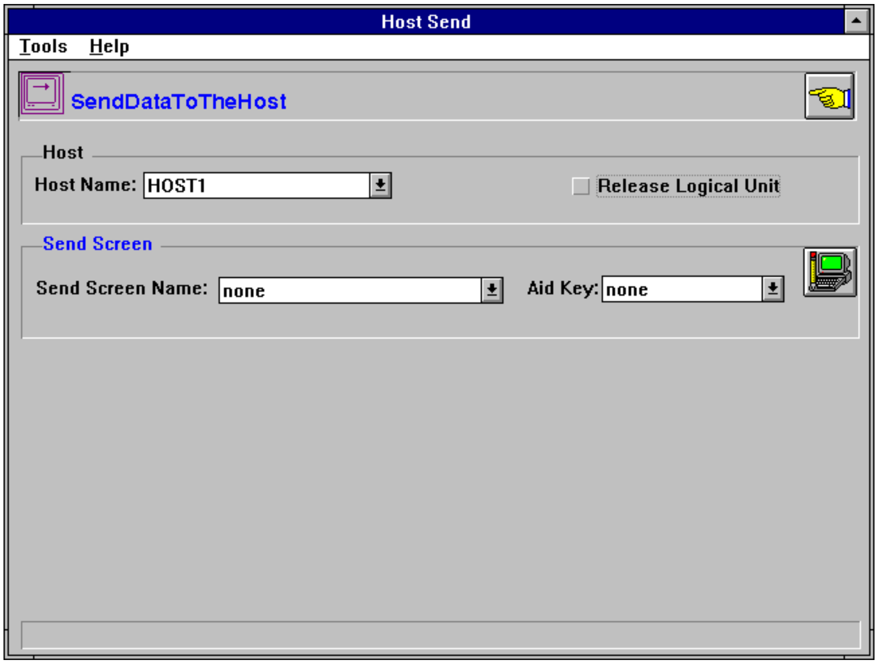

Figure 3-24. Host Send Screen

See "Host Send Data Object" in Appendix A, "Object Reference", for a detailed description of this object.

Accessing Remote Database Tables from Graphical Designer Applications

The Graphical Designer does not support remote database table access. Use the following procedure to modify the Graphical Designer environment so that Graphical Designer applications can access remote databases.

1. Configure the Remote Database ID(s) on the INTUITY™ CONVERSANT® computer. The additional database DIP names to configure are:

   dbdip2 (for DB2_Remote)

   dbdip3 (for DB3_Remote)

   dbdip4 (for DB4_Remote)

   dbdip5 (for DB5_Remote)

See “Adding a Remote Database Access ID” in Chapter 6, “Database Administration,” in *INTUITY CONVERSANT System Version 6.0 Administration,* 585-310-591, for more information.

2. Install the Graphical Designer application on the INTUITY CONVERSANT computer. See "Software Installation Procedures" in Chapter 2, "Installing the Graphical Designer Software", for more information.
3. Enter the following command:

   cd /att/trans/graphd/*appl*

   where *appl* is the Graphical Designer application name.
4. Modify the **/att/trans/graphd/appl.t** file and change the dbase() call from DBDIP to im.“dbdip2” for the remote table access.

   For example, if the remote table name is MYTABLE, the dbase() statement is:

   dbase(DBDIP, SELECT, ch.F_NAME, FS_MYTABLE, ...)

   Change it to:

   dbase(im.“dbdip2”, SELECT, ch.F_NAME, FS_MYTABLE, ...)

   NOTE:
   Dbdip2 is just an example. The database dip you choose depends on which database ID you choose to access the table (dbdip2 for ID DB2_Remote).
5. Repeat Step 4 for all the dbase() statements that access remote database tables.
6. Enter the following command:

   tas -o /vs/trans/appl.T *appl*.t

   where *appl* is the application name.
7. Enter **newscript**

   NOTE:
   You must repeat Steps 3 through 7 each time the Graphical Designer application is reinstalled on the INTUITY CONVERSANT system.

Using the Support Access Program

The Support Access program, which is part of the Application Design Software Package, allows Lucent Technologies support personnel access to your personal computer through a modem and the ability to transfer files from your personal computer to that of a support person for evaluation.

When you access the Support Access program, you are asked to assign a login and password to be used by the support person to gain access to your personal computer. The login and password can consist of up to 31 alphanumeric characters including special characters. You can also make both fields null by pressing CANCEL. The default login is **Graphical** and the default password is **Designer**.

NOTE:
The login and password are case-sensitive.

When you double-click on the Support Access icon for the first time, you are prompted for information necessary to configure the Support Access program. The Support Access Terminal Settings window (Figure 3-25) allows you to customize the way the Support Access window appears on your personal computer.

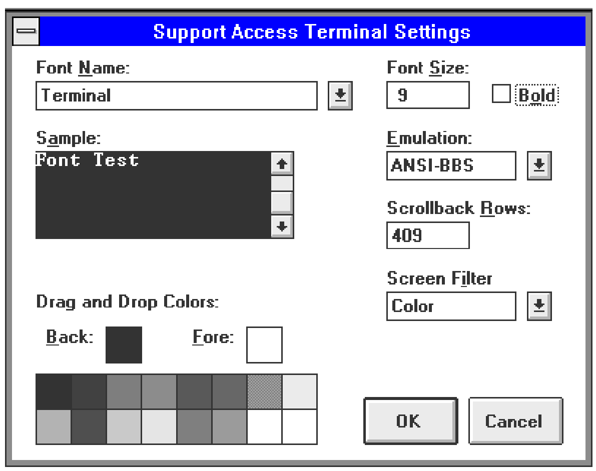

Figure 3-25. Support Access Terminal Settings Window

The Support Access Setup window (Figure 3-26) allows you to define how the modem communicates with your personal computer. These settings must agree with how the modem is configured on your computer.

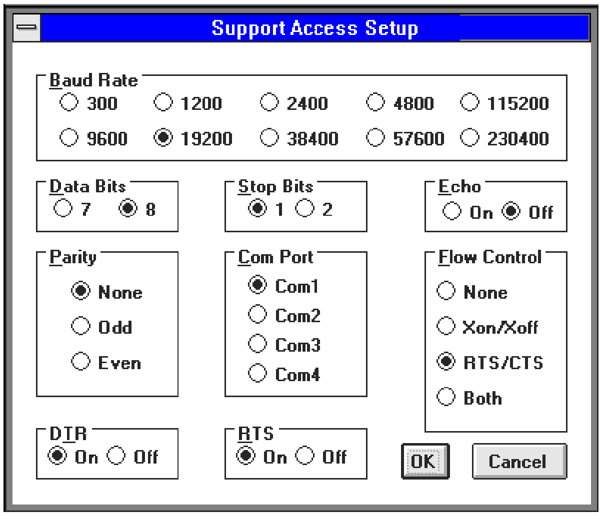

Figure 3-26. Support Access Modem Setup Window

The Support Access Modem Settings window (Figure 3-27), asks you for the make and model of the modem used by the support person. Select the make of the modem first followed by the model type.

NOTE:
The Support Access program consists of 442 different makes and models of modems. If the exact make and model of the modem you need to access is not on the list, you can add the modem by selecting **Add Modem** from the Utilities menu.

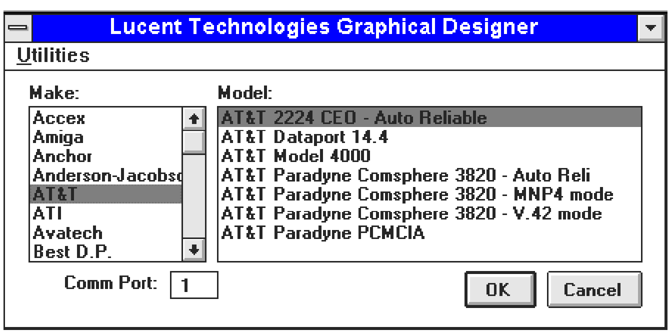

Figure 3-27. Support Access Modem Settings Window

Once you click the OK button, the Support Access program attempts to communicate with the modem. If the Support Access program has trouble communicating with the modem, a message appears telling you that you may have selected the wrong modem.

Building a Simple Design

4

Overview

This chapter provides step-by-step instructions for creating a simple-call-flow design. This design incorporates the sequence of events that occur when a caller reaches an inquiry line for an automotive parts and service store.

Purpose

The purpose of this chapter is to demonstrate basic call flow design and help you to learn how the INTUITY™ CONVERSANT® Graphical Designer operates.

Starting the Graphical Designer

See "Starting and Exiting the Graphical Designer" in Chapter 3, "Procedures", for the information you need to begin a Graphical Designer session.

Creating the Design

The following sections contain the procedures you need to create a design that does the following for a fictitious automotive parts and service store:

- Answers incoming calls
- Gives a standard greeting to the caller
- Determines an action for the call
    - If the caller is calling outside of normal business hours, plays a message telling the caller to call back during normal business hours
    - If the caller is calling within the designated business hours, determines whether the caller is using a touchtone or rotary telephone
    - If the caller is calling from a rotary telephone, transfers the caller to an operator
    - If the operator does not answer or the line is busy, plays an announcement instructing the caller to call back at a later time
    - If the caller is calling from a touchtone telephone, plays a menu of three options from which the caller can choose:
        - Transfer to the parts department
        - Transfer to the service department
        - Transfer to an operator
    - If the call cannot be transferred, plays an announcement instructing the caller to call back at a later time
- Ends the call

Creating the Call Flow

Answer the Telephone

The Call Answer object answers an incoming call. It is almost always the first object in a design. Perform the following procedure to add a Call Answer object:

1. Click the Telephony object in the Object Palette.

   The system displays a subpalette.

2. Select and drag the Call Answer object (Figure 4-1) to the Design area.

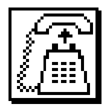

Figure 4-1. Call Answer Object

3. Release the mouse button.

   The system places the object in the top left corner of the Design Area and displays the New Node dialog box (Figure 4-2).

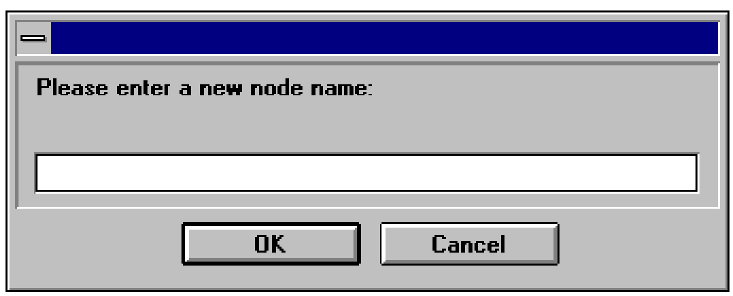

Figure 4-2. New Node Dialog Box

4. Type **Answer Call** in the New Node dialog box.
5. Do one of the following:
   - Press ENTER.
   - Click the OK button.

   The system displays the Design Pad screen (Figure 4-3).

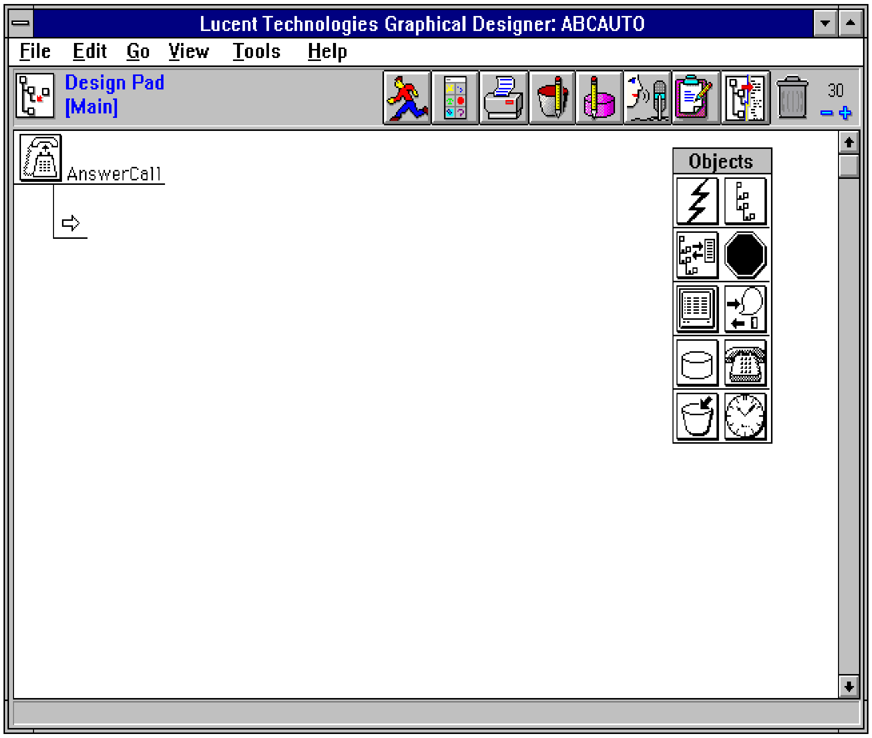

Figure 4-3. Design Pad Screen

6. Do one of the following:
   - Select Save from the File Menu located on the Menu Bar.
   - Press CTRL S.

Greet the Caller

This branch is executed after the call has been answered. We will create an announcement to greet and tell the caller who we are. Perform the following procedure to create an Announcement object and add it to the call flow:

1. Click the IVR object in the Object Palette.

   The system displays a subpalette.

2. Select and drag the Announcement object (Figure 4-4) until it is directly over the empty branch under the Answer Call node.

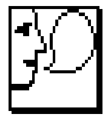

Figure 4-4. Announcement Object

3. Release the mouse button.

   The system displays the New Node dialog box (Figure 4-2).

4. Type **Greeting** in the New Node dialog box.
5. Do one of the following:
   - Press ENTER.
   - Click the OK button.

   The system displays the Design Pad screen (Figure 4-5).

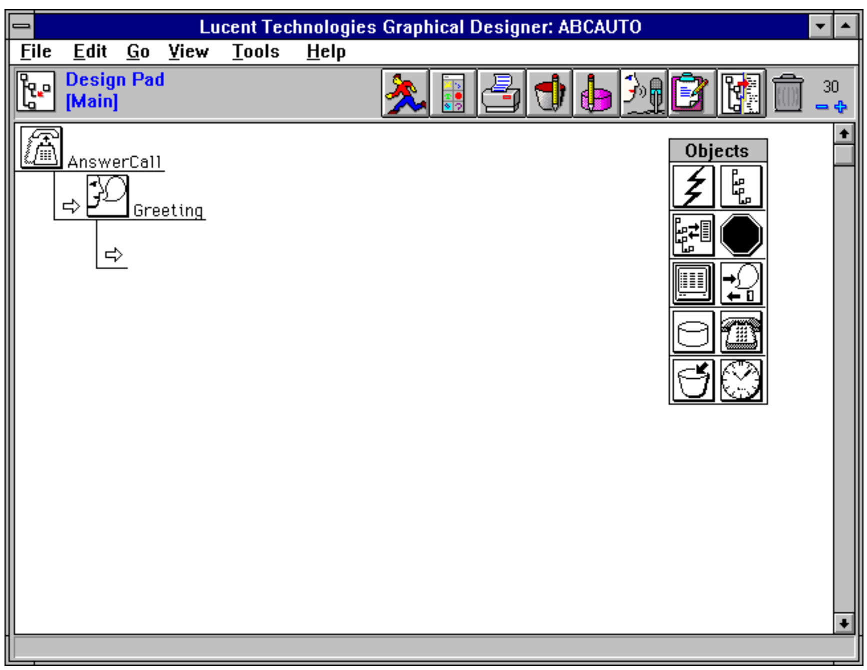

Figure 4-5. Design Pad Screen

6. Select the Greeting node in the Design Area.

   The system displays a popup menu.

7. Click the Edit Node.

   The system displays the Announcement screen (Figure 4-6).

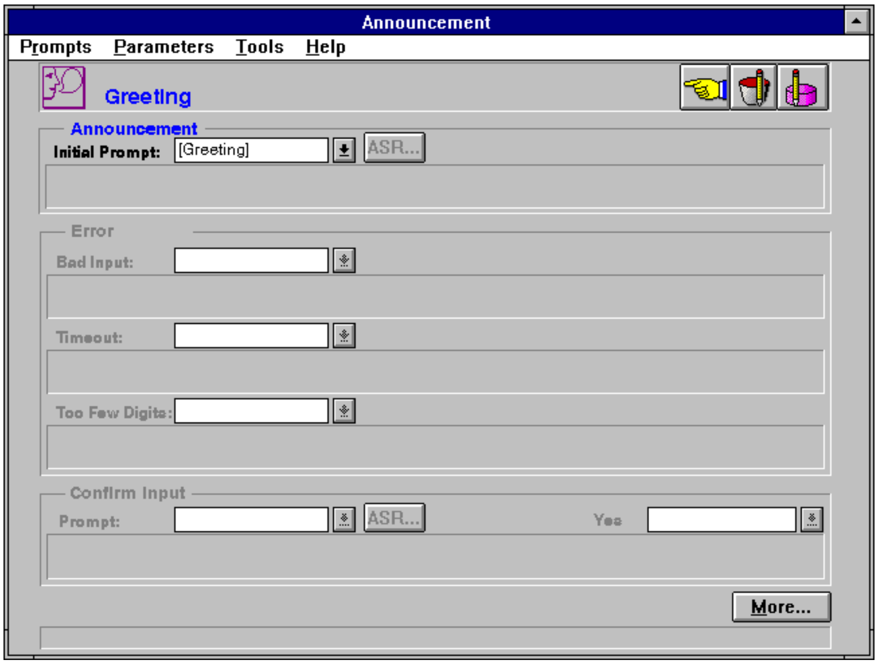

Figure 4-6. Announcement Screen

8. Press ENTER.

   The system displays the Announcement Editor screen (Figure 4-7).

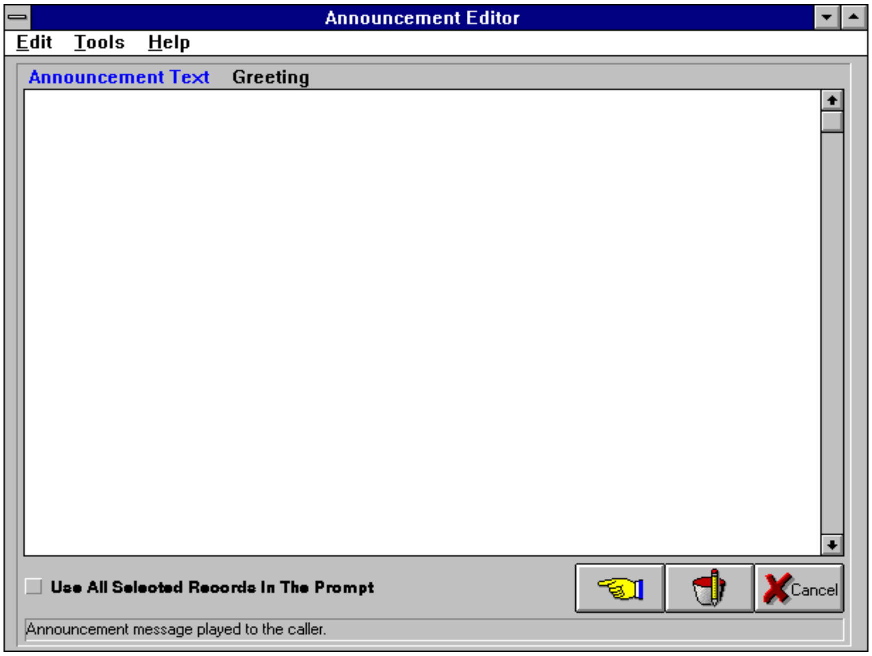

Figure 4-7. Announcement Editor Screen

9. Type **Thank you for calling the ABC Automotive Parts & Service Store.**
10. Click the Hand button.

    The system displays the Announcement screen (Figure 4-6).
11. Click the More... button.

    The system displays the Voice Response Parameters screen (Figure 4-8).

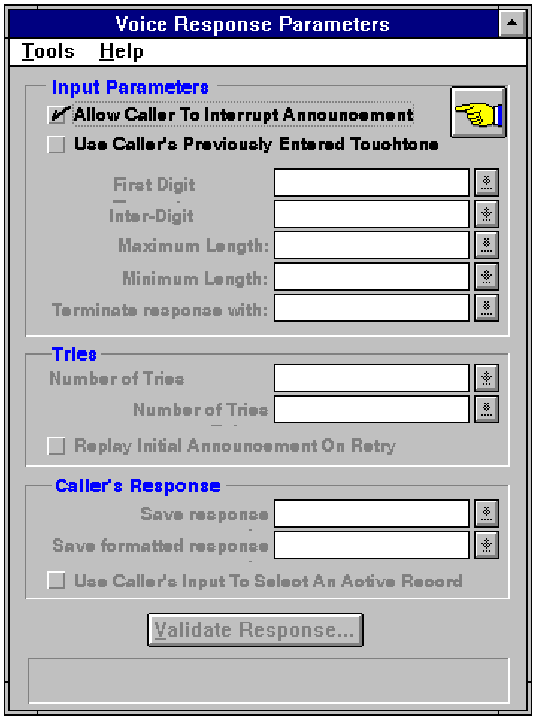

Figure 4-8. Voice Response Parameters Screen

12. Select the Allow Caller to Interrupt Announcement box if it is not already selected.
13. Click the Hand button.

    The system displays the Announcement screen (Figure 4-6).
14. Click the Hand button.

    The system displays the Design Pad screen (Figure 4-5).
15. Do one of the following:
    - Select Save from the File Menu located on the Menu Bar.
    - Press CTRL S.

Add a Day of the Week Check to the Greeting Node

Because operators and salespeople are typically available only Monday through Saturday, we want to check the day of the week before attempting to transfer a call to them. Later, we will check for the time of the call. Perform the following procedure to add a Day of the Week timebranch object:

1. Select and drag the Timebranch object (Figure 4-9) from the Object Palette until it is directly over the empty branch under the Greeting node.

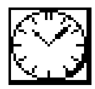

Figure 4-9. Timebranch Object

2. Release the mouse button.

   The system displays the New Node dialog box (Figure 4-2).

3. Type **Check Day** in the New Node dialog box.
4. Do one of the following:
   - Press ENTER.
   - Click the OK button.

   The system displays the Design Pad screen (Figure 4-10).

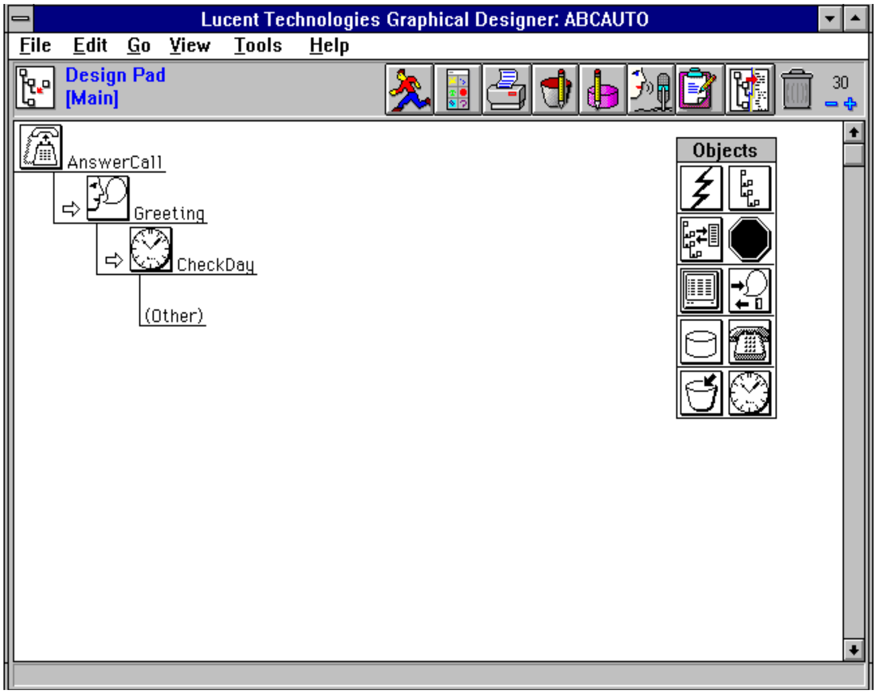

Figure 4-10. Design Pad Screen

5. Select the branch labeled Other.

   The system displays a popup menu.

6. Select Insert Branch.

   The system displays the Timebranch dialog box (Figure 4-11).

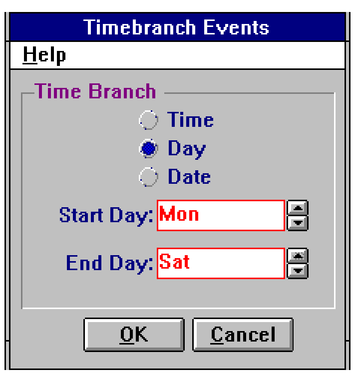

Figure 4-11. Timebranch Dialog Box

7. Select Day.

   ABC Automotive is open Monday through Saturday. Since the default Start Day is Monday, no action is needed to change the Start Day.

8. Click the up arrow next to the `End Day` field until Sat appears.

9. Click the OK button.

   The system displays the Design Pad screen (Figure 4-12).

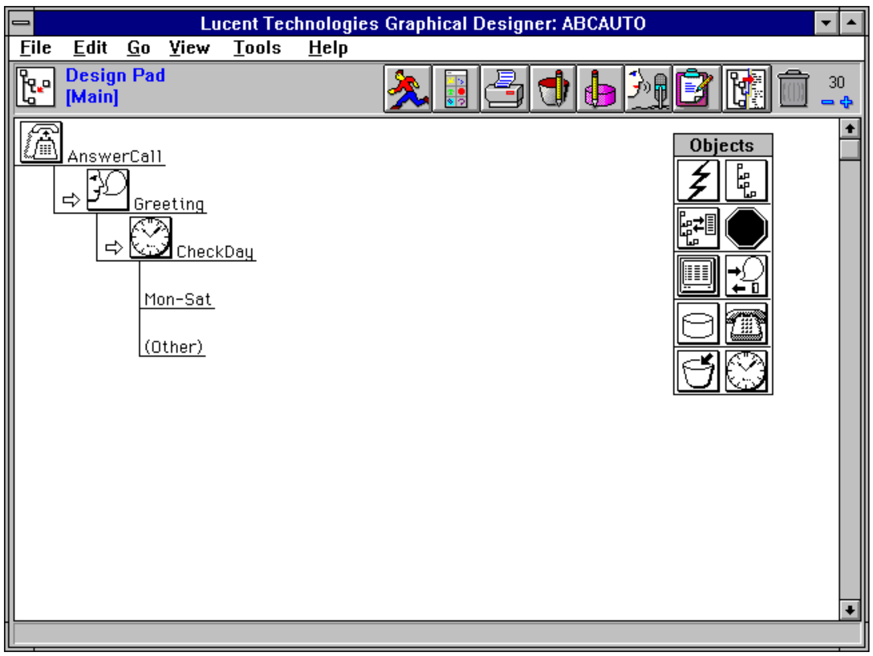

Figure 4-12. Design Pad Screen

10. Do one of the following:

    - Select Save from the File Menu located on the Menu Bar.
    - Press CTRL S.

Add a Time of Day Check to the Mon-Sat Branch

We need an additional Timebranch object to specify the times when calls can be transferred to an operator or a department. Perform the following procedure to add a Time of Day timebranch:

1. Select and drag the Timebranch object (Figure 4-9) from the Object Palette until it is directly over the branch labeled Mon-Sat.

2. Release the mouse button.

The system displays the New Node dialog box (Figure 4-2).

3. Type **Check Time** in the New Node dialog box.
4. Do one of the following:
   - Press ENTER.
   - Click the OK button.

   The system displays the Design Pad screen (Figure 4-13).

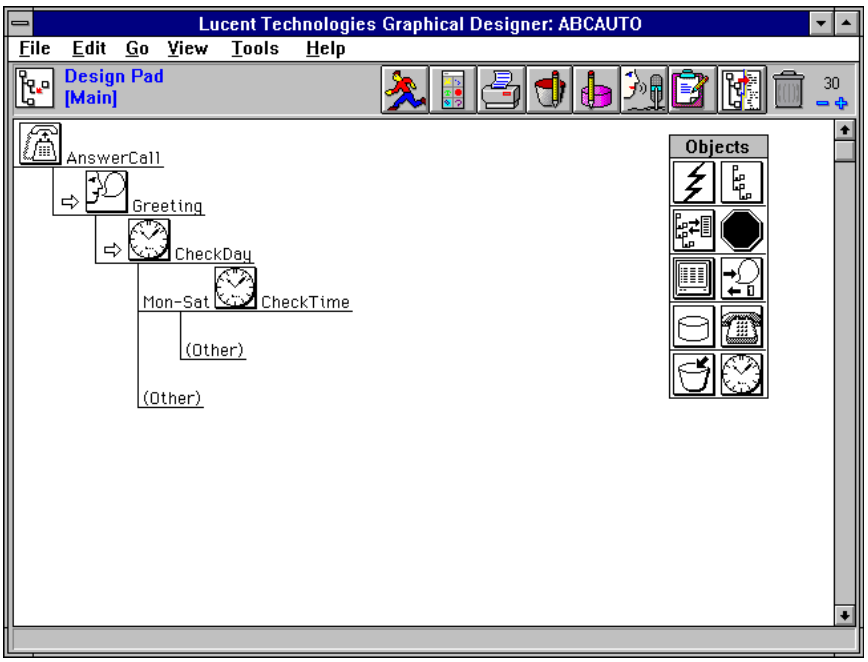

Figure 4-13. Design Pad Screen

5. Select the rightmost branch labeled Other.

   The system displays a popup menu.
6. Select Insert Branch.

   The system displays the Timebranch dialog box (Figure 4-11).
7. Select Time.
8. Click the up arrow next to the hour portion of the `Start Time` field until 09 appears. Only the hour portion of the time needs to be changed.
9. Click the up arrow located next to the hour portion of the `End Time` field until 21 appears. Only the hour portion of the time needs to be changed.

10. Click the OK button.

    The system displays the Design Pad screen (Figure 4-14).

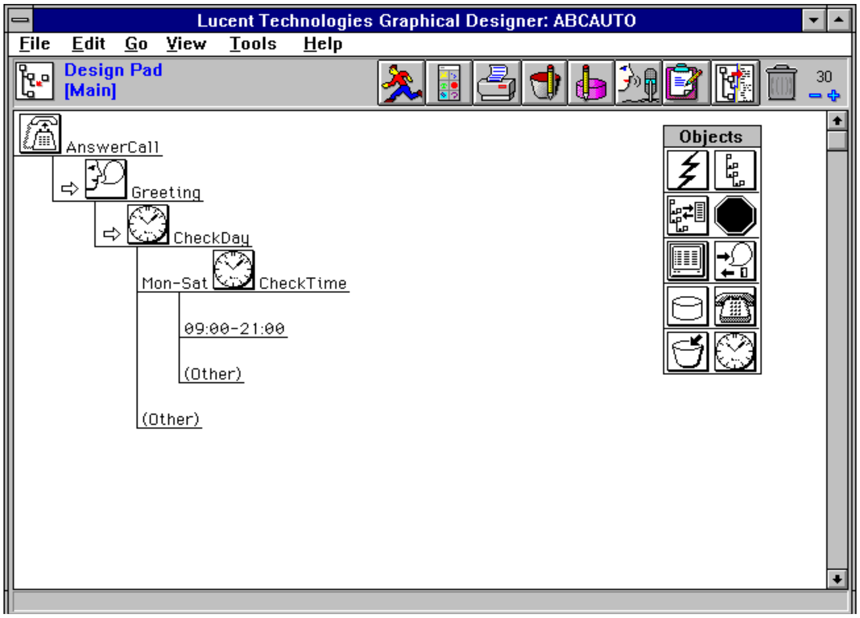

Figure 4-14. Design Pad Screen

11. Do one of the following:
    - Select Save from the File Menu located on the Menu Bar.
    - Press CTRL S.

Planning the Next Step

The design we have created works as follows:

1. A call comes into the ABC Automotive Parts & Service Inquiry Line and is answered.
2. The caller is greeted.
3. A Day of Week Timebranch condition is set for Monday – Saturday.
4. A Time of Day Timebranch is set for the hours 09:00 – 21:00 (9:00 a.m. – 9:00 p.m.).

We now have to decide how to handle calls under each of the following conditions:

- A call comes in on Sunday when the store is not open.
- A call comes in before or after normal business hours.
- A call comes in during normal business hours, that is, Monday through Saturday between the hours of 9:00 a.m. (09:00) and 9:00 p.m. (21:00).

The first two conditions affect the two branches labeled Other. If a call reaches the Inquiry Line outside of normal business hours or on Sunday, we play an announcement informing the caller that he or she must call back during normal business hours. Then we terminate the call.

The third condition affects the branch labeled 09:00 – 21:00. If the call comes in during normal business hours, we play a menu to determine whether the caller has a rotary or touch-tone telephone, then we do further call processing.

Add an Announcement to the First Branch Labeled Other

This branch is executed when a caller reaches the Inquiry line at a *time* when the store is not open. However, we will compose the announcement so that it can handle both wrong time and wrong day conditions. Perform the following procedure to add an announcement object:

1. Click the IVR object on the Object Palette.

   The system displays a subpalette.

2. Select and drag the Announcement object (Figure 4-4) until the cursor is directly over the first (leftmost) branch labeled Other.
3. Release the mouse button.

   The system displays the New Node dialog box (Figure 4-2).

4. Type **Closed** in the New Node dialog box.
5. Do one of the following:
   - Press ENTER
   - Click the OK button.

   The system displays the Design Pad screen (Figure 4-15).

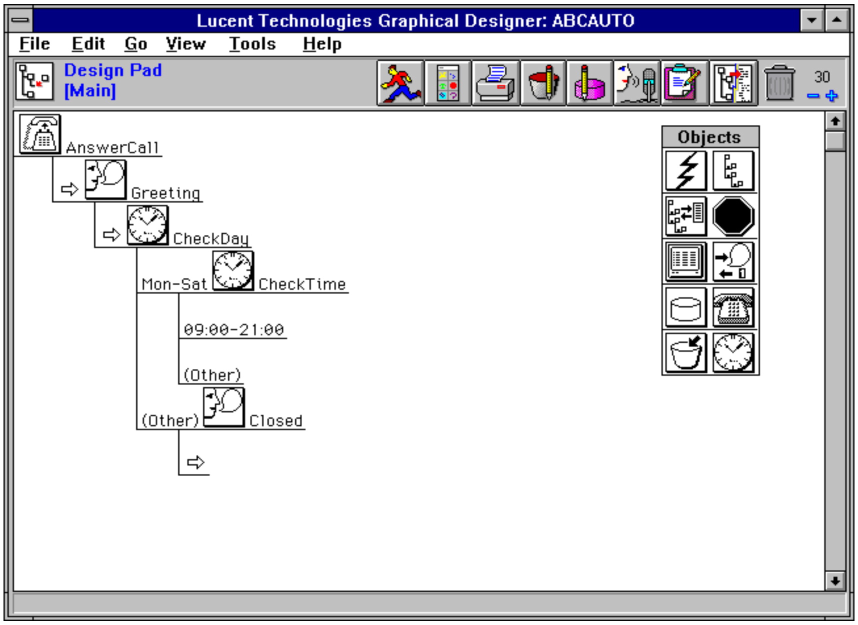

Figure 4-15. Design Pad Screen

6. Select the node labeled Closed.

   The system displays a popup menu.

7. Select Edit Node.

   The system displays the Announcement screen (Figure 4-6).

8. Press ENTER.

   The system displays the Announcement Editor screen (Figure 4-7).

9. Type **We’re sorry, but ABC Automotive Parts & Service Store is closed. Please call back during our normal business hours of Monday through Saturday, 9 a.m. to 9 p.m. Thank you for calling our Inquiry Line.**

10. Click the Hand button.

    The system displays the Announcement screen (Figure 4-6).

11. Click the Hand button.

    The system displays the Design Pad screen (Figure 4-16).

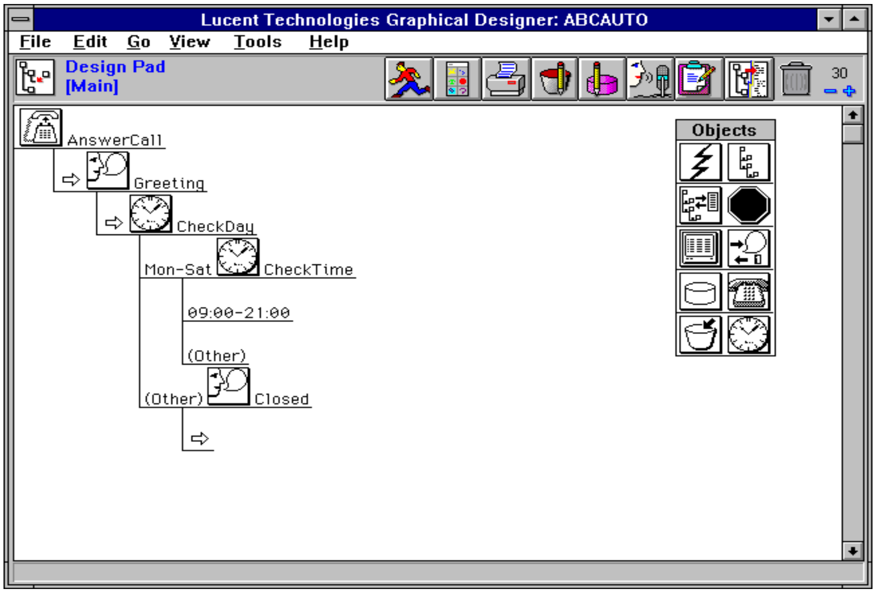

Figure 4-16. Design Pad Screen

12. Do one of the following:
    - Select Save from the File Menu located on the Menu Bar.
    - Press CTRL S.

Add a Halt Object to the First Branch Labeled Other

This branch is executed when a caller reaches the Inquiry Line on a *day* when the store is not open. The Closed announcement has been played to the caller. We want to terminate the call flow. Perform the following procedure to add a Halt object:

1. Select and drag the Halt object (Figure 4-17) from the Object Palette until it is directly over the branch under the node labeled Closed.

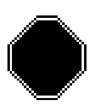

Figure 4-17. Halt Object

2. Release the mouse button.

   The system displays the New Node dialog box (Figure 4-2).

3. Type **Stop** in the New Node dialog box.

4. Do one of the following:

   - Press [ENTER].
   - Click the OK button.

   The system displays the Design Pad screen (Figure 4-18).

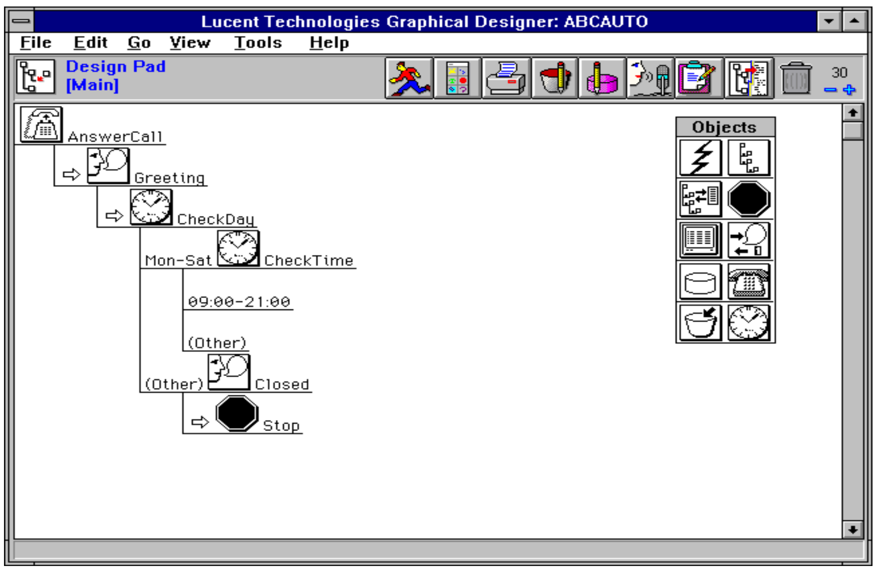

Figure 4-18. Design Pad Screen

5. Do one of the following:

   - Select Save from the File Menu located on the Menu Bar.
   - Press [CTRL] [S].

Add a Halt Object to the Second Branch Labeled Other

This branch is executed when a caller reaches the Inquiry Line at a *time* when the store is not open. Since a Halt object has already been defined, we will create a Jump To Node instead of creating another Halt object. Perform the following procedure to create a Jump To Node:

1. Select the second (rightmost) branch labeled Other.

   The system displays a popup menu.

2. Select Jump To Node.

   The system displays the Nodes list box (Figure 4-19).

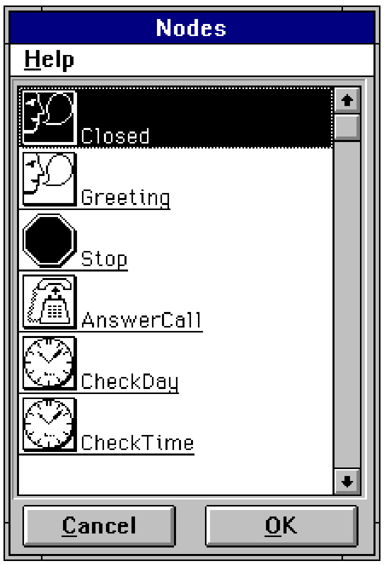

Figure 4-19. Nodes List Box

3. Select the Closed node.
4. Click the OK button.

   The system displays the Design Pad screen (Figure 4-20).

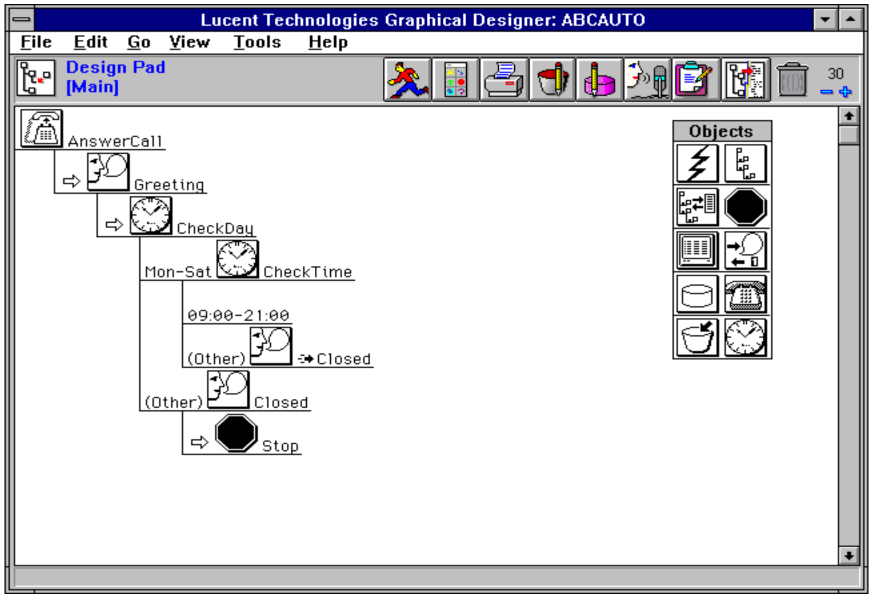

Figure 4-20. Design Pad Screen

5. Do one of the following:
   - Select Save from the File Menu located on the Menu Bar.
   - Press CTRL S.

Check for Telephone Type

This branch is executed for a call during normal business hours. The caller is asked to enter **1** if calling from a touchtone telephone. If there is no response, it is assumed that the caller is using a rotary telephone. Perform the following procedure to create a Menu object:

1. Click the IVR object on the Object Palette.

   The system displays a subpalette.

2. Select and drag the Menu object (Figure 4-21) until it is directly over the branch labeled 09:00 – 21:00.

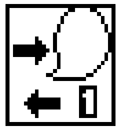

Figure 4-21. Menu Object

3. Release the mouse button.

   The system displays the New Node dialog box (Figure 4-2).

4. Type **Touchtone Or Rotary** in the New Node dialog box.

5. Do one of the following:

   - Press ENTER.
   - Click the OK button.

   The system displays the Design Pad screen (Figure 4-22).

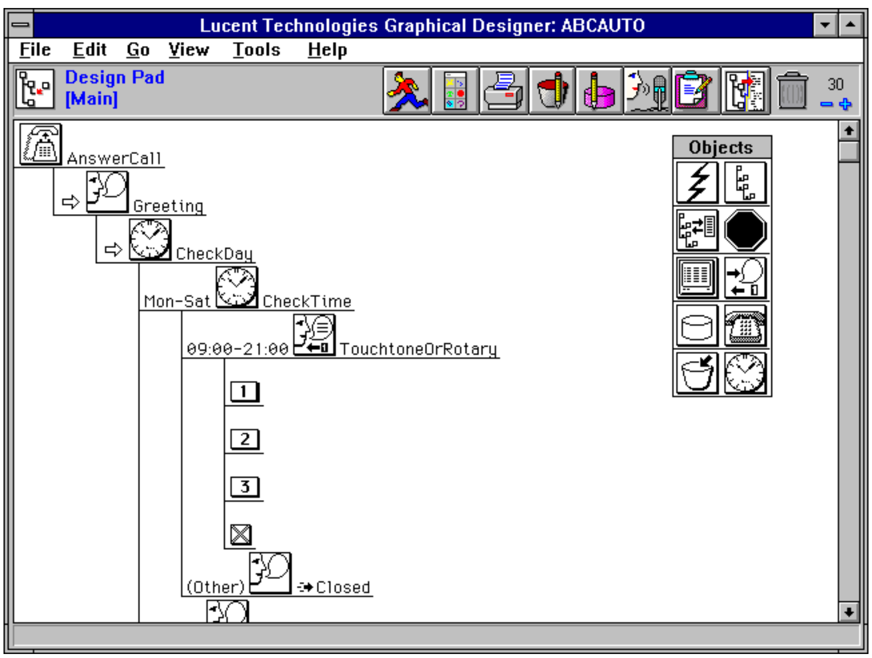

Figure 4-22. Design Pad Screen

6. Click the TouchtoneOrRotary node in the Design Pad screen.

   The system displays a popup menu.

7. Select Edit Node.

   The system displays the Menu screen (Figure 4-23).

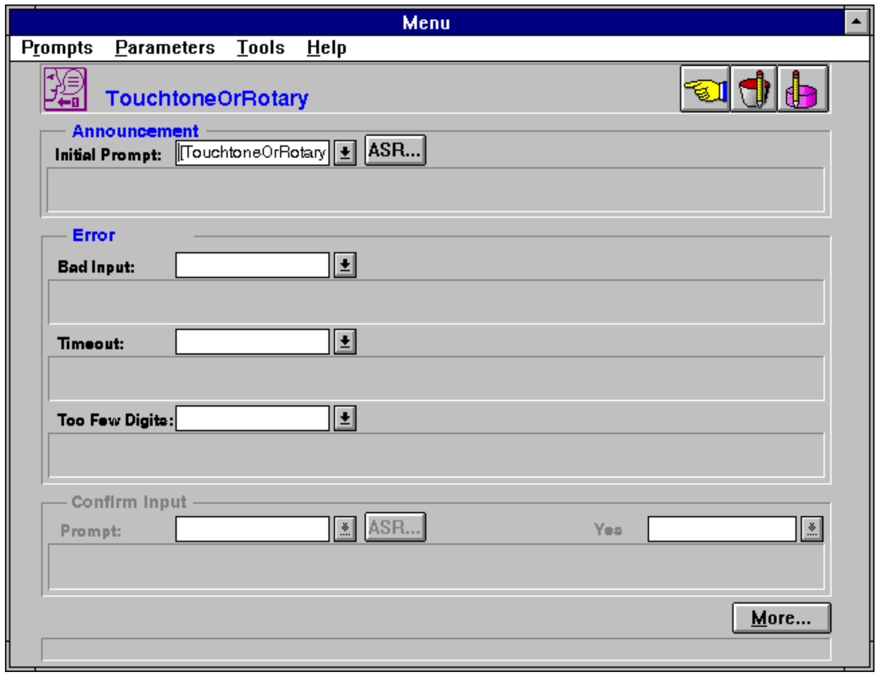

Figure 4-23. Menu Screen

8. Press ENTER.

   The system displays the Announcement Editor screen (Figure 4-7).

9. Type **If you are calling from a touchtone phone, please press 1 now. Otherwise, stay on the line and the next available operator will be with you shortly.**

10. Click the Hand button.

    The system displays the Menu screen.

11. Click the More... button.

    The system displays the Voice Response Parameters screen (Figure 4-24).

Figure 4-24. Voice Response Parameters Screen

12. Type **1** in the `Number of Tries Available` field. It should require only one try for the caller to indicate whether or not he or she has a touchtone telephone.
13. Click the Hand button.

    The system displays the Menu screen (Figure 4-23).
14. Click the Hand button.

    The system displays the Errors/Warnings window (Figure 4-25) because we deliberately left the `Bad Input, Timeout`, and `Too Few` fields empty. Disregard the warning.

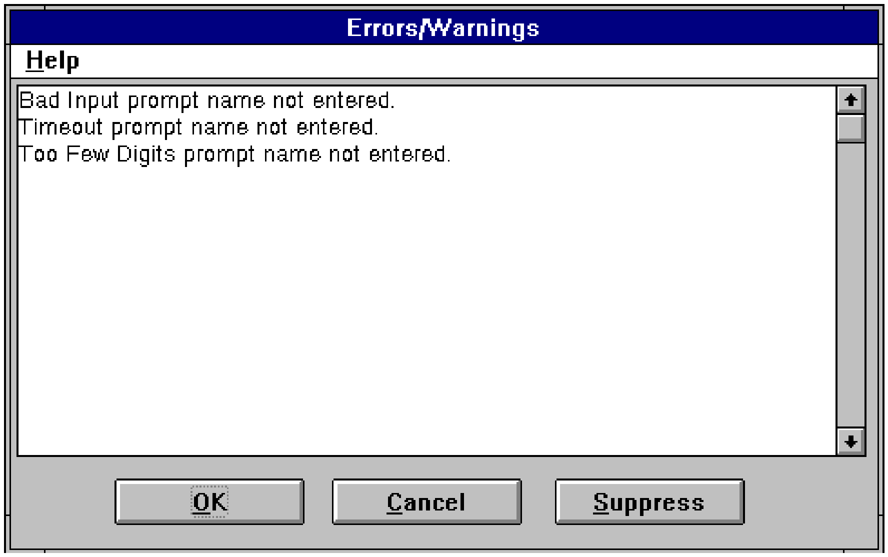

Figure 4-25. Errors/Warnings Window

15. Click the OK button.

    The system displays the Design Pad screen (Figure 4-26).

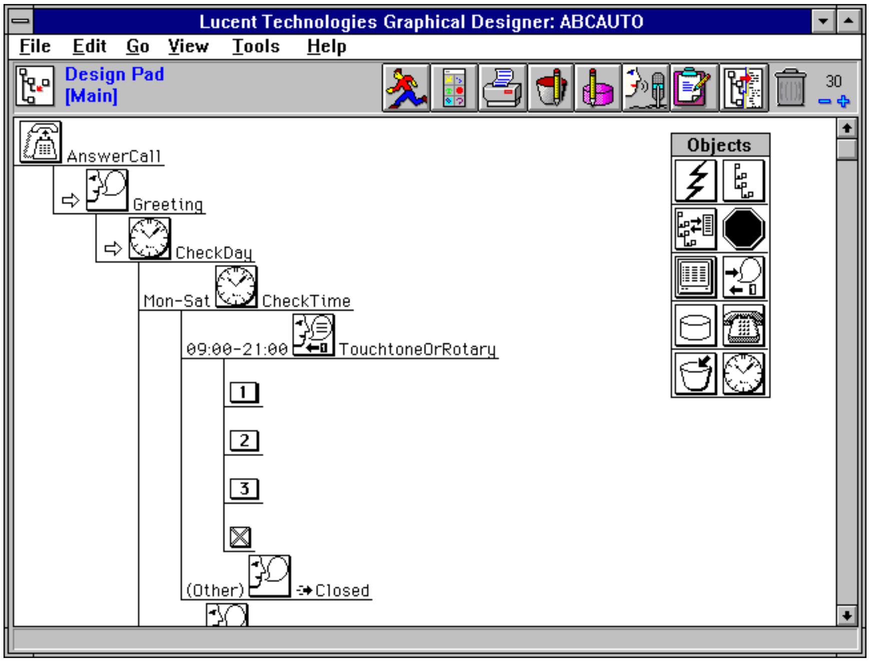

Figure 4-26. Design Pad Screen

16. Do one of the following:
    - Select Save from the File Menu located on the Menu Bar.
    - Press CTRL S.

Delete Branches 2 and 3

We do not need branches 2 and 3 under TouchtoneOrRotary since the caller is only using branch 1 to indicate touchtone or rotary telephone. Perform the following procedure to delete the unnecessary menu branches:

1. Select the branch labeled 2.

   The system displays a popup menu.

2. Select Delete Branch.

   The system displays a dialog box (Figure 4-27).

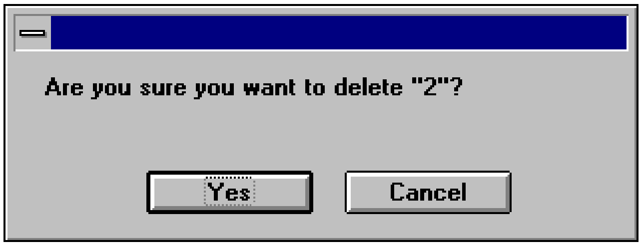

Figure 4-27. Delete Branch dialog Box

3. Click the Yes button.

   The system displays the Design Pad screen (Figure 4-28).

4. Select the branch labeled 3.

   The system displays a popup menu.

5. Repeat Steps 2 and 3.

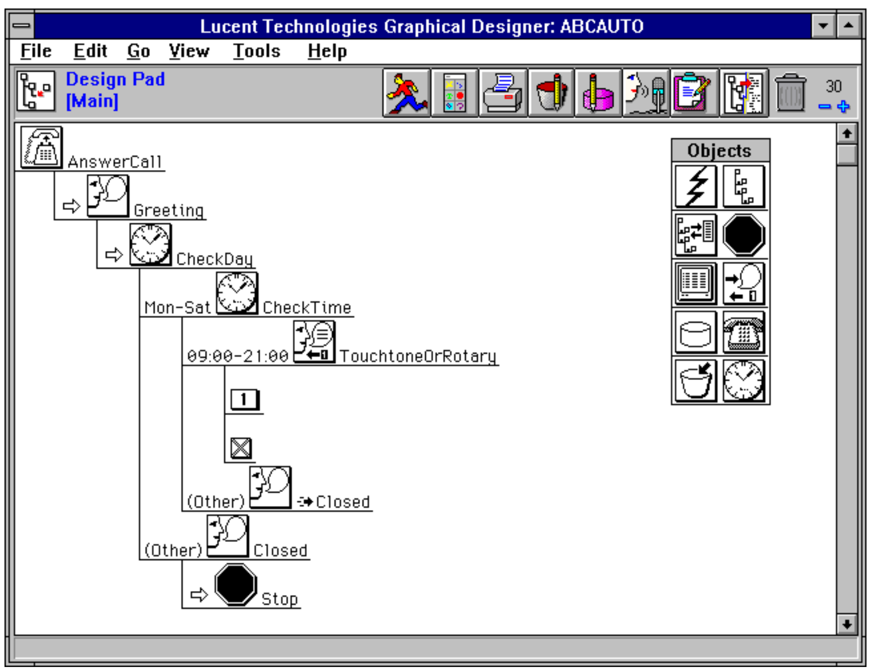

Figure 4-28. Design Pad Screen

6. Do one of the following:
   - Select Save from the File Menu located on the Menu Bar.
   - Press CTRL S.

Add a Menu at Branch 1 for Touchtone Telephone Users

We will now create a Menu at branch 1 that gives the caller with a touchtone telephone the option to transfer to the parts department, to the service department, or to an operator. Perform the following procedure to add a Menu object:

1. Click the IVR object in the Object Palette.

   The system displays a subpalette.
2. Select and drag the Menu object (Figure 4-21) until it is positioned over the branch labeled 1.
3. Release the mouse button.

   The system displays the New Node dialog box (Figure 4-2).
4. Type **Choices** in the New Node dialog box.
5. Do one of the following:
   - Press ENTER.
   - Click the OK button.

   The system displays the Design Pad screen (Figure 4-29).

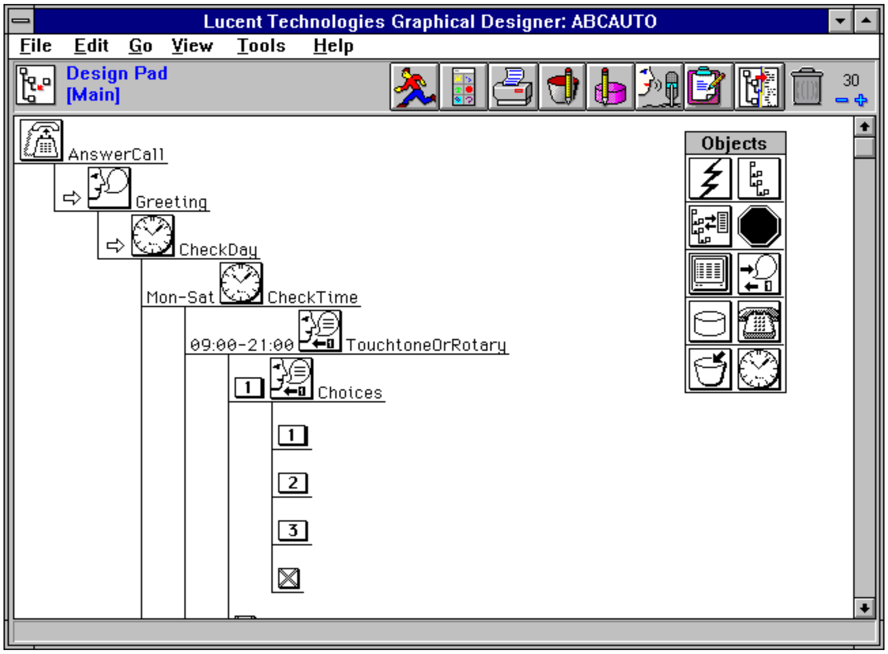

Figure 4-29. Design Pad Screen

6. Click the Choices node in the Design Pad screen.

   The system displays a popup menu.

7. Select Edit Node.

   The system displays the Menu screen (Figure 4-23).

8. Press ENTER.

   The system displays the Announcement Editor screen (Figure 4-7).

9. Type **Please select one of the following options: For the Parts Department, press 1. For the Service Department, press 2. To speak to an operator, press 3**.

10. Click the Hand button.

    The system displays the Menu screen (Figure 4-23).

11. Type **Bad Input** in the `Bad Input` field.

12. Press ENTER.

    The system displays the Announcement Editor screen (Figure 4-7).

13. Type **We're sorry, but we could not understand your response. Please try again.**

14. Click the Hand button.

    The system displays the Menu screen (Figure 4-23).

15. Click the down arrow located next to the `Timeout` field.
16. Select Bad Input.
17. Click the More... button.

    The system displays the Voice Response Parameters screen (Figure 4-24).

18. Click the Hand button.

    The system displays the Menu screen (Figure 4-23).

19. Click the Hand button.

    The system displays the Errors/Warnings window (Figure 4-25) because we deliberately left the `Too Few Digits` field empty. Disregard the warning.

20. Click the OK button.

    The system displays the Design Pad screen (Figure 4-30).

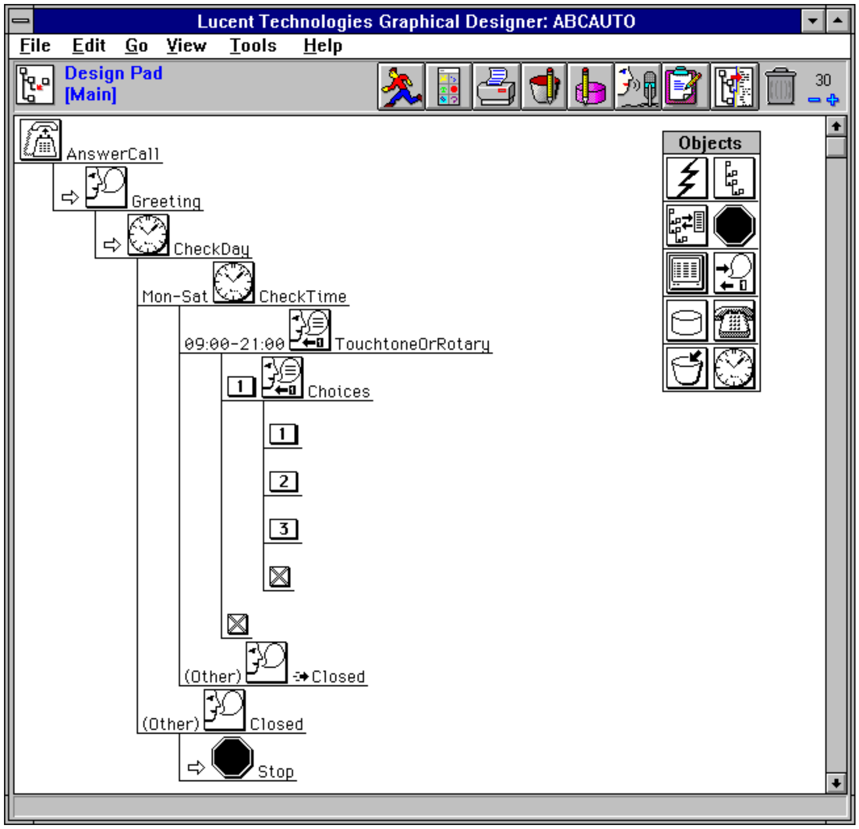

Figure 4-30. Design Pad Screen

21. Do one of the following:

 - Select **Save** from the File Menu located on the Menu Bar.
 - Press CTRL S.

Add a Transfer Call Object to Choices: Branch 1

This branch is executed when the caller enters **1** after hearing the Choices announcement to indicate he or she wants to be transferred to the Parts Department. Perform the following procedure to add a Transfer Call object:

1. Click the Telephony object on the object palette.

   The system displays a subpalette.

2. Select and drag the Transfer Call object (Figure 4-31) until it is directly over the branch labeled 1.

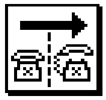

Figure 4-31. Transfer Call Object

3. Release the mouse button.

   The system displays the New Node dialog box (Figure 4-2).

4. Type **Transfer To Parts Dept** in the New Node dialog box.

5. Do one of the following:

   - Press ENTER.
   - Click the OK button.

   The system displays the Design Pad screen (Figure 4-32).

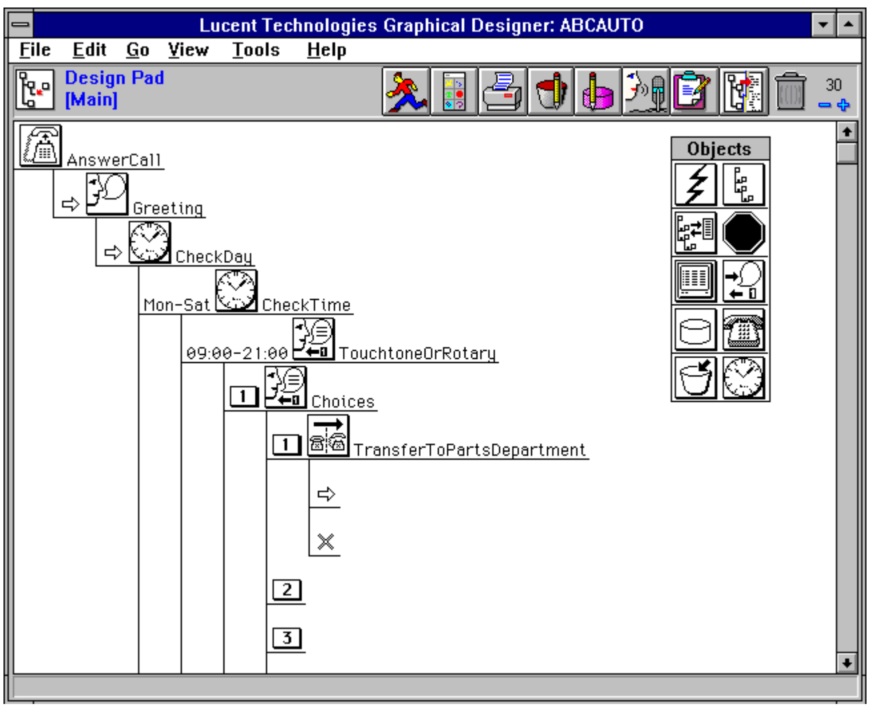

Figure 4-32. Design Pad Screen

6. Select the TransferToPartsDept node.

   The system displays a popup menu.

7. Select Edit Node.

   The system displays the Transfer Call screen (Figure 4-33).

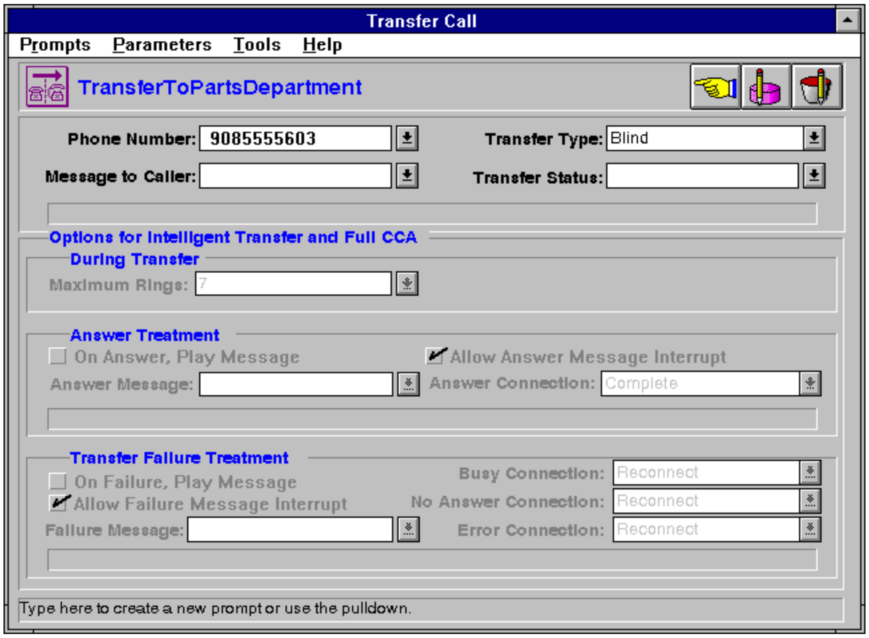

Figure 4-33. Transfer Call Screen

8. Type **9085555603** in the `Phone Number` field.
9. Accept the default values for the following three fields, that is, do nothing.
   - The default for `Message to Caller:` is *(none)*, meaning no message is played to the caller during the transfer attempt.
   - The default for `Transfer Type:` is *Blind*, meaning the caller is transferred to the Parts Department without giving the Parts Department any information about the caller.
   - The default for `Transfer Status:` is *(none)*, meaning the status result of the transfer attempt is not saved in a bucket for later use by the call flow.
10. Click the Hand button.

    The system displays the Errors/Warning window (Figure 4-25). Disregard the warning.
11. Click the OK button.

    The system displays the Design Pad screen (Figure 4-34).

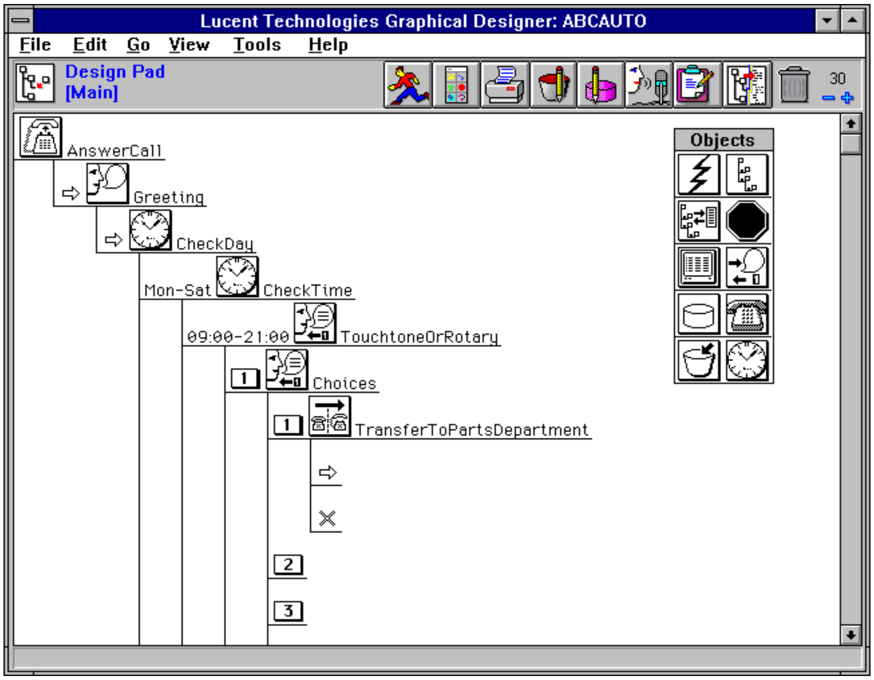

Figure 4-34. Design Pad Screen

12. Do one of the following:
    - Select Save from the File Menu located on the Menu Bar.
    - Press CTRL S.

Add a Halt Object to the Success Branch under Choices: Branch 1

This branch is executed after a call has been successfully transferred to the parts department. We want to terminate the call flow with a Halt object. Since a Halt object has already been defined, we will connect to it with a Jump To Node. Perform the following procedure to add a Jump To Node:

1. Select the Success branch under the TransferToPartsDept node.

   The system displays a popup menu.

2. Click Jump To Node.

   The system displays the Nodes list box (Figure 4-19).

3. Select the Stop node.

4. Click the OK button.

   The system displays the Design Pad screen (Figure 4-35).

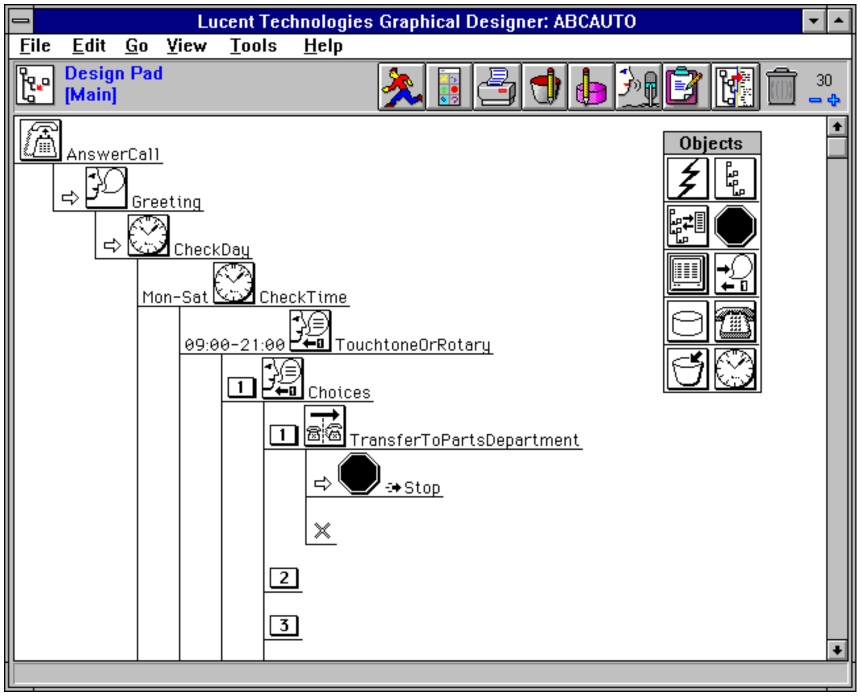

Figure 4-35. Design Pad Screen

5. Do one of the following:
   - Select Save from the File Menu located on the Menu Bar.
   - Press CTRL S.

Add an Announcement to the Fail Branch under Choices: Branch 1

This branch is executed after an unsuccessful transfer to the parts department. Perform the following procedure to add an Announcement object:

1. Click the IVR object in the Object Palette.

   The system displays a subpalette.

2. Select and drag the Announcement object (Figure 4-4) until it is directly over the Fail branch.
3. Release the mouse button.

   The system displays the New Node dialog box (Figure 4-2).

4. Type **Can't Transfer** in the New Node dialog box.

5. Do one of the following:
   - Press ENTER.
   - Click the OK button.

   The system displays the Design Pad screen (Figure 4-36).

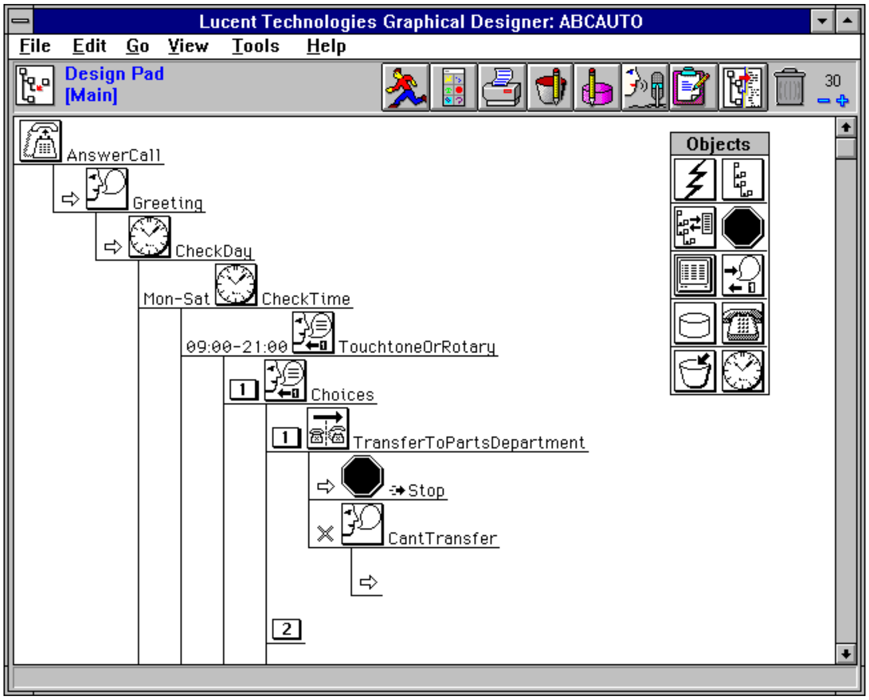

Figure 4-36. Design Pad Screen

6. Click the CantTransfer node in the Design Pad screen.

   The system displays a popup menu.
7. Select Edit Node.

   The system displays the Announcement screen (Figure 4-6).
8. Press ENTER.

   The system displays the Announcement Editor screen (Figure 4-7).
9. Type **We're sorry, but we cannot transfer you to the department requested. Please try again at a later time.**
10. Click the OK button.

    The system displays the Announcement screen (Figure 4-6).

11. Click the Hand button.

    The system displays the Design Pad screen (Figure 4-36).

12. Do one of the following:

    - Select Save from the File Menu located on the Menu Bar.
    - Press CTRL S.

Add a Halt Object to the Success Branch under CantTransfer

This branch executes after the caller hears the CantTransfer announcement. We want to terminate the call flow. However, since a Halt object has already been defined, we will connect to it with a Jump To Node. Perform the following procedure to add a Jump To Node:

1. Select the Success branch under the CantTransfer node.

   The system displays a popup menu.

2. Click Jump To Node.

   The system displays the Nodes list box (Figure 4-19).

3. Select the Stop node.
4. Click the OK button.

   The system displays the Design Pad screen (Figure 4-37).

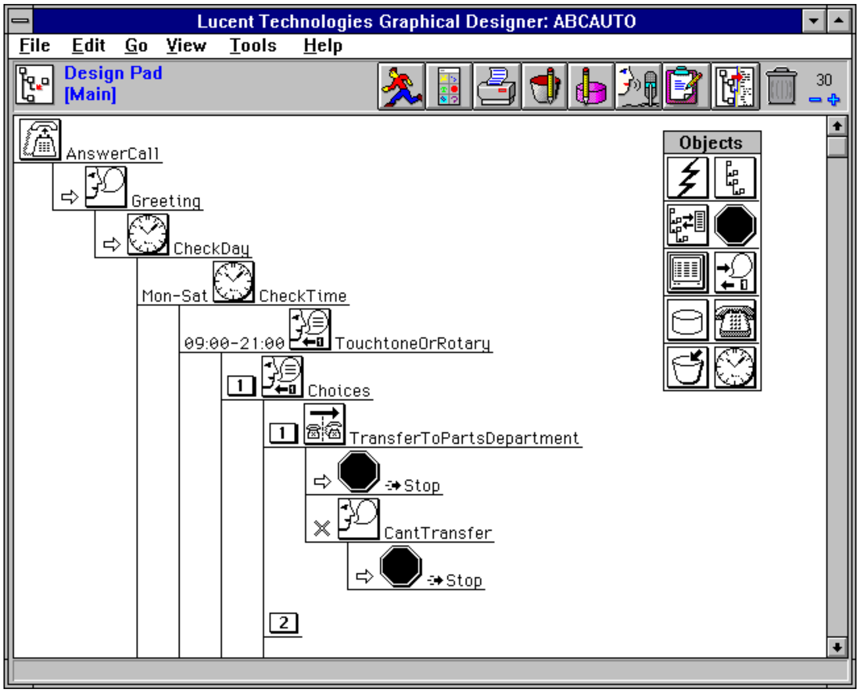

Figure 4-37. Design Pad Screen

5. Do one of the following:
   - Select Save from the File Menu located on the Menu Bar.
   - Press CTRL S.

Add a Transfer Call Object to Choices: Branch 2

This branch is executed when the caller enters **2** to indicate he or she wants to be transferred to the Service Department. Perform the following procedure to add a Transfer Call object:

1. Scroll through the Design Pad screen until the branch labeled 2 is visible.
2. Click the Telephony object on the Object Palette.

   The system displays a subpalette.
3. Select and drag the Transfer Call object (Figure 4-31) until it is directly over the branch labeled **2**.
4. Release the mouse button.

   The system displays the New Node dialog box (Figure 4-2).
5. Type **Transfer To Service Dept** in the New Node dialog box.

6. Do one of the following:
   - Press ENTER.
   - Click the OK button.

   The system displays the Design Pad screen (Figure 4-38).

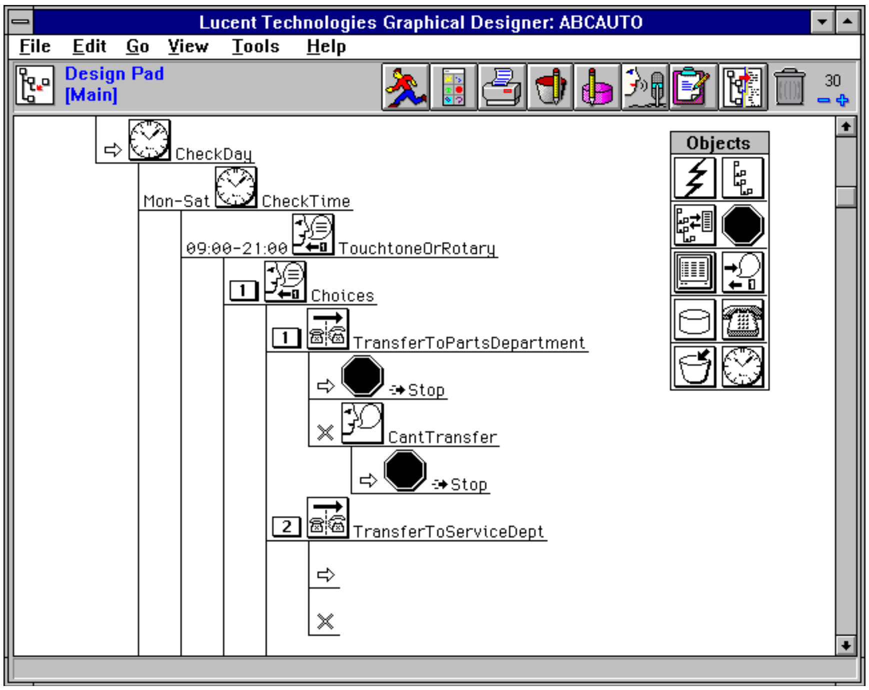

Figure 4-38. Design Pad Screen

7. Click the TransferToServiceDept node in the Design Pad screen.

   The system displays a popup menu.

8. Select Edit Node.

   The system displays the Transfer Call screen (Figure 4-33).

9. Type **9085555604** in the `Phone Number` field.

10. Accept the default values for the following three fields, that is, do nothing:
    - The default for `Message to Caller:` is *(none)*, meaning no message is played to the caller during the transfer attempt.
    - The default for `Transfer Type:` is *Blind*, meaning the caller is transferred to the Service Department without giving the Service Department any information about the caller.

- The default for `Transfer Status:` is *(none)*, meaning the status result of the transfer attempt is not saved in a bucket for later use by the call flow.

11. Click the Hand button.

    The system displays the Errors/Warnings window (Figure 4-25) because we left the `Transfer Status` and `Message To Caller` fields empty. Disregard the warning.

12. Click the OK button.

    The system displays the Design Pad screen (Figure 4-38).

13. Do one of the following:

    - Select Save from the File Menu located on the Menu Bar.
    - Press CTRL S.

Add a Halt Object to the Success Branch under Choices: Branch 2

This branch is executed after a successful transfer to the service department. We want to terminate the call flow with a Halt object. However, since a Halt object has already been defined, we will connect to it with a Jump To Node. Perform the following procedure to add a Jump To Node:

1. Click the Success branch under the TransferToServiceDept node.

   The system displays a popup menu.

2. Select Jump To Node.

   The system displays the Nodes list box (Figure 4-19).

3. Select the Stop node.

4. Click the OK button.

   The system displays the Design Pad screen (Figure 4-38).

5. Do one of the following:

   - Select Save from the File Menu located on the Menu Bar.
   - Press CTRL S.

Add an Announcement to the Fail Branch under Choices: Branch 2

This branch is executed after an unsuccessful transfer to the service department. We want to inform the caller that he or she cannot be transferred with an Announcement object. However, since an Announcement object has already been defined for this condition, we will connect to it with a Jump To Node.

Perform the following procedure to add a Jump To Node:

1. Click the Fail branch under the TransferToServiceDept node in the Design Pad screen.

   The system displays a popup menu.

2. Select Jump To Node.

   The system displays the Nodes list box (Figure 4-19).

3. Select the CantTransfer node.

4. Click the OK button.

   The system displays the Design Pad screen (Figure 4-39).

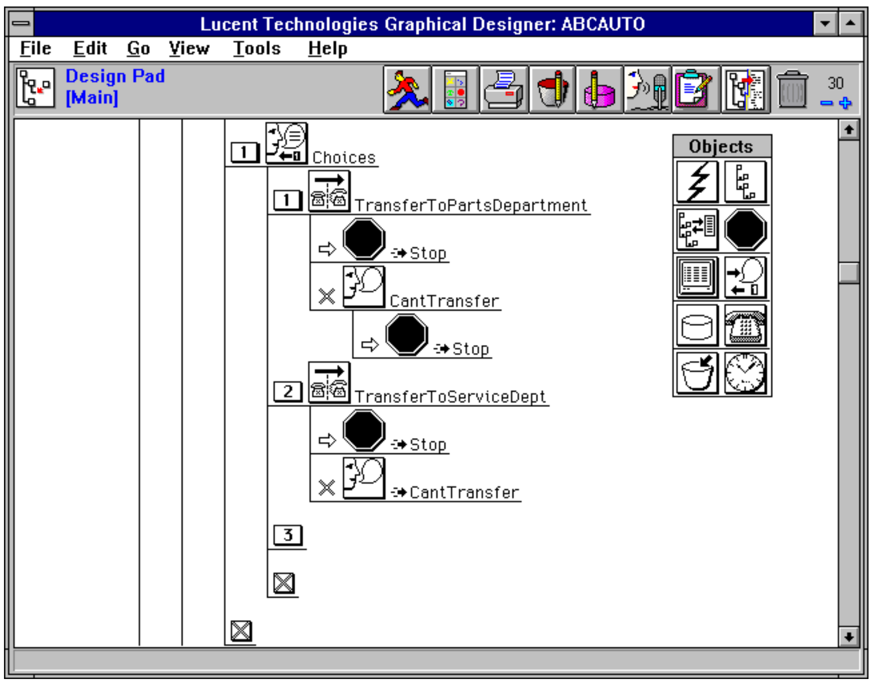

Figure 4-39. Design Pad Screen

5. Do one of the following:

   - Select Save from the File Menu located on the Menu Bar.
   - Press CTRL S.

Add a Transfer Call object to Choices: Branch 3

This branch is executed when the caller enters **3** in response to the Choices announcement to indicate he or she wants to be transferred to an operator. Perform the following procedure to add a Transfer Call object:

1. Click the Telephony object on the Object Palette.

   The system displays a subpalette.

2. Select and drag the Transfer Call object (Figure 4-31) until it is directly over the branch labeled *3*.
3. Release the mouse button.

   The system displays the New Node dialog box (Figure 4-2).

4. Type **Transfer To Operator** in the New Node dialog box.
5. Do one of the following:
   - Press ENTER**.**
   - Click the OK button.
6. Select the TransferToOperator node in the Design Pad screen.

   The system displays a popup menu.

7. Select Edit Node.

   The system displays the Transfer Call screen (Figure 4-33).

8. Type **9085555605** in the `Phone Number` field.
9. Accept the default values for the following three fields, that is, do nothing.
   - The default for `Message to Caller:` is *(none)*, meaning no message is played to the caller during the transfer attempt.
   - The default for `Transfer Type:` is *Blind*, meaning the caller is transferred to the operator without any information about the caller.
   - The default for `Transfer Status:` is *(none)*, meaning the status result of the transfer attempt is not saved in a bucket for later use by the call flow.
10. Click the Return button.

    The system displays the Errors/Warnings window (Figure 4-25) because we left the `Transfer Status` and `Message To Caller` fields empty. Disregard the warning.

11. Click the OK button.

    The system displays the Design Pad screen (Figure 4-40).

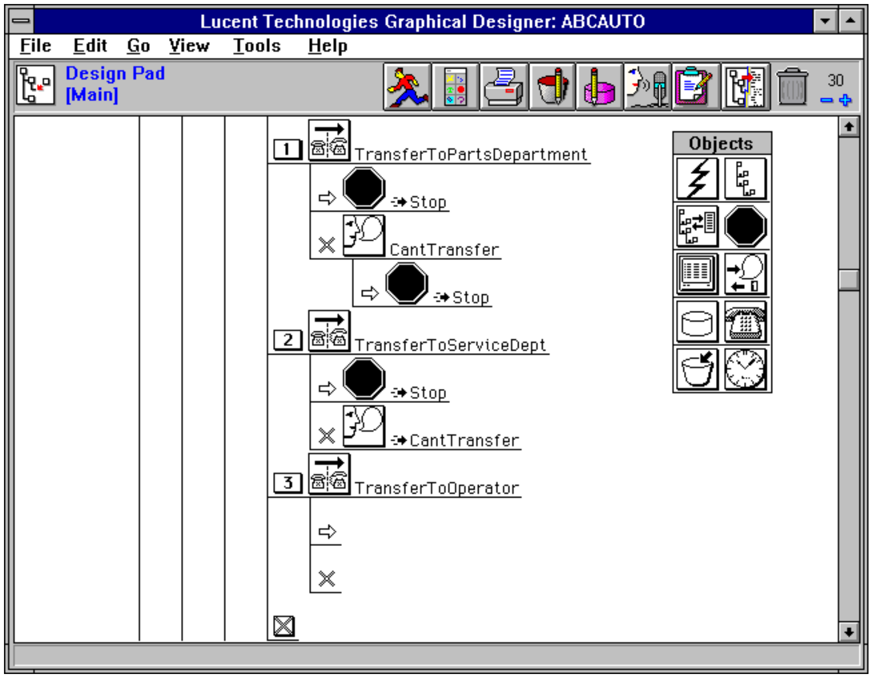

Figure 4-40. Design Pad Screen

12. Do one of the following:
    - Select Save from the File Menu located on the Menu Bar.
    - Press CTRL S.

Add a Halt Object to the Success Branch under Choices: Branch 3

This branch is executed after the caller has been successfully transferred to an operator. We want to terminate the call flow with a Halt object. However, since a Halt object has already been defined, we will connect to it with a Jump To Node. Perform the following procedure to add a Jump To Node:

1. Select the Success branch under the TransferToServiceDept node.

   The system displays a popup menu.

2. Click Jump To Node.

   The system displays the Nodes list box (Figure 4-19).

3. Select the Stop node.

4. Click the OK button.

   The system displays the Design Pad screen (Figure 4-40).

5. Do one of the following:

   - Select Save from the File Menu located on the Menu Bar.
   - Press CTRL S.

Add an Announcement to the Fail Branch under Choices: Branch 3

This branch is executed after a failed transfer attempt. We need to create an announcement that informs the caller that he or she cannot be transferred and must call back at another time. However, since an Announcement object has already been defined for this condition, we will connect to it with a Jump To Node. Perform the following procedure to add a Jump To Node:

1. Select the Fail branch under the TransferToServiceDept node in the Design Pad screen.

   The system displays a popup menu.

2. Click Jump To Node.

   The system displays the Nodes list box (Figure 4-19).

3. Select the CantTransfer node.
4. Click the OK button.

   The system displays the Design Pad screen (Figure 4-41).

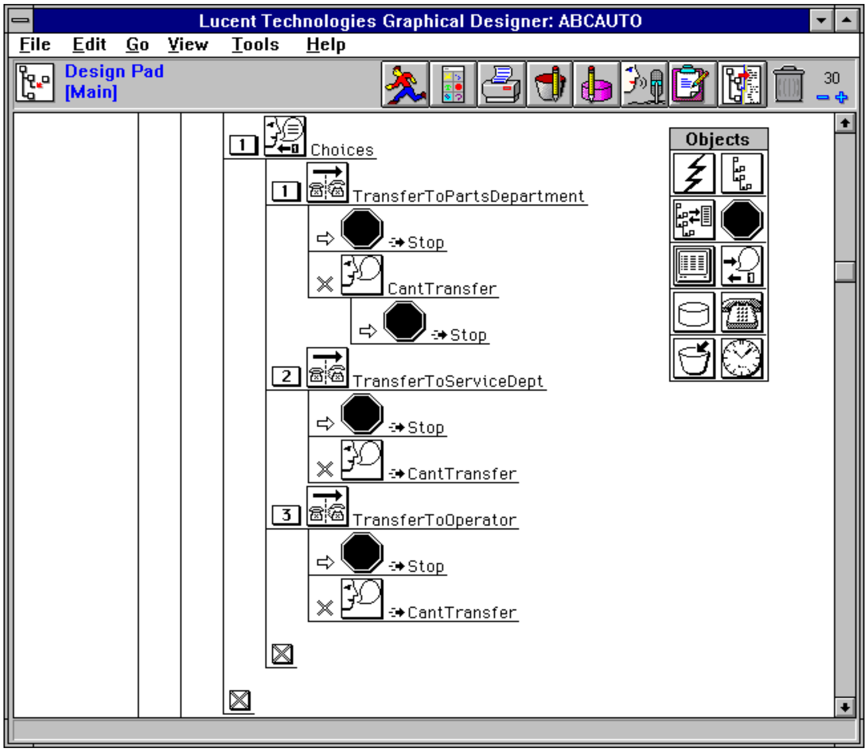

Figure 4-41. Design Pad Screen

5. Do one of the following:
   - Select Save from the File Menu located on the Menu Bar.
   - Press CTRL S.

Add a Halt Object to the Fail Branch under Choices

This branch is executed if the caller does not respond or enters a touchtone response other than 1, 2, or 3. The caller has three chances to enter a valid response. Since a Halt object has already been defined, we will use a Jump To Node to connect to it. Perform the following procedure to add a Jump To Node:

1. Select the Fail branch under the Choices node.

   The system displays a popup menu.
2. Click Jump To Node.

   The system displays the Nodes list box (Figure 4-19).
3. Select the Stop node.

4. Click the OK button.

   The system displays the Design Pad screen (Figure 4-42).

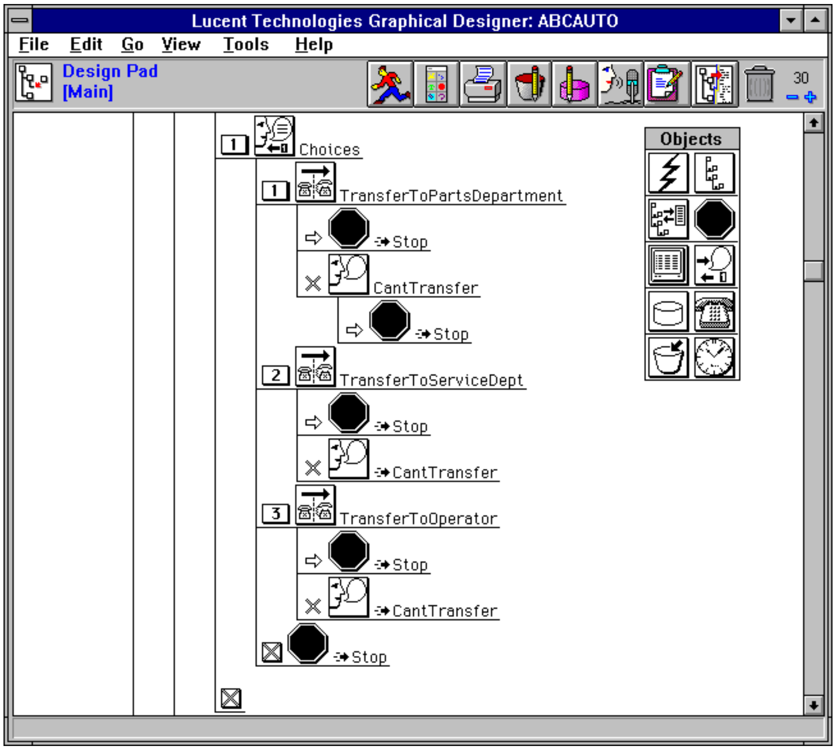

Figure 4-42. Design Pad Screen

5. Do one of the following:

   - Select Save from the File Menu located on the Menu Bar.
   - Press CTRL S.

Add a Transfer Call Object to the Fail Branch under TouchtoneOrRotary

This branch is executed when the caller does not respond to the Choices announcement indicating he or she has a rotary telephone, or simply wants to be transferred to an Operator. Since we have already defined a node called TransferToOperator, we will use a Jump To Node to connect to it. Perform the following procedure to add a Jump To Node:

1. Select the Fail branch under the TouchtoneOrRotary node.

   The system displays a popup menu.

2. Click Jump To Node.

   The system displays the Nodes list box (Figure 4-19).

3. Select the TransferToOperator node.
4. Click the OK button.

   The system displays the Design Pad screen (Figure 4-43). The design for ABC Auto is now complete.

5. Do one of the following:
   - Select Save from the File Menu located on the Menu Bar.
   - Press CTRL S.

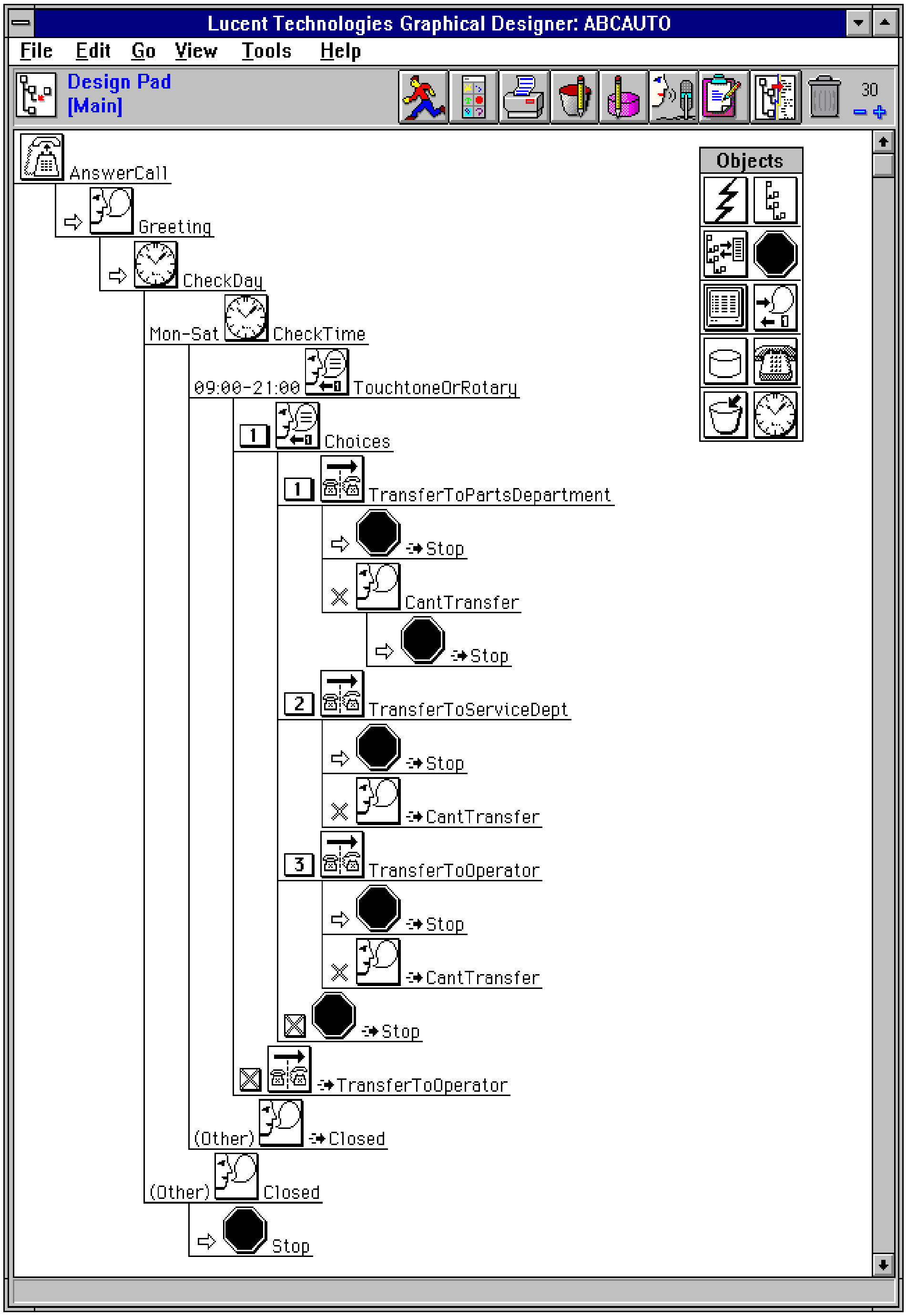

Figure 4-43. Design Pad Screen

Viewing More Nodes in the Design Pad

Perform the following procedure to see more of your design:

1. Scroll to the top of the Design Pad screen.
2. Select Zoom Out from the View menu located on the Menu Bar.

   The system displays a more compressed call flow for ABC Auto (Figure 4-44).

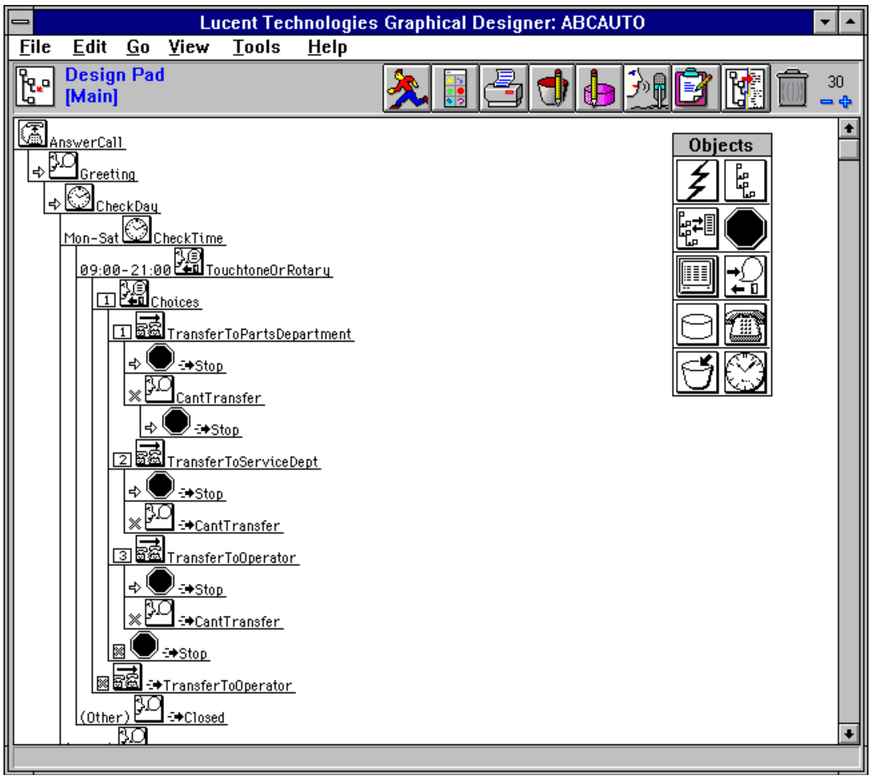

Figure 4-44. Design Pad Screen in Zoom Mode

3. Do one of the following:
   - Select Save from the File Menu located on the Menu Bar.
   - Press CTRL S.

Simulating a Design

5

Overview

The INTUITY™ CONVERSANT® Graphical Designer provides a simulation tool that lets you test your design on your personal computer without leaving the development environment. You can test the entire call flow or just the nodes you choose.

Purpose

The purpose of this chapter is to show you how to use the INTUITY CONVERSANT Graphical Designer Simulation tool.

Showing the Tested Indicator

The Tested Indicator is a check mark that the INTUITY CONVERSANT Graphical Designer places on each node executed in simulation mode. To turn on the Tested Indicator:

1. Select Defaults Editor on the Go menu of the Design Pad screen.

   The system displays the Defaults Editor screen (Figure 5-1).

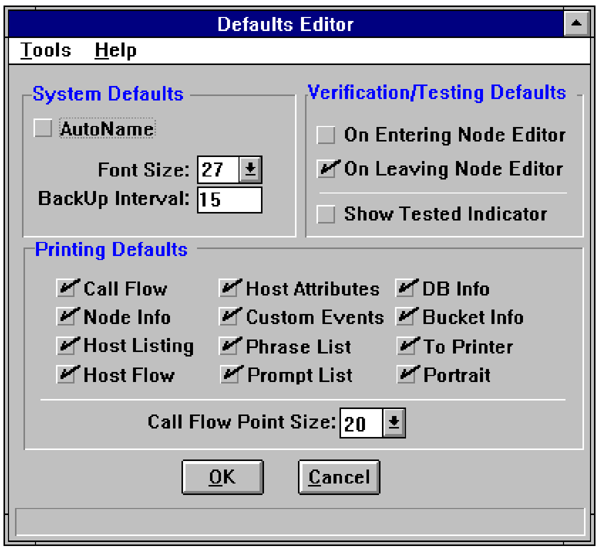

Figure 5-1. Defaults Editor Screen

2. If it is not already checked, select the Show Tested Indicator box.
3. Click the OK button.

   The system displays the Design Pad screen (Figure 5-2).

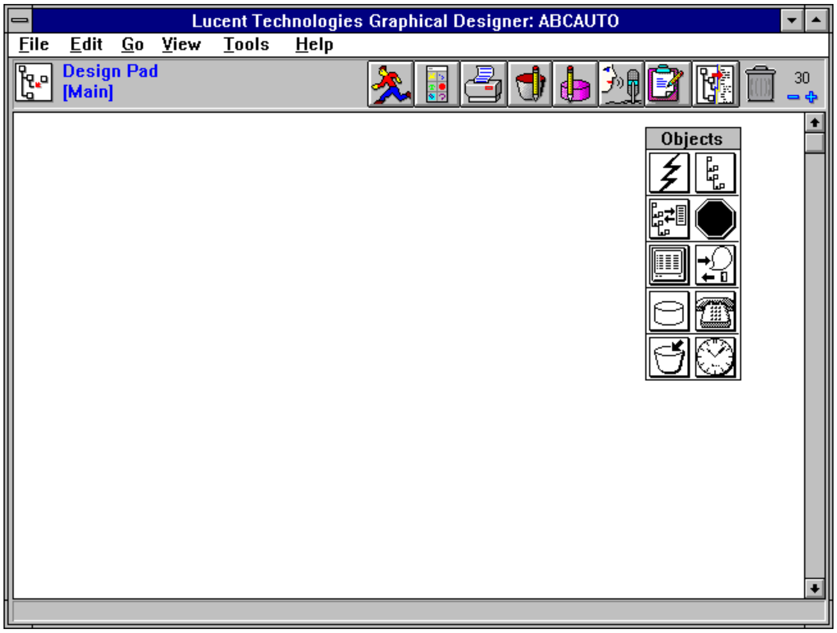

Figure 5-2. Design Pad Screen

4. Continue with the next section, "Running a Simulation".

Running a Simulation

To begin a simulation:

1. Do one of the following:

   - Select the Running Man button located on the upper left of the Toolbar on the Design Pad screen
   - Select the Simulation Mode menu command located on the Go menu of the Design Pad screen.

   The system displays the Simulation Design Pad screen (Figure 5-3).

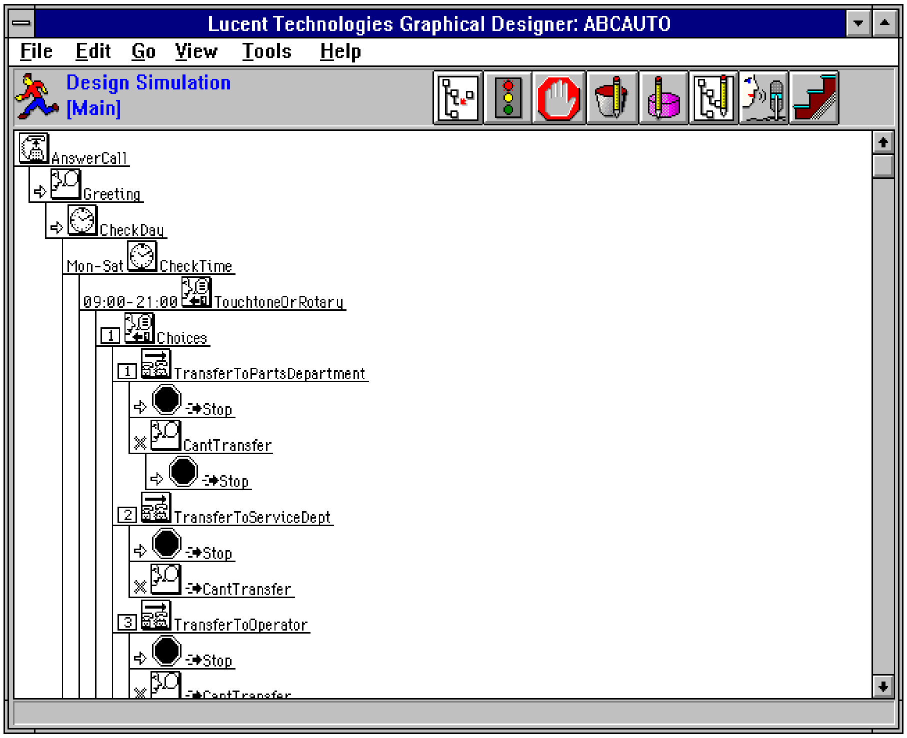

Figure 5-3. Simulation Design Pad Screen

2. Highlight the Answer Call node.
3. Click the Stop Light button on the Toolbar.

   The system displays a prompter window (Figure 5-4) containing the text of the Greeting Announcement.

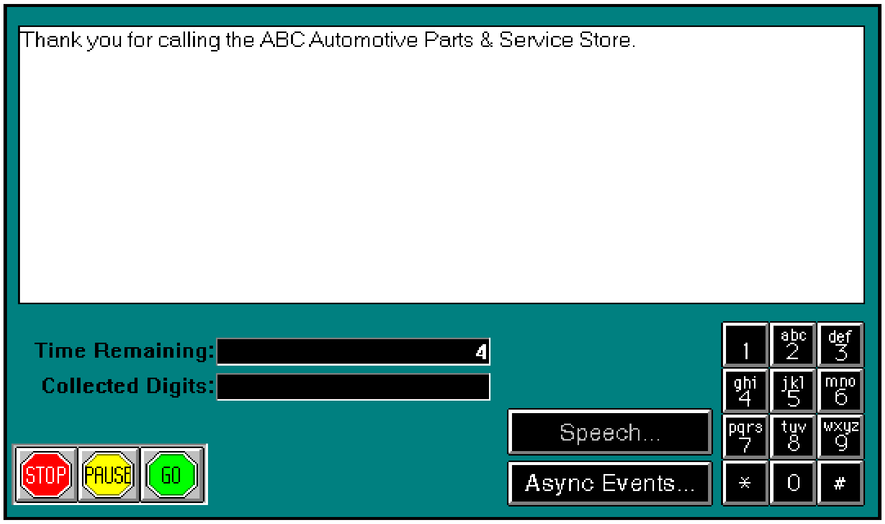

Figure 5-4. Prompter Window: Greeting Announcement

The system then simulates playing the announcement to a caller and displays another prompter window (Figure 5-5) containing the text of the TouchtoneOrRotary Announcement.

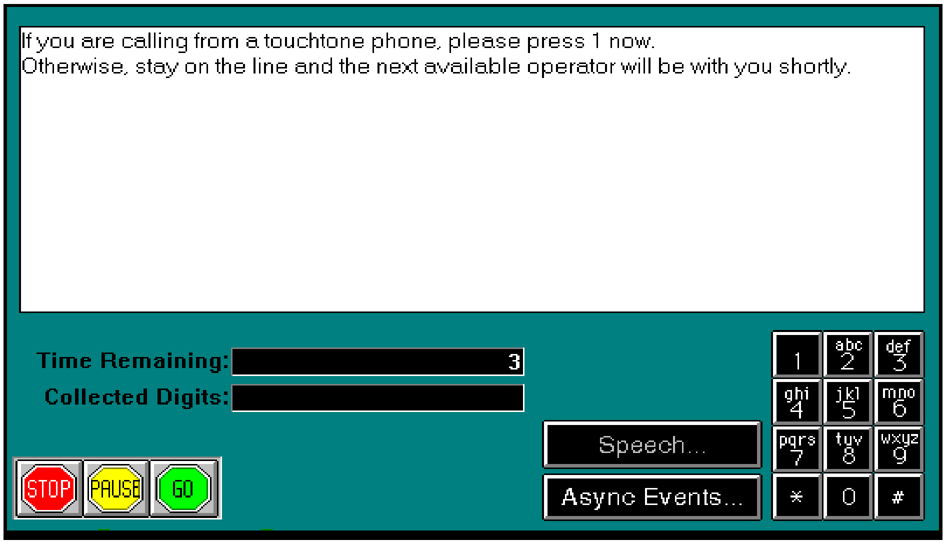

Figure 5-5. Prompter Window: TouchtoneOrRotary Announcement

NOTE:
Do not enter a value of 1 on the touchtone pad. By not entering a touchtone, you simulate a call from a rotary telephone. Since no response was entered, the Transfer To Operator branch is executed.

The system displays a dialog box (Figure 5-6) asking you what the result of the transfer to the operator should be.

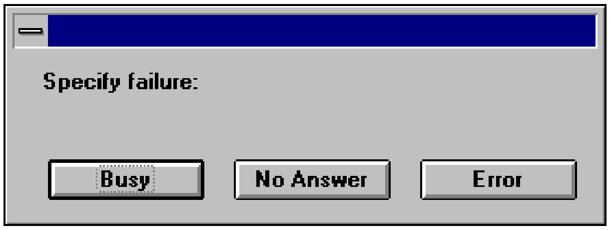

Figure 5-6. Busy/No Answer/Error Dialog Box

4. Click the Busy button.

   Because a transfer is attempted three times when the line is busy, this dialog box will appear two more times.

5. Click the Busy button two more times.

   The Fail branch of the TransferToOperator node is executed because the transfer cannot go through. The system displays a prompter window with the text of the CantTransfer Announcement (Figure 5-7).

   The system then simulates playing the CantTransfer Announcement to caller and takes the Success branch under CantTransfer. This terminates the call and the application.

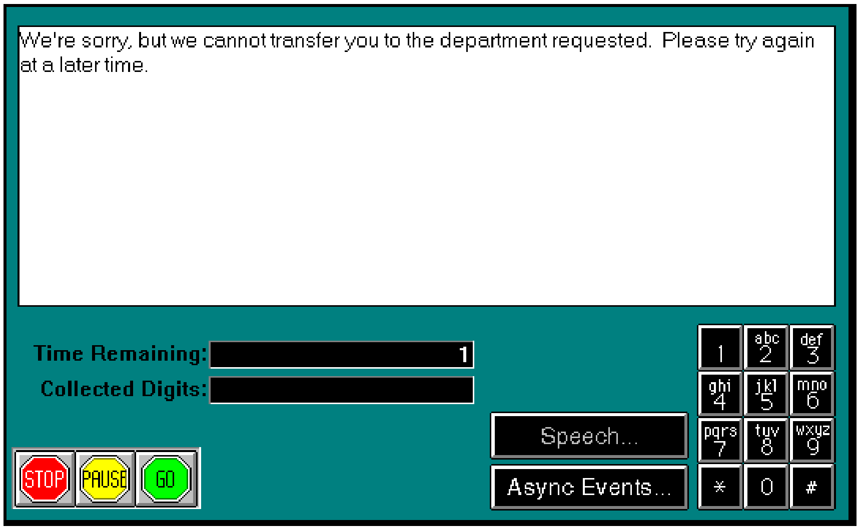

Figure 5-7. Prompter Window: CantTransfer Announcement

The call flow simulation is over. The system displays the Simulation Design Pad screen (Figure 5-8) with check marks showing which nodes executed.

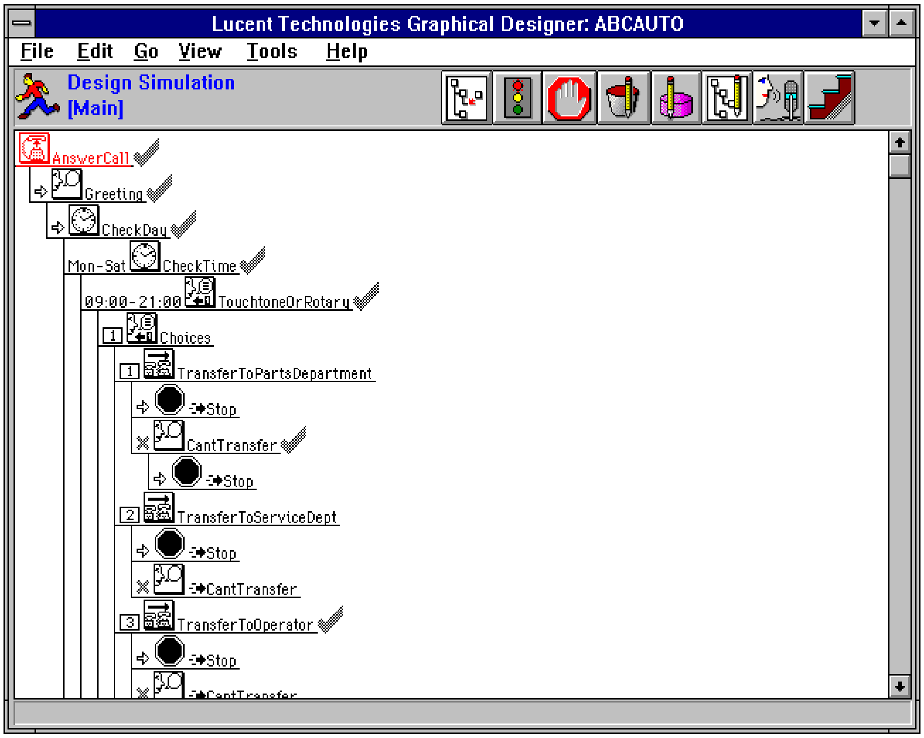

Figure 5-8. Simulation Design Pad screen: Tested Indicators On

To run the simulation again, complete "Running the Simulation Again" below. To test other parts of the call flow, highlight a node and select the Stop Light button on the Toolbar.

Turning Off the Tested Indicator

To turn off the Tested Indicator:

1. Select Reset Nodes to Untested on the Edit menu of the Simulation screen.

   The Graphical Designer removes all the check marks in the call flow.

Running the Simulation Again

To test a different call scenario within your call flow:

1. Go to the top of the design.
2. Highlight the Answer Call node.
3. Select the Stop Light button on the Toolbar to begin simulating the design.

   The system displays a prompter window (Figure 5-9) that contains the text of the Greeting Announcement.

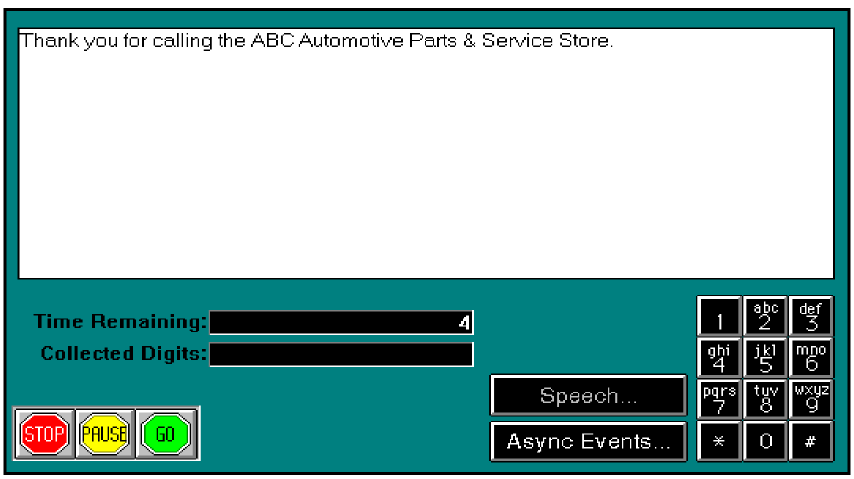

Figure 5-9. Prompter Window: Greeting Announcement

The system then simulates playing the announcement to a caller and displays another prompter window containing the text of the TouchtoneOrRotary Announcement (Figure 5-10).

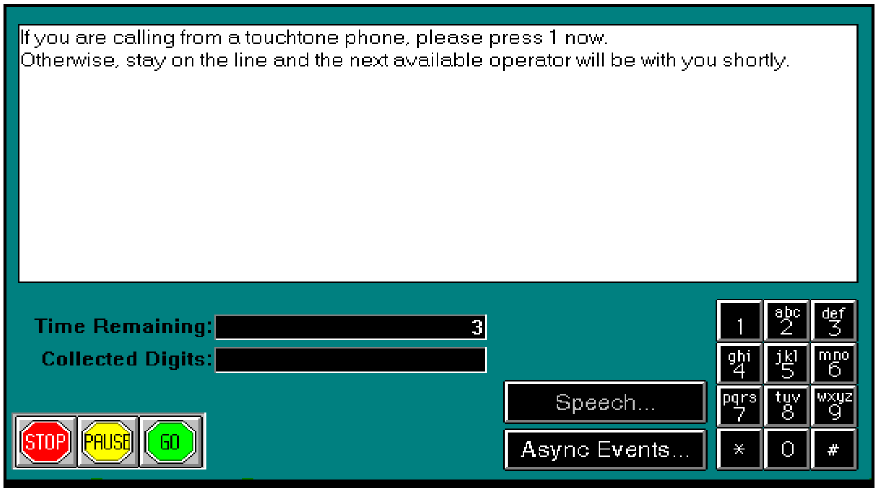

Figure 5-10. Prompter Window: TouchtoneOrRotary Announcement

4. Enter **1**

   The system displays the Touchtone Pad (Figure 5-11).

Figure 5-11. Touchtone Pad

5. Enter **4**. Use your mouse to select the 4 key of the Touchtone Pad. This is an invalid response. Only the touch-tone responses of 1, 2, or 3 are valid.

The system displays another prompter window (Figure 5-12) with the combined text of the BadInput Announcement and the Choices Announcement.

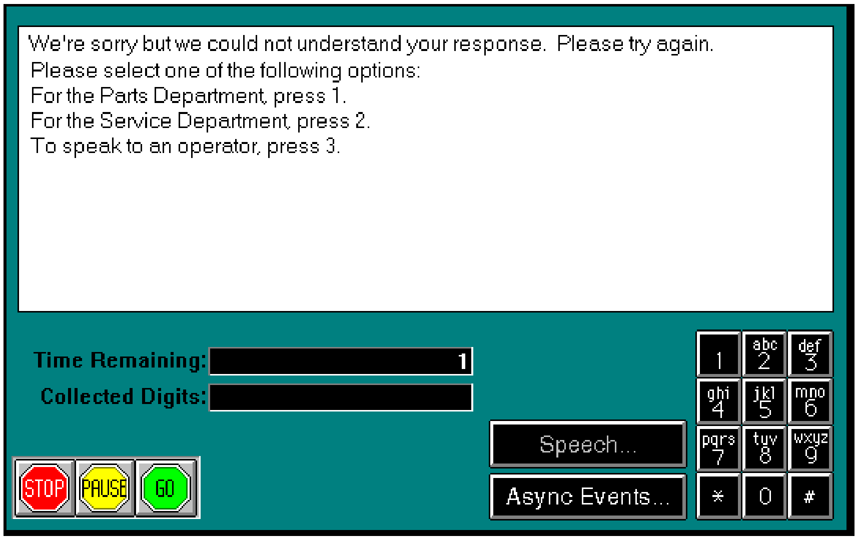

Figure 5-12. Prompter Window: BadInput and Choices Announcement

6. Enter **3**. Use your mouse to click the 3 key of the touch-tone pad.

   The system displays a dialog box (Figure 5-13) where you can choose the result of the transfer.

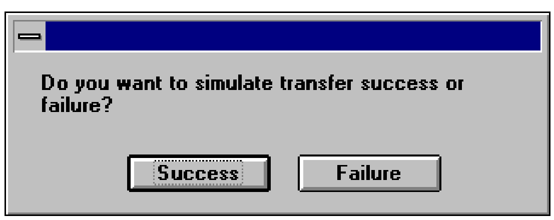

Figure 5-13. Success/Failure Dialog Box

7. Click the Success button to simulate the successful completion of a transfer to the Operator.

   The system displays the Simulation Design Pad screen (Figure 5-14).

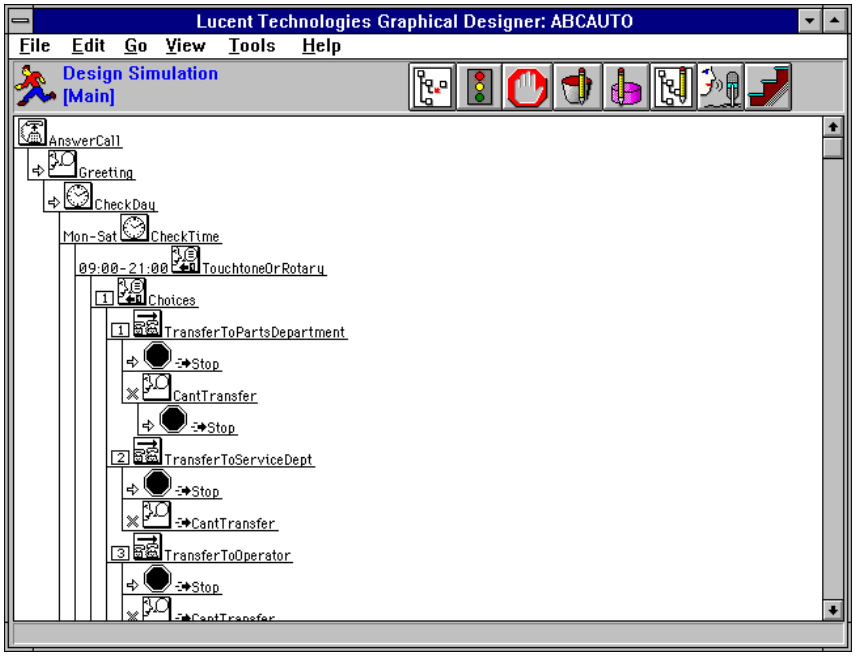

Figure 5-14. Simulation Design Pad Screen

Preparing and Installing an Application

6

Overview

The procedures in this chapter describe how to:

- Generate an application for transfer to an INTUITY™ CONVERSANT® system
- Transfer an application to the INTUITY CONVERSANT system
- Install the application files onto an INTUITY CONVERSANT system

Purpose

This chapter provides the procedures you need to transfer Graphical Designer applications to an INTUITY CONVERSANT system.

Generating an Application

The application generation package includes a code generator that prepares application components for transfer to an INTUITY CONVERSANT system.

To generate the application, perform the following procedure:

1. Do one of the following:
   - Select Generate Code from the File menu.
   - Click the Generate Code button on the Toolbar.

   If you have not saved your design recently, a dialog box appears prompting you to save your design before the code can be generated.

2. Click the Continue button.

   The system saves your design and displays the Code Generation window (Figure 6-1). The check marks indicate which application files will be generated.

   NOTE:
   Figure 6-1 is an example and may not always appear as shown.

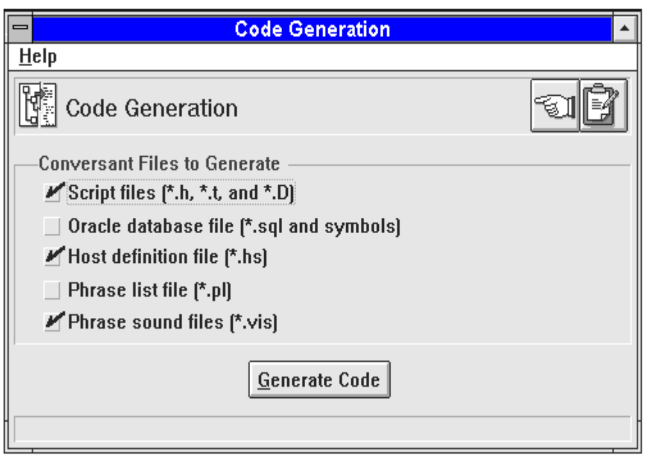

Figure 6-1. Code Generation Window

3. Select the INTUITY CONVERSANT files that you want to generate by selecting the corresponding buttons. A checkmark appears next to those files that you select. To unspecify a file, select the corresponding button again until the checkmark is removed.

   NOTE:
   If you select Phrase list file (*.pl), you are prompted to select a talkfile number. A talkfile number represents a specific talkfile, which is an ASCII file that contains the speech phrase tags and phrase tag numbers for all of the phrases of a specific application. The speech phrases are organized and stored in groups called talkfiles.

4. Click the Generate Code button at the bottom of the window.

   As the code generator works, a message appears at the bottom of the window indicating the status of the code generation process. When finished, the system displays the following message:

   `Code generation is complete.`

5. Exit from the Code Generation window by clicking the Hand button.

Transferring an Application

Transferring an application involves transferring all generated application components from your personal computer to an INTUITY CONVERSANT system.

You can transfer an application using floppy disks or over a network.

Prior to transferring an application, you must first generate the application. See Chapter 6, "Generating an Application" above for more information.

NOTE:
If you plan to use the network transfer method, see "Optional Hardware" in Chapter 1, "Introduction and Hardware and Software Requirements", for information about optional equipment you need.

Transferring an Application with Floppy Disks

To transfer an application with floppy disks, perform the following procedure:

1. Double-click on the Lucent Technologies Application Transfer icon to activate the Application Transfer program.

   The Lucent Technologies Application Transfer icon appears in the Lucent Technologies Graphical Designer program group and the system displays the window shown in Figure 6-2.

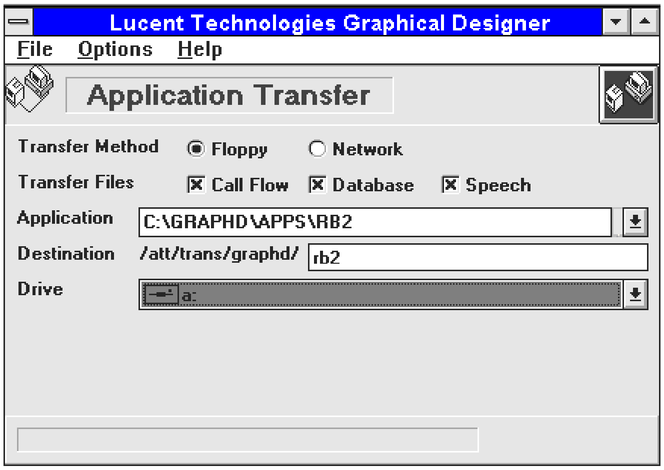

Figure 6-2. Floppy Disk Method for Application Transfer

2. Select Floppy as the Transfer Method.

   NOTE:
   The default transfer method is by floppy disk.

3. Select the application files that you want to transfer by clicking in the appropriate box. For example, `Call Flow, Database`, and/or `Speech`.
4. Select the application to be transferred from the `Application` field.

   NOTE:
   All application names appear in the `Application` field, regardless of whether or not all of the applications have been generated. If you try to transfer an application that has not been generated, the system displays the message shown in Figure 6-3.

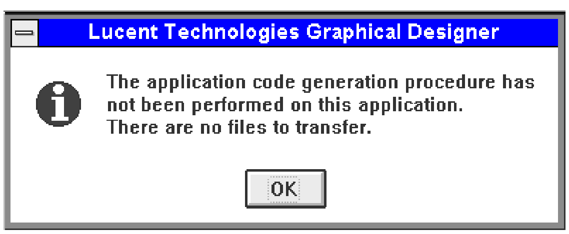

Figure 6-3. Code Generation Not Performed Message

5. Specify the appropriate destination directory in the `Destination` field. The Application Transfer program suggests the same directory name as the name of the application.
6. Specify the appropriate disk drive in the `Drive` field.
7. Select Prompt for Overwrite from the Options menu if you want the system to prompt you if files already exist. Select Prompt when Complete from the Options menu if you want the system to prompt you when the Application Transfer is complete.
8. Click the Application Transfer button in the upper right corner of the window or select Transfer from the File menu.

   The application is transferred to the floppy disk on the specified drive. You can now use this floppy disk to install the application on an INTUITY CONVERSANT system as discussed below in "Installing an Application on an INTUITY CONVERSANT System".

   NOTE:
   Upon exiting the Application Transfer package, your last selections are saved and appear the next time you activate the Application Transfer package.

Transferring an Application over a Network

To transfer an application over a network, perform the following procedure:

1. Double-click on the Lucent Technologies Application Transfer icon to activate the Application Transfer program.

   The system displays a dialogue box (Figure 6-4).

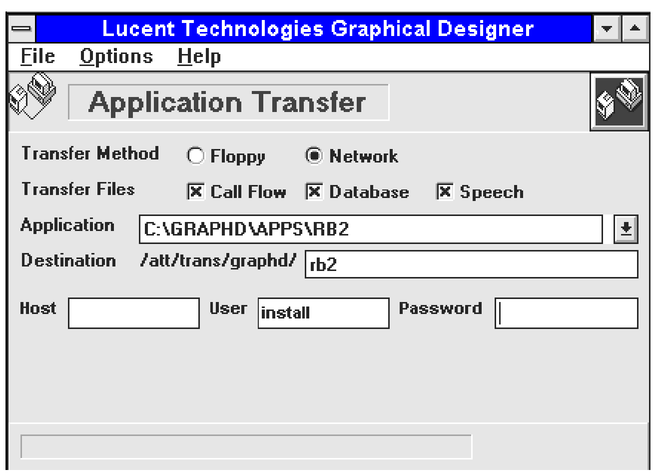

Figure 6-4. Network Method for Application Transfer

2. Select Network as the Transfer Method.

   NOTE:
   The default transfer method is by floppy disk.

3. Select the application files that you want to transfer by clicking in the appropriate box. For example, `Call Flow, Database,` and/or `Speech`.
4. Select the application to be transferred from the `Application` field.

   NOTE:
   All application names appear in the `Application` field, regardless of whether or not all of the applications have been generated. If you try to transfer an application that has not been generated, the system displays the message shown in Figure 6-3.

5. Specify a destination.

   The default directory for the destination of the application is **/att/trans/graphd/<*application name*>**, where <*application name*> is the same name as the application you specified in Step 4.
6. Enter the name of the host machine in the `Host` field.
7. Enter your INTUITY CONVERSANT system user name in the `User` field.
8. Enter your INTUITY CONVERSANT system password in the `Password` field.
9. Select Prompt for Overwrite from the Options menu if you want Graphical Designer to prompt you if files already exist. Select Prompt when Complete from the Options menu if you want Graphical Designer to prompt you when the Application Transfer is complete.
10. Click the Application Transfer button in the upper right corner of the window or select Transfer from the File menu. The application is transferred to the specified destination.

    If the application does not already exist on the INTUITY CONVERSANT system in the default path, or the alternate path you specified in Step 5, the Graphical Designer asks for permission to create the directory (Figure 6-5).

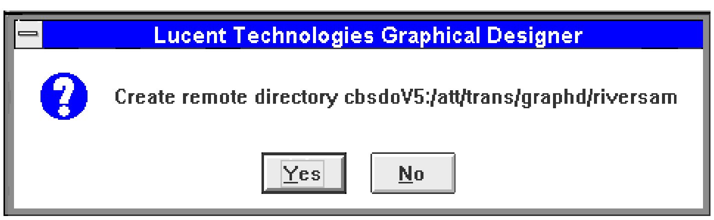

Figure 6-5. Create Remote Directory Prompt during Application Transfer

If the application exists on the INTUITY CONVERSANT system in the default path, or the alternate path you specified in Step 5, Graphical Designer asks for permission to overwrite the application (Figure 6-6).

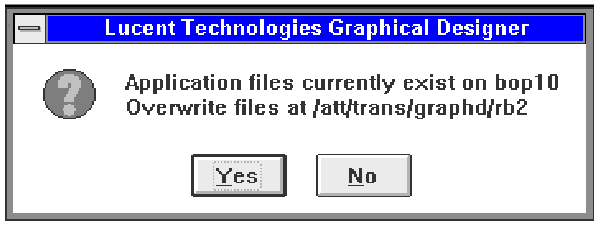

Figure 6-6. Overwrite Prompt during Application Transfer

11. Click the Yes button if you want to continue the application transfer. Click the No button if you want to cancel the procedure and return to the Application Transfer window.

    Upon exiting the Application Transfer package, your last selections are saved and automatically appear the next time you activate the Application Transfer package.

Installing an Application on an INTUITY CONVERSANT System

To install a Graphical Designer application file, perform the following procedure.

NOTE:
If the application includes FlexWord® wordlists or professionally recorded speech, there will be some additional prompts. These prompts are explained in "Installing an Application with FlexWord Wordlists" and "Installing an Application with Professionally Recorded Speech" following this procedure.

Installing All Application Files

NOTE:
All applications are installed in the following default path:
\att\trans\graphd\\<*application name*>

1. Enter **gd_install [-*f*] [-*n*] [-*s*] [-*o* <*t*|*s*|*f*|*a*|*d*|*h*>] [-*l* <*language name*>] [-*dp*] <*application name*>**

   NOTE:
   Application names are case sensitive.

   The optional arguments are as follows:

   -f Instructs the system that your files are on a floppy disk and prompts you to insert your floppy disk(s) so that the system can read the application files into the **/att/trans/graphd/<*application name*>** directory.

   -l Instructs the system that you want to convert the specified application to a new language. The dates, times, money values and digits will be converted so they can be spoken in the new language formats, provided that standard speech in the language desired is loaded and selected as the standard speech for the application. This instruction also converts speech recognition input to the appropriate speech recognition grammar for the new language. For example, If US 1 to 3 was chosen in Graphical Designer and Japanese is selected during the gd_install process, the system converts US 1 to 3 to JN 1 to 3.

-n Instructs the system to overwrite all existing application files that are used by the specified application. For example, if the database table **acctinfo** already exists in the ORACLE database and your specified application also uses a database table named **acctinfo**, the system replaces the table in the ORACLE database with the table used by your application.

-s Instructs the system that you want to use professionally recorded speech in the specified application. The system then ignores any .WAV files that you may have transferred. When using this option, you are prompted to insert the floppy disk(s) so that the system can read the speech files into the talkfile directory. The default talkfile directory for INTUITY CONVERSANT V6.0 systems upgraded from V5.0 without a reload of the operating system is **/home2/vfs/talkfiles** and **/voice1/vfs/talkfiles** for all other upgrades.

-dp Modifies all prompts that listen for speech recognition input, touch tones, or WholeWord to also listen for Dial Pulse Recognition.

-ot Instructs the system to overwrite all database tables with the same name.

-os Instructs the system to overwrite all speech files that have the same phrase tag number.

-of Instructs the system to overwrite all FlexWord wordlists that have the same wordlist name.

-oa Instructs the system to overwrite the entire **/att/trans/graphd/<*application name*>** directory.

-od Instructs the system to overwrite the **.d** file which indicates a list of Call Data Events.

-oh Instructs the system to overwrite the **.hs** file.

a. If database files exist, the system prompts you with the following question:

```
Update the Oracle database? [Y/N]
```

b. If you enter Y, the system asks you whether you want to overwrite tables that already exist in the ORACLE database:

```
Table ACCTINFO already exists.
Overwrite? [Y/N]
```

c. After all tables have been processed, the system asks you to restart the database dip. You must do this if the tables have changed.

```
The database dip needs to be restarted. THIS WILL
AFFECT CALLS IN PROGRESS. If the database dip is
not restarted then the changes will not be
present. Restart the database dip? [Y/N]
```

d. The system then looks for any recorded speech that you transferred, unless you specify the -s argument. If you specify the -s argument, the system prompts you with the following message:

```
Place the speech floppy into the drive and press
enter.
```

NOTE:
If your speech will be professionally recorded by Lucent Technologies, be sure to print out a phrase listing of your application and give it to the Lucent Technologies account executive. To do this from the Graphical Designer, select `Print` from the File menu and select the `Phrase Listing` option. If your speech is being recorded by someone other than Lucent Technologies, make sure that when you are creating the phrase listing on the INTUITY CONVERSANT system, you use the actual phrase numbers for the phrase tag names of each phrase you want recorded.

If you do not specify the -s argument and a particular talkfile number is already in use, the system prompts you with the following message:

```
Talkfile already exists.
Overwrite? [Y/N]
```

2. Press Y if you want to overwrite the existing talkfile number with the talkfile number you specified with the Graphical Designer. If you press N, you may need to go back to the Graphical Designer and assign a different talkfile number to the recorded phrases for the specified application.

CAUTION:
The Graphical Designer does not automatically assign talkfile numbers to a particular phrase. Therefore you need to specify the talkfile numbers and be aware of those already in use as you could overwrite a talkfile that is being used by another application.

The system prompts you with the following message:

```
Do you want to use standard speech in addition to the
application speech? (y/n)
```

3. Press Y if you want to use standard speech.

The system shows you the current list of available speech pools and then prompts you with the following message:

```
Please enter the name of the standard phrase list.
```

4. Enter a name of one of the available speech pool names. Make sure to enter the full name with the **.pl** extension.

   The system prompts you with the following message:

   ```
   Please enter the name of the custom phrase list.
   ```

5. Enter a name of one of the available speech pool names**.** Make sure to enter the full name with the **.pl** extension.

   If your application uses a host interface and you have installed the application once before, the system prompts you with the following message:

   ```
   .HS file already exists.
   Overwrite? [Y/N]
   ```

   If your application does not use a host interface or if you are installing your application for the first time, the system does not display this prompt.

6. Press Y if you want to overwrite the **.HS** file. The **.HS** file includes host screen information.

   The system prompts you with the following message:

   ```
   .D file already exists.
   Overwrite? [Y/N]
   ```

7. Press Y if you want to overwrite the **.D** file. The **.D** file indicates a list of Call Data Events.

   The system tells you that TAS is executing and eventually displays the following message:

   ```
   TAS: Script application name.t compiled successfully.
   Output file: /vs/trans/application name.T
   ```

Installing an Application with FlexWord Wordlists

If you are using any FlexWord wordlists in your application, the system prompts you with additional questions during the installation process.

If a wordlist already exists, the system prompts you with the following:

```
The wordlist <wordlist name> already exists.
Overwrite? [Y/N]
```

If a wordlist does not already exist, the system prompts you with the following:

```
Is <wordlist name> a new wordlist? [Y/N]
Overwrite? [Y/N]
```

CAUTION:

The Graphical Designer only allows you to include up to eight characters for the name of a wordlist. If you want to use a wordlist that already exists on the system with a longer name, you must respond to the above questions so that you can choose from the list that is displayed.

If you press Y, the new wordlist is added to the system. If you press N, the system displays a list of active wordlists and prompts you to enter an active wordlist.

Installing an Application with Professionally Recorded Speech

If you are using professionally recorded speech in your application, the system prompts you with additional questions during the installation process.

If professional speech for your application already exists on the system, the system prompts you with the following:

```
You already have professionally recorded speech.
Overwrite? [Y/N]
```

If you press Y, the system prompts you to insert the professional speech floppy disk into the disk drive and press ENTER. It then prompts you for each floppy disk until it reads all of them.

Object Reference

A

Overview

This appendix describes the object set available in INTUITY™ CONVERSANT® Graphical Designer. The following is provided for each object reference:

- A graphic representation of the object
- A brief description
- An explanation of the branches associated with an object when the object is added to a call flow
- A detailed description of the behavior of the object when it is executed within a call flow
- An example of how to use the objects in a call flow

Purpose

The purpose of this appendix is to provide reference information on the INTUITY COVERSANT Graphical Designer object set.

Add Record Object

Function

Use Add Record object (Figure A-1) to add a record to a database table during design execution.

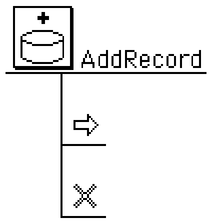

Figure A-1. Add Record Object

Behavior

- One record is added to the database table named on the Add Record screen.
- The database table fields are populated with the values of the buckets or literal values specified on the Add Record screen.
- If a record is added to the database table, the Success branch is taken.
- If a record cannot be added because the database table resource is not available, the Fail branch is taken.

Example

A customer places an order with ABC Automotive. Once the order information has been obtained from the caller, the corresponding order information can be added to a local database table by using an Add Record Object.

Announcement Object

Function

Use the Announcement object (Figure A-2) to play a simple announcement.

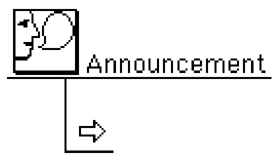

Figure A-2. Announcement Object

Behavior

- A simple announcement is played to the caller. No data is collected from the caller.
- The Initial Prompt specified on the Announcement screen is played.
- If you want to allow the caller to interrupt the Initial Prompt, select the Allow Caller to Interrupt Announcement box.
- Select the Use Caller's Previously Entered Touchtones box to process any touchtones that the caller has already entered.

Example

ABC Automotive has an inquiry line. All of the callers who reach the inquiry line will be greeted with the following announcement prompt:

"Thank You for calling the ABC Automotive inquiry line. "

Asynchronous Events Object

Function

Use the Asychronous Events object (Figure A-3) to define the subroutine to be executed if an inbound call termination is detected.

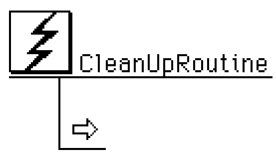

Figure A-3. Asynchronous Events Object

Behavior

- Specifies the subroutine that is executed when an Asynchronous Event is detected.

  NOTE:
  The only Asynchronous Event currently supported is Inbound Call Termination.

- The name of the subroutine to be executed is displayed in the `Inbound Call Terminated` field of the Asynchronous Events screen.

Asynchronous Event Handling

When the system detects an inbound call termination, the following sequence occurs:

1. Drops the call
2. Jumps to the defined subroutine
3. Executes the subroutine
4. Terminates application processing

Code Cleanup Example

Code cleanup can be performed with an Asynchronous Event Object by:

1. Creating an External Function
2. Encapsulating the External Function
3. Selecting the subroutine to be executed in the event of an inbound call termination

Automatic Menu Object

Function

Use the automatic Menu object (Figure A-4) to dynamically create a menu of choices derived from a list of previously retrieved database records.

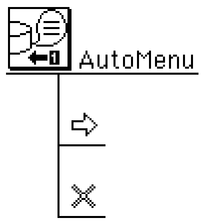

Figure A-4. Automatic Menu Object

Behavior

- The Initial Prompt specified on the Automatic Menu screen is played.
- If you want to allow the caller to interrupt the Initial Prompt, select the Allow Caller to Interrupt Announcement box.
- Select the Use Caller's Previously Entered Touchtones box to process any touchtones that have already been entered by the caller.
- The Initial Prompt specified on the Automatic Menu screen is composed of the following components: the `Introduction, Body, More`, and `Conclusion` fields.
- The `Introduction, Body` and `Conclusion` fields are enabled by selecting the Use All Selected Records In The Prompt box on the Announcement Editor screen.
- An Introduction prompt is played prior to the options generated for the automatic menu.
- Define a bucket to contain the Record Counter used for the iteration of the selected records.
- A maximum of nine records can be presented to the caller at a time.
- If the `Max Records to Present` field contains a value greater than nine or no value (all records), the More Records prompt will be played. You can specify the touchtone to enter to retrieve the next set of records.

- The Body prompt is played *n* times, where *n* is the number of records selected in the most recent table query. Each time the prompt is played, information from the next record is presented and the Record Counter is incremented.
- The Body prompt contains the options generated for the Automatic Menu.
- When the value in the Record Counter bucket is equal to *n* and all of the options have been presented to the caller, the Conclusion prompt is played.

Invalid Responses

- If the caller does not enter a valid response, the Bad Input prompt is played.
- The Initial Prompt announcement is replayed if the Replay Initial Announcement on Retry option was selected.
- If the caller enters an invalid response and the number of available tries defined in the Number of Tries Available field has been exceeded, the Fail branch is executed.
- If the caller does not respond on the last try, the Timeout branch will be taken if one has been defined. Otherwise, the Fail branch will be taken by default.
- If the caller does not enter any digits within the time allotted in the `First Digit Timeout` field, the Timeout prompt is played. If multiple digits are being collected from the caller and the caller does not enter a subsequent digit within the time specified in the `Inter-Digit Timeout` field, the Timeout prompt is played.
- The Initial Prompt announcement is replayed if the Replay Initial Announcement on Retry option was selected.
- If the length of the caller's response is less than the value specified in the `Minimum Length` field, the Too Few Digits prompt is played.
- The Initial Prompt announcement is replayed if the Replay Initial Announcement on Retry option was selected.

Saving the Caller's Response

The caller's valid response is saved in the bucket specified in the `Save Response in` field that is defined on the Voice Response Parameters dialog box.

Inserting Branches

You can insert a branch before the previously selected branch in an Automatic Menu Object using the Touchtones dialog box.

To go to the Touchtones dialog box:

1. Select a branch to reveal a Popup menu.
2. Select the Insert Branch menu command.

Example

The caller can request to hear a list of this week's sale items. Since the items that are on sale change weekly, the information can be stored in a database table. Items in the database table can be marked as sale items and the sale price of the item can be updated. Only the data in the database table needs to be updated. The call flow information will not have to change.

"The following items are on sale during the week of December 12, 1997. For information regarding

Super Charger Batteries, press 1
Grason Spark Plugs, press 2
Generex Oil, press 3
APEX Windshield Wiper Fluid, press 4

Please make your selection now."

Call Answer Object

Function

Use the Call Answer object (Figure A-5) to answer an incoming call.

This object should be one of the first objects added to an application. The design will work in simulation mode without a Call Answer Object. However, when the application is downloaded to a host in the network, no incoming calls will be answered without the code that is generated from the Call Answer Object.

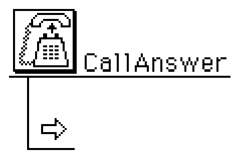

Figure A-5. Call Answer Object

Behavior

- The incoming call is answered and the next node in the call flow is executed.

Call Disconnect Object

Function

Use the Call Disconnect object (Figure A-6) to disconnect the inbound call and execute the next node in the call flow.

Figure A-6. Call Disconnect Object

Behavior

- The call is disconnected and the next node in the call flow is executed.

  NOTE:
  Once the application has run, it is important to disconnect the call quickly to cut down on the cost of the call.

- This object allows the call flow to be terminated at specific user-defined points.
- An application is not required to have a Call Disconnect Object to successfully terminate the dialog with the caller.

Delete Record Object

Function

Use the Delete Record object (Figure A-7) to delete record(s) from a database table during application execution.

Figure A-7. Delete Record Object

Behavior

- Records are selected from the database table based upon the selection criteria.
- Both the database table and the selection criteria are specified on the Delete Record screen.
- If no selection criteria are specified, all records in the database table are selected.
- If one or more records are deleted from the database table, the Success branch is taken. If multiple records were found and the Delete Multiple Records If Found option was not checked, the object is still exited on the Success branch.
- If the database table was not accessible, the Delete Record Object is exited on the Fail branch.

Deleting One Record

- Delete the first record that matches the selection criteria.
- If one record is selected during design execution, that particular record is deleted from the database table.

Deleting Multiple Records

- Delete all records that match the selection criteria.
- If more than one record is found and the Delete Multiple Records If Found option was selected on the Delete Record Object editor screen, all the records that meet the criteria will be deleted.
- If the Delete Multiple Records If Found option was not selected, and multiple records were found, no records will be deleted.

Example

A customer wants to cancel an existing order. Once the order information has been obtained from the caller, the corresponding order information will be used as selection criteria. If a match is found, the order can be deleted from the local database table.

Encapsulation Object

Function

Use the Encapsulation object (Figure A-8) to remove the appearance of a portion of a call flow by collapsing the node.

You can then reuse or copy the encapsulated node anywhere in the design. This object is useful when you want to perform the same operation in more than one place in the application.

You can also encapsulate a large call flow within a design. By encapsulating a node, several nodes can be collapsed into one node until you want to expand it.

Collapsing nodes also improves the readability of large designs.

Branches can be inserted to control the execution path taken when returning from the subroutine.

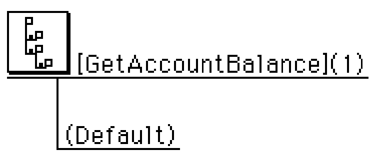

Figure A-8. Encapsulation Object

Behavior

- The call flow contained in the encapsulated node is executed.
- All branches from nodes contained in the encapsulated node return to the Default branch unless additional branches are inserted. If a branch is added to the encapsulated node, it will appear as a Halt node in the subtree.

  For example, the subtree for the encapsulated node Get Account Balance will contain two Halt nodes labeled Main Menu and End of Call.
- Any branch of the subtree that does not return to a specified branch within its parent call flow will return to the Default branch.

- Insert named branches before the Default branch to provide a conditional return branch. This generates the corresponding named exits in the editable subtree.
- Select the encapsulated node to edit the subtree. Select the Edit Node option from the Popup menu to reveal the subtree contained in the encapsulated node.

See "Copying or Reusing an Encapsulated Node" in Chapter 3, "Procedures", for more information.

External Function Object

Function

Use the External Function object (Figure A-9) to call an external function to obtain information or perform a function outside the INTUITY CONVERSANT Graphical Designer.

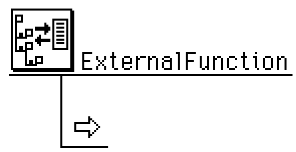

Figure A-9. External Function Object

Behavior

- You can create a new External Function or choose one of the existing system External Functions.
- If you want to use a new External Function in your application, the External Function needs to be defined on the External Function Definition Editor screen before using this object in a call flow.
- The External Function is called using the values specified on the External Function screen.
- The return code and any values that are returned by the function are placed in the specified buckets.
- The success or failure of the External Function call is determined by interrogating the value found in the bucket specified in the `Put Return Code In` field on the External Function screen.

Example

A branch library has an inquiry line where a caller can find out if the books on the top ten best sellers list are available. If the book has been checked out, the caller has the option of trying the main library to see if the book is available at that location. An External Function Object can be used to send the requested information and to receive confirmation if the book is available.

Halt Object

Function

Use the Halt object (Figure A-10) to halt the execution of a call flow.

Figure A-10. Halt Object

Behavior

- Execution of the call flow is stopped. No other branches will be executed.
- If a custom event record was defined using the Events Editor screen, the record will be written when this node is executed.

Host Connectivity Object

Function

Use the Host Connectivity object (Figure A-11) to obtain the status of the connection between a host machine in the network and an application.

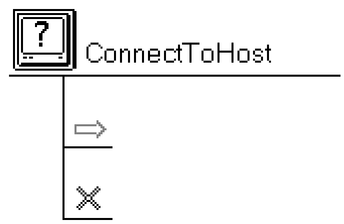

Figure A-11. Host Connectivity Object

Behavior

- The connection between a host machine and an application is verified. This object is typically one of the first objects in a design using host. This object should be placed before the Call Answer Object because Host connectivity should be checked before accepting incoming calls. Otherwise, the caller can be subjected to a period of silence (up to 5 seconds) while the connection is being checked.
- The connection must be established within the time allotted in the `Connection Timeout` field on the Host Connect screen.
- If the connection has been established, the Success branch is executed. If the connection cannot be established within the specified time frame, the Fail branch is executed.
- The Host must be defined on the Host Definition Editor screen before using this object in a call flow.
- When a connection with the host has been established, a Logical Unit is assigned to the application. The Logical Unit remains assigned to the application until it is released or the call is terminated.
- If the Host Connectivity Object is not part of a call flow, the first time any of the other host objects are encountered in the application, a Logical Unit will be assigned, if available.
- If a Logical Unit is not available, the Fail branch will be executed.

Editing

Edit the Host Connectivity Object to specify:

- Which host to connect to
- How much time to wait for a host connection

NOTE:
Hosts are not available until they are named using the Host Definition Editor.

Example

Your application downloads order information to a host. Before you send order information to the host, you need to verify that the host is connected. If the host is not connected, it may take several seconds to establish a connection. Meanwhile, the caller is on the line waiting to find out the status of his or her order. Therefore, the host connection is verified *before* the Call Answer Object is added to the call flow.

Host Send Data Object

Function

Use the Host Send Data object (Figure A-12) to identify the data to be sent to a host machine in the network.

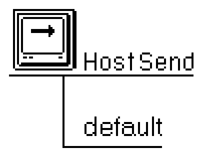

Figure A-12. Host Send Data Object

Behavior

- The Host must be defined on the Host Definition Editor screen before using this object in a call flow.
- The screen names for the data that is sent to a host machine are identified on the Host Send screen.
- The transmission of data to the host is considered a blind send because the application does not know whether or not the host received the data. The host machine does not confirm the transmission.
- Once the screen data is transmitted to the host, the Send Data Object is exited on the Default branch.

Editing

Edit the Host Connectivity Object to specify:

- Which host to connect to
- Whether to release the logical unit
- Which send screens to use

NOTE:
Send screens are not available until they are named using the Screen Identification Editor.

Example

Your application downloads customer account information to a host. Before you send account information to the host, a login sequence must be established for security purposes. The Host Send Data Object can be used to send the necessary login and password information.

Host Send/Receive Data Object

Function

Use the Host Send/Receive Data object (Figure A-13) to identify the data to be sent to and received from a host machine in the network.

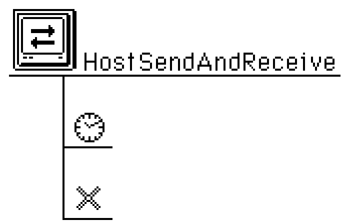

Figure A-13. Host Send/Receive Data Object

Behavior

- The Host must be defined on the Host Definition Editor screen before using this object in a call flow.
- The screens for a particular host are defined on the Screen Identification Editor screen.
- The contents of each screen will be defined on the Field Definition Editor screen.
- The Host Send/Receive Data Object is exited on the Timeout branch if the receive screen data from the host machine is not received in the specified amount of time.
- The Host Send/Receive Data Object is exited on the Fail branch if
  - The Receive screen data sent from the host does not have the correct screen name, or
  - The Receive screen data, sent from the host, does not match the format defined on the Host Send/Receive screen; and the correct format was not sent within the time allotted in the `Unrecognized Screen Timeout` field on the Host Definition Editor screen.

    A branch must be defined for each Receive screen to be received from this host.

Inserting Branches

1. Exit the Host Send/Receive screen by clicking on the Return button.
2. Select the Host/Send Receive node in the call flow.

   The system displays the popup menu.
3. Select the Insert Branch menu command from the popup menu.

   The system displays the Choose a Screen dialog box. All of the Receive screens defined for the host will be listed there.
4. Select a Receive screen name.

   The system displays the Design Pad screen.
5. Select the Host Send/Receive node.

   The system displays a popup menu.
6. Select the Edit Node menu command.

   The system displays the Host Send Receive screen.

   The Receive screens for which you have inserted branches will now appear in the `Receive Screen Names` field.

Editing

Edit the Host Send/Receive Object to specify:

- Which host to connect to
- Which aid key to use
- Which send screens to use
- Which receive screens to use

NOTE:
Send and receive screens are not available until they are named using the Screen Identification Editor.

Example

Your application downloads customer account information to a host to obtain the caller’s current account balance. This object is used to send the caller’s account information to the host and to obtain the account balance from the host.

Menu Object

Function

Use the Menu object (Figure A-14) to present a list of options from which the caller can choose.

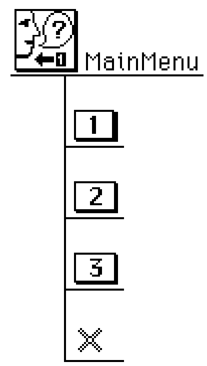

Figure A-14. Menu Object

Behavior

- The Initial Prompt announcement specified on the Menu screen is played.
- If you want to allow the caller to interrupt the Initial Prompt before it is played in its entirety, select the Allow Caller to Interrupt Announcement box.
- Select the Use Caller's Previously Entered Touchtones box to process any touchtones that have already been entered by the caller.

Valid Responses

- Any response whose length is within the range of minimum and maximum lengths specified on the Voice Response Parameters dialog box
- Any response that matches a defined event, including:
  - Any combination of a digit, the star (*), or pound key (#).
  - Any spoken response matching the grammars/wordlists defined for the Initial Prompt response if Automatic Speech Recognition (ASR) is selected.

  The maximum length for the response, specified in the Maximum Length field on the Voice Response Parameters dialog box, should not include the length of the terminate digit(s).

  If terminate digits are specified on the Voice Response Parameters dialog box, the last touchtone(s) of the response must also match the terminate digit(s).

Invalid Responses

- If a caller fails to enter a valid response, the Bad Input prompt is played.
- If the Replay Initial Announcement on Retry option was selected, the Initial Prompt announcement is replayed.
- If the caller does not enter a valid response and has exceeded the number of tries defined in the `Number of Tries Available` field, the Fail branch is executed.
- If the caller does not respond on the last try, the Timeout branch will be taken if one has been defined. Otherwise, the Fail branch will be taken by default.
- If the caller does not enter any digits within the time allotted in the First Digit Timeout field, the Timeout prompt is played. If multiple digits are being collected from the caller and the caller does not enter a subsequent digit within the time specified in the Inter-Digit Timeout field, the Timeout prompt is played.
- If the Replay Initial Announcement on Retry option was selected, the Initial Prompt announcement is replayed.
- If the length of the caller's response is less than the value specified in the `Minimum Length` field, the Too Few Digits prompt is played.
- If the Replay Initial Announcement on Retry option was selected, the Initial Prompt announcement is replayed.

Saving the Caller's Response

The caller's valid response is saved in the bucket specified in the `Save Response in` field that is defined on the Voice Response Parameters dialog box.

Inserting Branches

You can insert a branch before the previously selected branch in a Menu Object using the Touchtones dialog box.

To go to the Touchtones dialog box:

1. Select a branch to reveal a Popup menu.
2. Select the Insert Branch menu command.

Example

The ABC Automotive Inquiry Line gives the caller a menu of options to choose from.

“For the Service Department, press 1.
For the Parts Department, press 2.
To find out the status of an order, press 3.
To be added to our mailing list, press 4.”

Valid responses from the caller are a touchtone of 1, 2, 3 or 4.

Prompt and Collect Object

Function

Use Prompt and Collect object (Figure A-15) to prompt the caller for data and then save the data for later use.

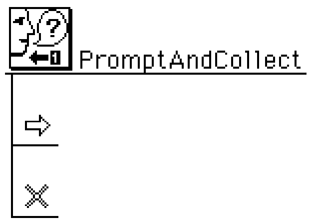

Figure A-15. Prompt and Collect Object

Behavior

- The Initial Prompt announcement specified on the Prompt and Collect screen is played. The caller's response is collected for future use and can be validated against a bucket, set, or table value.
- To allow the caller to interrupt the Initial Prompt, select the Allow Caller to Interrupt Announcement box.
- To process input already entered by the caller, select the Use Caller's Previously Entered Touchtones box.

Valid Responses

- Any response with a length that is within the range of minimum and maximum lengths specified on the Voice Response Parameters dialog box.
- Any response that can be validated against a specified bucket, set, or table value if Response Validation is chosen.
- Any spoken response matching the grammars defined for the Initial Prompt response if ASR is selected.

  The maximum length for the response, specified in the `Maximum Length` field on the Voice Response Parameters dialog box, should not include the length of the terminate touchtone(s).

  If terminate digits are specified on the Voice Response Parameters dialog box, the last touchtone(s) of the response must also match the terminate digit(s).

Invalid Responses

- If the caller does not enter a valid response, the Bad Input prompt is played.
- If the Replay Initial Announcement on Retry option was selected, the Initial Prompt announcement is replayed.
- If the caller does not enter a valid response and has exceeded the number of tries defined in the `Number of Tries Available` field, the Fail branch is executed.
- If the caller does not respond on the last try, the Timeout branch is taken if one is defined. Otherwise, the Fail branch is taken by default.
- If the caller does not enter any digits within the time allotted in the `First Digit Timeout` field, the Timeout prompt is played. If multiple digits are being collected from the caller and the caller does not enter a subsequent digit within the time specified in the `Inter-Digit Timeout` field, the Timeout prompt is played.
- If the Replay Initial Announcement on Retry option was selected, the Initial Prompt announcement is replayed.
- If the length of the caller's response is less than the value specified in the `Minimum Length` field, the Too Few Digits prompt is played.
- If the Replay Initial Announcement on Retry option was selected, the Initial Prompt announcement is replayed.

Saving the Caller's Response

The caller's valid response is saved in the bucket specified in the `Save Response in` field that is defined on the Voice Response Parameters dialog box.

- If the digits entered by the caller cannot be formatted to the class of the bucket specified in the `Save formatted response in` field, the bucket is populated with the null value.
- If you select the Use Caller's Input to Select an Active Record box, the caller's input will be used as the selection criteria for the next database table query.

Confirming the Caller's Response

- If the Confirm Input options are selected, once the caller enters a valid response, the Confirm prompt is played.
- If ASR (Automatic Speech Recognition) has been selected, the caller can confirm his or her response by entering a touchtone or by speaking a response.
- If the caller confirms his or her response and the Validate Response Options are not selected, the object is exited on the Success branch.

- If the caller indicates that his or her response is incorrect and the value in the `Number of Tries Available` field is greater than zero, the caller will be given another chance to respond.
- If the Replay Initial Announcement on Retry box is selected, the Initial Prompt announcement is played.
- If the caller does not respond with the valid Yes Digit, the caller will be given another chance if they have not exceeded the maximum number of tries.
- If the Replay Initial Announcement on Retry box is selected, the Initial Prompt announcement is played.

Validating the Caller's Response

The caller's response can be validated against one of the following entities:

- *Bucket*: the response is valid if it meets the relation specified in the Bucket section of the Response Validation dialog box.
- *Set*: the response is valid if it is included in the list of values (which can include a range of values) specified in the Set section of the Response Validation dialog box.
- *Table*: the response is valid if it matches the value of a specific field in the database table specified in the Table section of the Response Validation dialog box.

If the caller's response cannot be validated, the Bad Input prompt is played as long as the caller has not exceeded the maximum number of tries. Otherwise, the Fail branch will be executed.

Inserting Branches

You can insert a branch before the previously selected branch in an Automatic Menu Object using the Touchtones dialog box.

To go to the Touchtones dialog box:

1. Select a branch to reveal a Popup menu.
2. Select the Insert Branch menu command.

Example

A caller who wants to check the status of an order, will need to enter an 8-digit order number. The caller is prompted for the order number and is told where to locate the order number on the order form. The caller will then enter the order number via touchtones.

The order number collected from the caller will later be used to check on the status of the order.

“Please enter your eight-digit order number.

The order number is located in the upper left hand side of the order form underneath your name and address.”

Query Table Object

Function

Use the Query Table object (Figure A-16) to retrieve records from a database table based upon specific selection criteria.

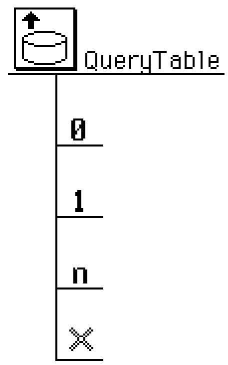

Figure A-16. Query Table Object

Behavior

- Records are selected from the database table based upon the defined selection criteria.
- The database table and the selection criteria are specified on the Query Table screen.
- When selection criteria are not specified, all the records in the database table are retrieved.
- The field values from the first record found that matches the selection criteria are placed in defined buckets. These buckets must be specified in the `Field to Bucket Assignments` field on the Query Table screen.

- The branches of the Query Table Object will be executed if the following conditions are true:
  1. *Zero (0) Branch*: executed if no records matching the selection criteria are found.
  2. *One (1) Branch*: executed if only one record matching the selection criteria is found.
  3. *n Branch*: executed if multiple records matching the selection criteria are found.
  4. *Fail Branch*: executed if the specified database table could not be accessed.
- If multiple records matching the selection criteria are found, the values from the first record found will be returned, unless the Randomize Query Results box is checked. If this box is checked, a record will be randomly selected from the records found.
- The remaining records can be accessed by using the Next Record function of the Set Object, or by using the Automatic Menu Object to speak all the selected records back to the caller.

Example

A customer wants to find out the status of an order. The order information is obtained from the customer and used as selection criteria to retrieve the order status from a local database table.

Set Object

Function

Use the Set object (Figure A-17) to set buckets to expressions and to branch based on specific values.

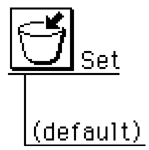

Figure A-17. Set Object

Behavior

- Data Assignments and Comparisons are defined on the Set screen.
- Each expression defined in the `Data Assignment` field is evaluated and the result is placed into the specified bucket.
- Each logical expression defined in the `Data Comparisons` field is evaluated, and the branch corresponding to the first true logical expression is executed.
- If no logical expression turns out to be true, the Default branch is executed.
- Additional branches can be inserted where you can define events to specify conditional branches.

Example

A small regional magazine wants to perform a readership survey. The survey consists of six questions. The magazine wants to track how many participants were involved in the survey. The caller must respond to at least four questions to be considered a participant.

The Set Object can be used to set the value of a bucket to the number 4. Each time the caller responds to a question, the bucket can be decremented. At the end of the survey, if the bucket value is 0, -1 or -2, the caller can be added to the number of participants of the survey.

Timebranch Object

Function

Use the Timebranch object (Figure A-18) to branch based on time of day, day of the week, or a specific date.

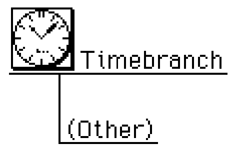

Figure A-18. Timebranch Object

Behavior

- The branch that matches the actual time of day, day of the week, or specified date is taken.
- If there are multiple branches that match the defined events, the first matching branch is taken.
- Select the branch labeled Other to create branches with these event types. Choose the Insert Branch command from the Popup menu. The Timebranch Events dialog box, where you can define the type of timebranch needed in the call flow, will appear.

Example

You want to transfer callers to an agent during normal business hours only. If the caller calls at any time outside of these hours, an announcement will be played asking the caller to call back during normal business hours.

- Day of Week Timebranch - determines if the caller is calling on a day when the business is open.
- Time of Day Timebranch - determines if the caller is calling at a time when the business is open.
- Time of Day Timebranch - determines if the caller is calling at a time when the business is open

Transfer Call Object

Function

Use the Transfer Call object (Figure A-19) to transfer a call to an agent.

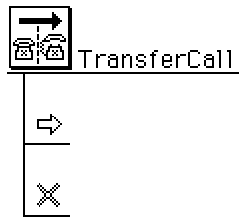

Figure A-19. Transfer Call Object

Behavior

- The `Phone Number` field is the telephone number of the agent to whom the call is transferred. There is no default value for this field.
- The `Message To Caller` field indicates whether an announcement will be played to the caller while they are on hold, waiting for transfer. The default value is none, meaning no message is played to caller.
- The `Transfer Status` field indicates whether the status result is returned to the application and which bucket, if any, is used to store the result. The default is none, meaning no status result is returned to the application.
- The `Transfer Type` field indicates whether the transfer protocol is Blind, Intelligent, or Full CCA. The default is Blind, meaning no information about the caller is provided to the agent. The remaining fields on the Transfer Call screen pertain to Intelligent and Full CCA transfers (Table A-1).

Table A-1. Intelligent and Full CCA Transfer Options

Field	Description	Default Value
`Maximum Rings`	Indicates how many rings to wait for before treating the transfer attempt as a failure and doing failure processing.	The default is 7, which means to wait for 7 rings before doing failure processing.
`On Answer, Play Message`	Indicates whether a message is played to the agent. If the `On Answer, Play Message` field is checked, the `Answer Message` field indicates which message is played.	`On Answer, Play Message` field is not checked, which means no message is played to the agent during transfer.
`Allow Answer Message Interrupt`	Indicates whether the agent can interrupt the Answer Message when they answer the call. The `Answer Connection` field tells the application whether to consider the transfer complete when the agent answers or whether the call is still on hold.	`Allow Answer Message Interrupt` field is checked and `Answer Connection` field is Complete, which means to interrupt the Answer Message when the agent answers and consider the transfer complete.
`On Failure, Play Message`	Indicates whether to play a message to the caller when a transfer attempt fails.	This field is not checked, which means do not play a message to the caller.
`Busy Connection`	Indicates whether to reconnect the caller to another agent or put the caller on hold when a busy signal is detected during a transfer attempt.	Reconnect
`No Answer Connection`	Indicates whether to reconnect the caller to another agent or put the caller on Hold when the first agent does not answer.	Reconnect
`Error Connection`	Indicates whether to reconnect the caller to another agent or put the caller on hold when an error is detected during a transfer attempt.	Reconnect

Transfer Call Node Execution

- If the transfer is completed successfully, the Success branch of the Transfer Call node will be taken.
- If the transfer is not completed within the time specified in the `Outdial Timeout` field, the Fail branch of the Transfer Call node will be taken.

Example

The ABC Automotive inquiry line has a menu giving the caller the option to transfer to the parts department or the service department. A Transfer Call Object is needed for each transfer.

Update Table Object

Function

Use the Update Table object (Figure A-20) to change data within a specified database table.

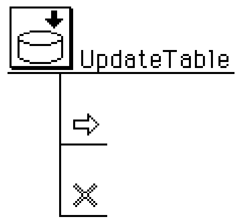

Figure A-20. Update Table Object

Behavior

- Records are selected from the database table based upon the selection criteria.
- Both the database table and the selection criteria are specified on the Update Table screen.
- If no selection criteria are specified, all records will be selected from the specified database table.
- If one or more records in the database table are updated, the Success branch is taken.
- If the database table is not available, the Fail branch is executed.

Updating One Record

- If you want to update one record in the table, do not select the Update Multiple Records if Found box.
- If one record matching the selection criteria is found, the record will be updated.

Updating Multiple Records

- If more than one record matching the selection criteria is found and the Update Multiple Records If Found option was selected on the Update Table screen, all the selected records will be updated accordingly.
- If the Update Multiple Records If Found option was not selected and multiple records were found, no records will be updated.

Example

A customer wants to change the quantity of a particular item he or she ordered. The order information is obtained from the caller and used as selection criteria to locate the order information. If a match is found, the quantity field can be updated in the local database table.

Voice Capture Object

Function

Use the Voice Capture object (Figure A-21) to record a caller's spoken response. Specifically, use this object to obtain data from callers with rotary telephones and to gather information that cannot be entered with touchtones.

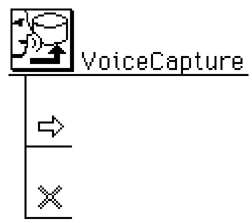

Figure A-21. Voice Capture Object

Behavior

- The Initial Prompt announcement specified on the Voice Capture screen is played to the caller.
- If the Play Beep Before Recording option is selected, a beep will be played after the Initial Prompt to signal the caller to begin recording his or her response.
- You can specify the maximum length for the recording in the `Recording Options Max. Length` field.
- You can specify the rate at which the caller's response will be recorded in the `Rate` field.
- You can specify the number of times that the caller can attempt to record a response in the `Number of Tries Available` field.
- Each time a caller tries to record a response, the value of the bucket specified in the `Number of Tries Taken` field is incremented by one.
- If the caller does not speak a response within the time allotted in the `Initial Timeout` field, and the `Recording Options Tries` field is populated with a value greater than one, the Initial Prompt is replayed.
- If the caller does not speak a response and has exceeded the number of tries, the Fail branch is executed.

Defining the Recording Parameters

- The caller is expected to respond before the time indicated in the `Initial` field.
- You can specify how the end of a recording is to be detected by selecting a value in the `Terminate On` field.
  - — *Maximum Duration*: Use the time specified in the `Max Duration` field to detect a no response condition.

    If the caller does not respond within the time (in seconds) allotted for the maximum recording length, it is assumed that the caller is not going to respond.
  - — *Silence Detection*: Use the time specified in the `Silence` field to indicate that the caller has completed his or her recording.

    Enter the amount of silence (in seconds) to signal the end of a recording. This field is enabled when the Silence option is selected in the `Terminate On` field.
  - — *Touchtone Detection*: Any touchtone entered by the caller can be used to signal the end of his or her response.

Confirming the Caller's Response

- The caller can be asked to confirm his or her spoken response. The Confirm Recording prompt is played and the user confirms his or her recorded response by entering a touchtone or speaking a response that matches a specified grammar.
- If the caller responds with the specified yes digit, the caller's response is saved in the bucket specified in the `Save In Bucket` field.
- If the caller responds with the specified no digit and the caller has not exceeded the number of tries allotted in the `Tries` field, the Initial Prompt is replayed and the caller can try again.
- If the caller responds with a touchtone other than the specified yes or no digit, the Confirm Error prompt is played. The Initial Prompt is replayed if the user has not exceeded the maximum number of tries.
- If, on the last try the caller does not enter a valid yes or no digit or has exceeded the number of tries, the Fail branch is executed.

Saving the Caller's Response

- The caller's response is saved in the bucket specified in the `Save In Bucket` field.
- To save the caller's response even if he or she hangs up, select the Save On Hangup box.
- To append a text description to the recording, specify the value or bucket in the `Attach Tag` field.

- Specify the service to be used to transcribe the recorded responses in the `Service Name` field.
- You can concatenate several recorded responses into one Transcription Phrase List (TPL) for the transcription service.

  For example, the caller can record his or her name and telephone number in one Voice Capture node.

  The caller can record his or her address in the second Voice Capture node.
- These two recordings can be concatenated into one TPL by deselecting the End Current TPL With This Phrase box in the first Voice Capture node and selecting the box in the second Voice Capture node.

Example

A caller’s name and address cannot be obtained using touchtones. In this example, the caller speaks his or her name and address. This information is saved and the caller is added to the company’s customer mailing list.

“If you would like to be on our mailing list, please speak your name, street address, city, state, and zip code.

Begin recording at the sound of the tone.”

Screen Reference

B

Overview

This appendix describes all the screens that are used in the INTUITY™ CONVERSANT® Graphical Designer. The following is provided for each screen:

- A brief description of the function
- A screen layout
- Descriptions of the toolbar components
- Descriptions of the buttons
- Detailed descriptions of each field on the screen

Purpose

The purpose of this appendix is to provide reference information on the INTUITY CONVERSANT Graphical Designer screens.

Add Record Screen

Use this screen to add a record to a database table during application execution.

Layout

The Graphical Designer displays this screen (Figure B-1) when you edit an Add Record node in a call flow.

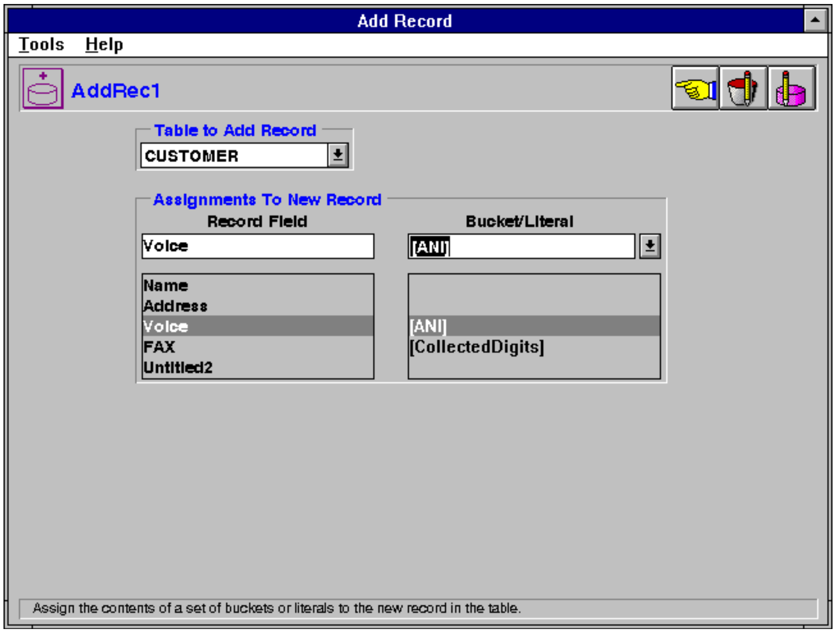

Figure B-1. Add Record Screen

Toolbar

Return

Returns to the previous screen.

Bucket Editor

Displays the Bucket Editor screen.

Table Editor

Displays the Table Editor screen.

Fields

Table to Add Record

This field contains the name of the table to which a record will be added during application execution.

1. Click the down arrow to choose from a list of existing tables.
2. Click on a table name to select it.

   The Graphical Designer displays the table name you selected in the `Table to Add Record` field.

The table name does not appear in the combo box if you have not yet defined the schema within the application. To add a record to a table that is not among the tables in the combo box, click on the Table Editor Toolbar button to define a new table to this application.

Assignments to New Record

This field lists the fields in the table and the buckets or literals to be assigned to each table field.

1. Click on a line in the `Record` field list to select a table field.

   The Graphical Designer displays the name of the selected field as shaded.

2. Define a bucket to assign a value to the field or type in a literal value.

You can select an existing bucket or create a new bucket.

Select a bucket from the combo box:

1. Click on the down arrow to choose from a list of existing buckets that have been defined as the same class as the `Table` field.
2. Click on a bucket name to select it.

Create a new bucket:

1. Enter the name of a new bucket in the `Bucket` field.

   NOTE:
   You must type a left bracket ([) before the bucket name to indicate that this is a new bucket.

   The Graphical Designer defines a bucket with the same characteristics as the associated table field.

Announcement Screen

Use this screen to define an announcement to be played to the caller.

Layout

The Graphical Designer displays this screen (Figure B-2) when you edit an Announcement node in a call flow.

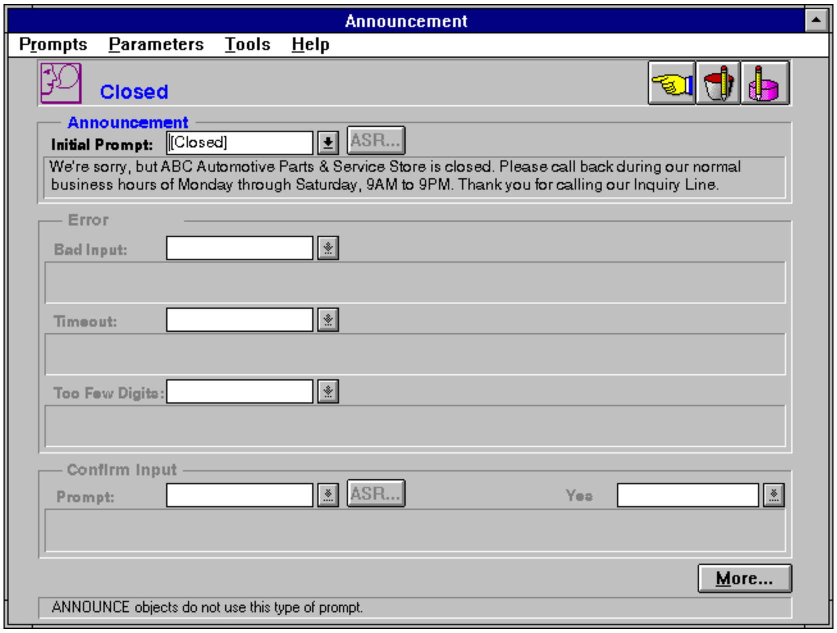

Figure B-2. Announcement Screen

Toolbar

Return

Returns to the previous screen.

Bucket Editor

Displays the Bucket Editor screen.

Table Editor

Displays the Table Editor screen.

Buttons

ASR

This button is disabled for announcements. No user input is required.

More

Click this button to display the Voice Response Parameters dialog box where you can enter more detail about the node's behavior.

Fields

Data input fields appear in **bold** lettering. The data input fields for the Announcement object are displayed in the box labeled "Announcement". The rest of the data input fields on the Announcement screen appear within a shaded area. A shaded area indicates that the field is disabled and therefore does not require user input.

Announcement Initial Prompt

This field contains the name of the prompt to be played when the Announcement node is executed. The default prompt name is the name of the Announcement node being edited. You can define the Initial prompt by selecting an existing prompt or creating a new prompt.

Use an existing prompt:

1. Click the down arrow.

   The Graphical Designer displays a list of existing prompts.

2. Click a prompt name.

   The Graphical Designer displays text of the prompt name in box below the `Initial Prompt` field.

Create a new prompt:

The Graphical Designer displays the name of the node in the `Initial Prompt` field. You can use this name or type in another name.

1. Do one of the following:
   - Type in the name of a new prompt in the `Initial Prompt` field and press ENTER.
   - Edit the prompt text and press ENTER or click in the box located underneath the `Initial Prompt` field.

   The Graphical Designer displays The Announcement Editor screen (Figure B-3), where you can enter the text for a new prompt or edit the text of an existing prompt.

Announcement Editor Screen

Use this screen to enter the text associated with a prompt.

Formats for this screen

- Normal Mode (Figure B-3)
- Dynamically Create Menu Options- Present Less Than Nine Options to the Caller (Figure B-4)
- Dynamically Create Menu Options- Present More Than Nine Options to the Caller (Figure B-5)

Layout

Normal Mode

Use this screen (Figure B-3) to enter or edit the text for prompts that will not be created dynamically at execution time.

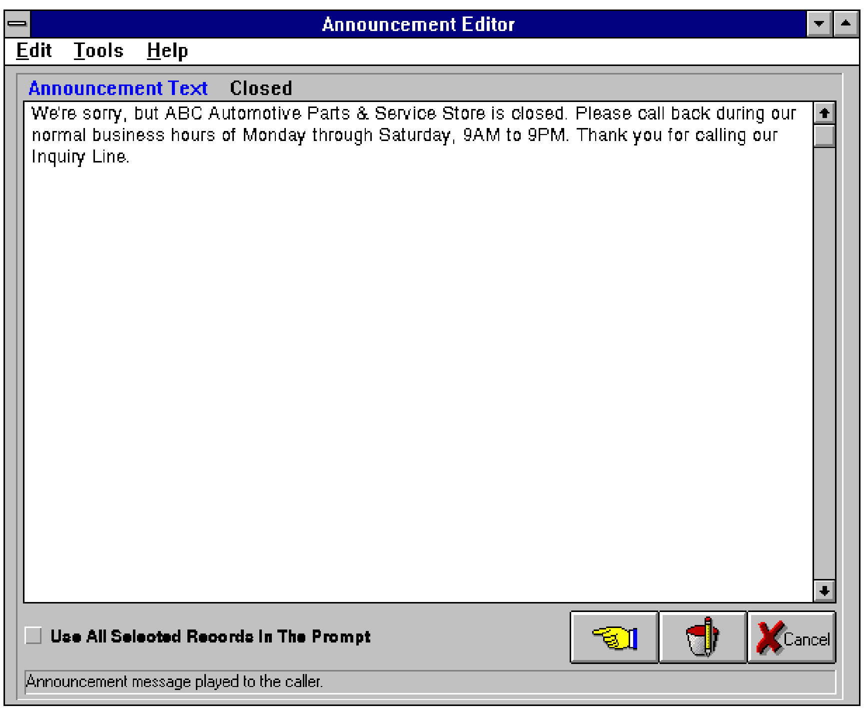

Figure B-3. Announcement Editor Screen: Normal Mode

Dynamically Create Menu Options (<9)

The Graphical Designer displays this screen (Figure B-4) when you select the Use All Selected Records In The Prompt box and the number in the `Max. Records To Present` field is less than 9.

Since the total number of records to be presented to the caller is less than nine, the `More Records:` prompt and `More Records Touchtone` field are not required.

This format is most frequently used with the Automatic Menu object.

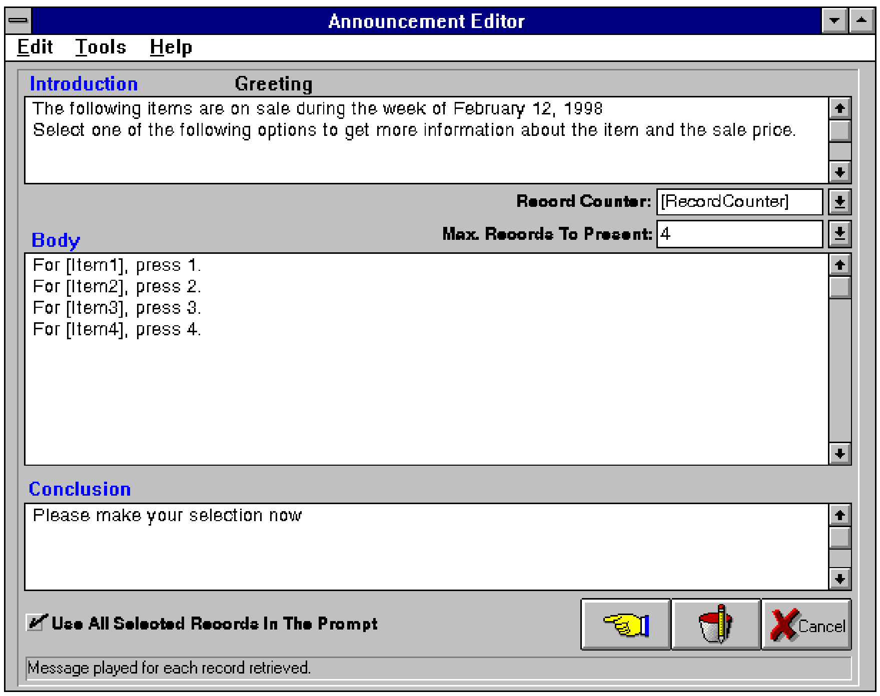

Figure B-4. Announcement Editor Screen: Dynamic <9 Mode

Dynamically Create Menu Options (>9)

The system displays this screen format (Figure B-5) when you select the `Use All Selected Records In The Prompt` box and the number in the `Max. Records To Present` field is greater than 9.

Since the total number of records to present to the caller is greater than nine, the More Records prompt and `More Records Touchtone` field are enabled.

This format is generally associated with the Automatic Menu object.

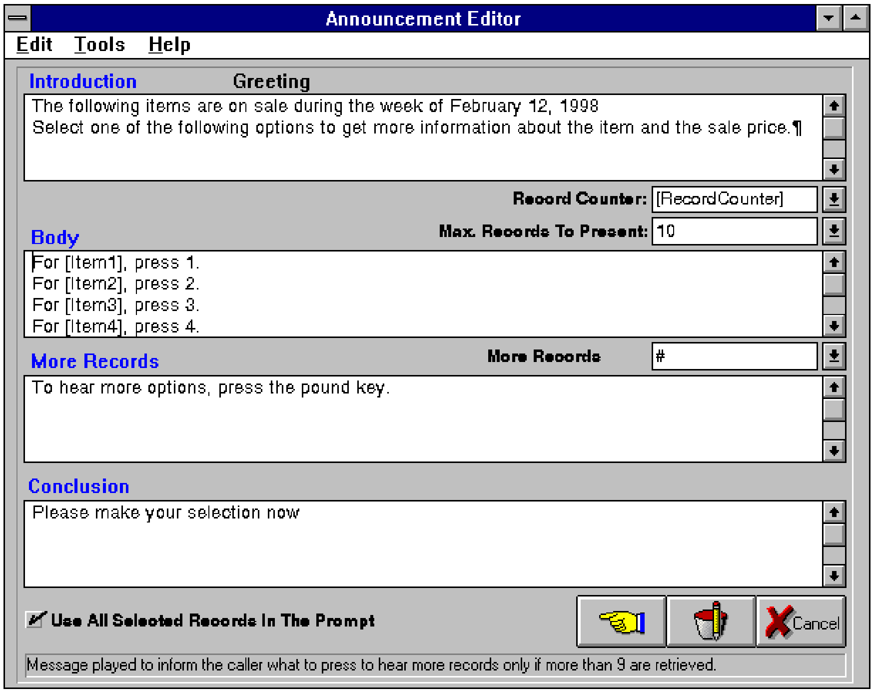

Figure B-5. Announcement Editor Screen: Dynamic >9 Mode

Buttons

Use All Selected Records In The Prompt

If this button is checked, the system displays the Announcement Editor screen in the “Use All Selected Records In The Prompt” mode. Otherwise, the system displays the screen in Normal Mode.

Use the Use All Selected Records In The Prompt mode is used to build the prompt text dynamically during application execution using the results of a previous query (the records selected from a database table). This type of menu creation can be performed for the Automatic Menu and the Prompt and Collects objects.

Return

Saves the entered text and returns to the previous screen.

Bucket Editor

Displays the Bucket Editor screen.

Cancel

Returns to the previous screen without saving any changes.

Fields

There are three possible screen formats: a format for normal processing and two formats for dynamically creating menu options. The mode associated with each field is listed beside the field name.

Use the Edit menu to cut, copy, and paste text, and insert buckets, phrases, and phrase breaks into all the text fields on the Announcement Editor screen.

Announcement Text (Normal mode)

Type the text of the prompt to be played to the caller.

Introduction (Dynamically Create Menu Options <9 and >9)

Type the text of the Introduction prompt, which is played before the list of options. The list of options is defined in the Body field.

Body (Dynamically Create Menu Options <9 and >9)

Type the text for the prompt played after the Introduction prompt. This prompt will be played once for each active record found in the previous query, creating a list of options. The maximum number of options to be played for the caller is defined in the `Max. Records to Present` field.

- The [RecordCounter] bucket should be included in the Body prompt to identify the number of each option.
- The bucket that was populated during the query should also be included in the prompt to ensure that each option in the list is unique.

For example, a previous query was used to select all the stores in the vicinity of a certain zip code. The query assigned the location of the store to a bucket called [location]. The Body text might look like this:

For [location], press [RecordCounter].

Where [location] is the bucket containing the result of the previous query and [RecordCounter] is the number of the menu option.

The caller might hear:

- "For Red Bank" (location 1), "press 1" (Record Counter).
- "For Long Branch" (location 2), "press 2" (Record Counter).
- "For Belmar" (location 3), press 3" (Record Counter).

A maximum of nine options can be presented at a time in the Body prompt.

To present more than nine options to the caller, the `More Records Touchtone` and `More Records` fields must be populated so the caller can obtain the additional options.

The value of the `Max Records to Present` field must also be greater than nine or left blank to indicate that all records found will be presented.

If the `Max Records to Present` field is left blank and less than nine records that match the selection criteria are found, only those options will be presented to the caller.

For more than nine options to present, the sample body text might look like this:

For [location], press [RecordCounter].

The caller might hear:

- "For Red Bank" (location 1), "press 1" (Record Counter).
- "For Long Branch" (location 2), "press 2" (Record Counter).
- "For Belmar" (location 3), "press 3" (Record Counter).
- "For Asbury Park" (location 4), "press 4" (Record Counter).
- "For Monmouth Beach" (location 5), "press 5" (Record Counter).
- "For Bradley Beach" (location 6), "press 6" (Record Counter).
- "For Ocean Grove" (location 7), "press 7" (Record Counter).
- "For Seaside" (location 8), "press 8" (Record Counter).
- "For Ortley Beach" (location 9), "press 9" (Record Counter).
- The More Records prompt will be played after the ninth option if there are more options to present.
- “To hear more options, press # (More Records Touchtone) now.”

If the caller presses #, he or she will hear the next set of options.

Conclusion (Dynamically Create Menu Options <9 and >9)

Type the text of the prompt played after the Body prompt has completed.

Record Counter (Dynamically Create Menu Options <9 and >9)

After the caller selects an option from the list, the Graphical Designer saves the number of the selection in the bucket specified in this field. For example, if the caller presses 2, the value of the selected bucket will be 2.

Unless otherwise specified, the caller's selection is stored in bucket [RecordCounter].

To put the caller's selection in a bucket other than [RecordCounter] you can select an existing bucket or create a new bucket:

1. Do one of the following:
   - Select a bucket from the combo box by clicking the down arrow and choosing from a list of existing buckets (of Class Number only).
   - Create a new bucket by typing the name of a new bucket in the `Bucket` field.

     NOTE:
     You must type a left bracket ([) before the name to identify this as a bucket name.

   The system displays the Bucket Editor screen, where you can enter the characteristics of the new bucket.

   NOTE:
   The new bucket must be defined as Class Number.

Max Records to Present (Dynamically Create Menu Options <9 and >9)

- Holds the maximum number of options that will be presented to the caller.
- If the number of records selected by the previous query is greater than the number in the `Max. Records to Present` field, the remaining records are not used.
- To present the caller with all the records retrieved by the query, leave this field blank.
- Up to nine options can be presented at a time.

More Records Touchtone (Dynamically Create Menu Options >9)

Contains the touchtone the caller must enter to hear the next set of menu options.

This field is enabled when the `Max. Records to Present` field is populated with a value greater than nine or left blank to indicate that all records found must be presented to the caller.

More Records (Dynamically Create Menu Options >9)

Type the text of the prompt to be played after the first set of nine options if the caller requests more options by entering the More Records Touchtone.

This field is enabled when the `Max. Records to Present` field is populated with a value greater than nine or left blank to indicate that all records found must be presented to the caller.

The More Records prompt should include the touchtone specified in the `More Records Touchtone` field to identify the touchtone the caller can use to retrieve the next set of menu options.

ASR Parameters Dialog Box

Use this screen to specify the grammars or wordlists used for Automatic Speech Recognition (ASR).

Layout

This screen (Figure B-6) is displayed when you click on the ASR button located on the Menu, Prompt and Collect, Automatic Menu, and Voice Capture screens.

Figure B-6. ASR Parameters Screen

Toolbar

Return

Returns to the previous screen.

Checkboxes

Reserve ASR Resource Before Playing Prompt

Click this box to ensure that the ASR resource is available before obtaining caller input. Note that if this box is selected, other applications will not be able to access the ASR Resource until it has been released by this application.

If the Input Mode is Touchtone, this box is disabled.

Free Reserved Resource After Caller Response

Click this box to free the ASR resource as soon as the node is executed and input is retrieved from the caller so that other applications can access it.

If the Input Mode is Touchtone, this box is disabled.

Fields

Input Mode

Click the down arrow to see a list of available grammars and wordlists that can be used for automatic speech recognition. A dialog box containing all of the grammars and wordlists that are available for the chosen conversant platform will appear. Click a grammar or wordlist to select it.

FlexWord® wordlists appear in the combo box with the words “FlexWord List” before the wordlist name. All of the other options are grammars supported by the INTUITY CONVERSANT platform chosen for the application.

If ASR is not needed for this application, click the down arrow and select the “Touchtone” option.

Mode Chosen

Contains the name of the bucket that holds the input mode used by the caller. The bucket must be defined as Class Number.

The selected bucket can contain the following values:

- If the caller enters a touchtone response, the bucket will contain a negative value.
- If the caller speaks a response, the bucket will contain a non-negative value.

You can select an existing bucket or create a new bucket:

- Select a bucket from the combo box: Click the down arrow to choose from a list of existing buckets. Click a bucket name to select it.

  Or

- Create a new bucket: Type in the name of a new bucket in the `Bucket` field. You must type a left bracket ([) before the bucket name.

This field is disabled if the Touchtone option is selected in the `Input Mode` field.

Asynchronous Events

Use this screen to specify the action to be taken if a defined Asynchronous event occurs during call processing.

When a caller terminates a call, a jump to the subroutine defined in the `Inbound Call Terminated` field will be effected.

Processing is terminated once the subroutine is executed.

NOTE:
Currently, the only asynchronous event supported is Inbound Call Termination.

Layout

The Graphical Designer displays this screen (Figure B-7) when you edit an asynchronous event object in the Design Pad.

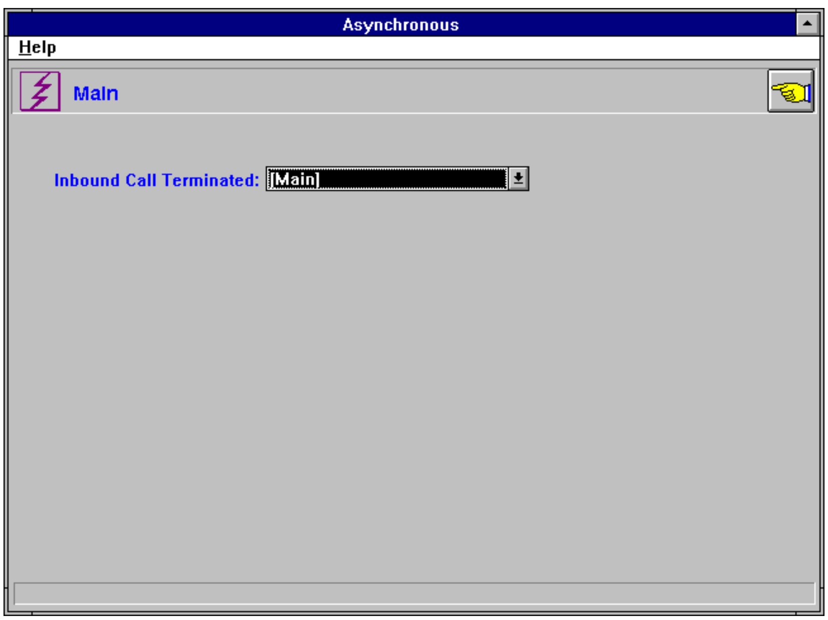

Figure B-7. Asynchronous Events Screen

Toolbar

Return

Returns to the previous screen.

Fields

Inbound Call Terminated

- Specifies the subroutine to go to if an Asynchronous event occurs during call processing.

  NOTE:
  Currently, the only Asynchronous event supported is inbound call termination.

- The Asynchronous object should appear before the Call Answer object in the call flow.
- Displays a list of all subroutines defined in the call flow. Select the subroutine to be executed when an Inbound Call Termination is detected.

Cleaning up Code

An External Function can be defined to clean up code as described below. See "External Function Definition Editor Screen" below for more information.

1. Create an External Function to clean up code.
2. Encapsulate the External Function object so it can be used as a subroutine.
3. Select the encapsulated node from the `Inbound Call Terminated` field.
4. The code clean-up routine is executed and application processing is terminated.

Automatic Menu Screen

The menu will be dynamically created during application execution using a list of records previously retrieved from a database table.

Layout

The Graphical Designer displays this screen (Figure B-8) when you edit an Automatic Menu node in a call flow.

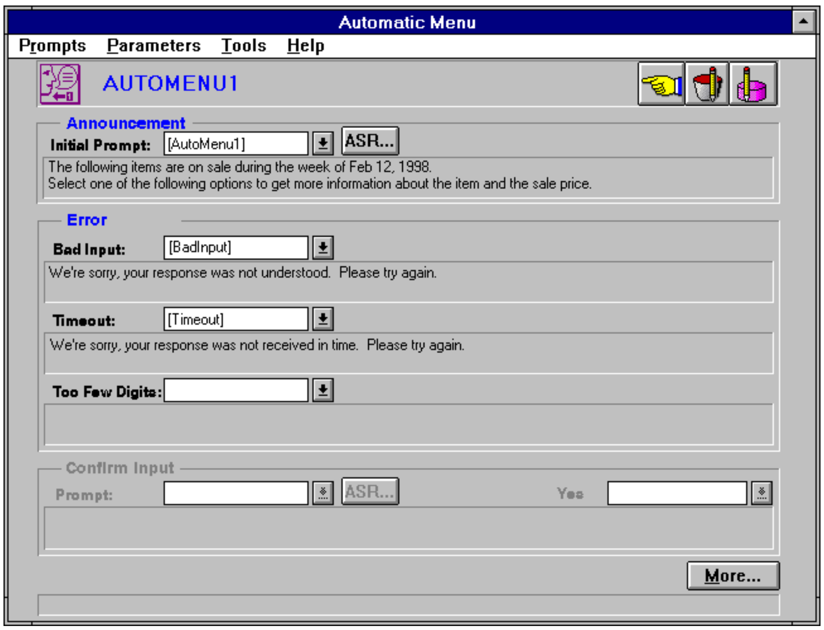

Figure B-8. Automatic Menu Screen

Data input fields appear in **bold** lettering. The data input areas for the Automatic Menu node appear in the boxes labeled “Announcement” and “Error Instruction”. The rest of the data input areas on the Automatic Menu screen appear shaded. The shaded fields are disabled and do not require user input.

When there is a down arrow located next to a field name, you can choose an existing prompt name from the combo box. Click the down arrow and select a prompt name. The name of the prompt that you select appears in the data field.

Toolbar

Return

Returns to the previous screen.

Bucket Editor

Displays the Bucket Editor screen.

Table Editor

Displays the Table Editor screen.

Buttons

ASR

Click this button to display the ASR Parameters dialog box, where you can specify the grammar or FlexWord wordlist to be used for Automatic Speech Recognition.

More

Click this button to display the Voice Response Parameters dialog box, where you can enter more details about the Automatic Menu node's behavior.

Fields

Announcement Initial Prompt

This field contains the name of the prompt played when the Automatic Menu node is executed. The default prompt name displayed is the name of the Automatic Menu node that is being edited. Define the prompt that will contain the text for the Initial prompt. You can select an existing prompt or create a new prompt.

Use an existing prompt:

1. Click the down arrow to choose from a list of existing prompts.
2. Click a prompt name to select it.

   The text of the prompt you have selected appears in the box underneath the `Initial Prompt` field.

Create a new prompt:

1. The name of the node appears in the `Initial Prompt` field. You can use this name or type in another name for the new prompt.
2. To manually name a prompt, type in the name of a new prompt in the `Initial Prompt` field and press ENTER.
3. To enter or edit the prompt text, press ENTER or click in the box located underneath the Initial `Prompt` field.

   The Announcement Editor screen, where you can enter the text for a new prompt or edit the text of an existing prompt, is displayed.

Error Prompts - Bad Input

This field holds the name of the prompt played when the caller enters an invalid response.

To enter a prompt name, select an existing prompt or create a new prompt:

Select a prompt name from the combo box:

1. Do one of the following:
   - Click the down arrow and choose from a list of existing prompts.
   - To enter the prompt text, press ENTER.

   The system displays the Announcement Editor, where you can enter the text for the prompt.

Create a new prompt:

1. Enter the name of a new prompt in the `Bad Input` field

   The system displays the Announcement Editor screen, where you can enter the text for the prompt.

Error Prompts - Timeout

This field holds the name of the prompt played when the caller fails to enter a response within the required amount of time.

To enter a prompt name, select an existing prompt or create a new prompt.

Select a prompt name from the combo box:

1. Do one of the following:
   - Click the down arrow to choose from a list of existing prompts.
   - To enter the prompt text, press ENTER.

   The system displays the Announcement Editor, where you can enter the text for the prompt.

Create a new prompt:

1. Type in the name of a new prompt in the `Timeout` field and press ENTER.

   The system displays the Announcement Editor screen, where you can enter the text for the prompt.

Error Prompts - Too Few Digits

This field holds the name of the prompt played when the caller fails to enter enough digits in his or her response.

To enter a prompt name, select an existing prompt or create a new prompt.

Select a prompt name from the combo box:

1. Do one of the following:
   - Click the down arrow and choose from a list of existing prompts.
   - To enter the prompt text, press ENTER.

   The system displays the Announcement Editor, where you can enter the text for the prompt.

Create a new prompt:

1. Type the name of a new prompt in the `Too Few Digits` field and press ENTER.

   The system displays the Announcement Editor screen, where you can enter the text for the prompt.

Bucket Editor Screen

Use this screen to create new buckets, and change or delete existing buckets.

Layout

The Graphical Designer displays this screen (Figure B-9) when you select the bucket icon on the Design Pad toolbar.

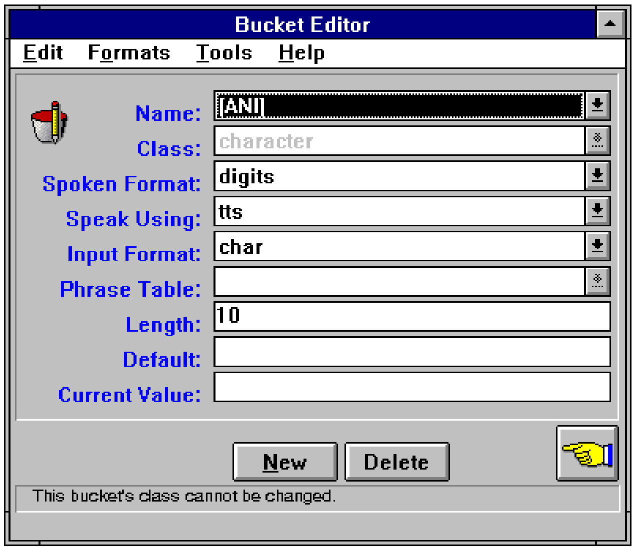

Figure B-9. Bucket Editor Screen

Buttons

New

Creates a new bucket. The system displays a dialog box where you can type in the name of the new bucket.

Delete

Deletes the currently selected bucket, as long as it is not a system bucket. If you are attempting to delete a system bucket, the system displays a dialog box indicating that you cannot delete the bucket.

Return

Returns to the previous screen.

System Buckets

The following buckets come with the Graphical Designer and are visible when you click the down arrow next to the `Name` field.

NOTE:
System buckets cannot be modified or deleted.

ANI

Contains the ANI of the caller.

Attempts

Contains the number of times the caller has tried to respond.

Channel

Contains the channel number on which the call is currently being run.

Collected Digits

Contains the touchtones entered by the caller.

Date

Contains the current system date.

Default

Bucket that you can use to hold values for testing.

DNIS

Contains the number the caller dialed to reach this application.

Errno

This bucket will be populated with an error code. The error code identifies the reason why a step in the application could not be performed. For example, the Errno bucket will be populated with a numeric value if a database table lookup could not be performed.

No Digit

Contains the value used to determine if the caller has confirmed or rejected a previously entered response. If the caller responds with the No Digit, the caller is declining his or her response.

Record Counter

This bucket can be used to step through a series of records that match the selection criteria of a database table query. Each time a record is processed, the record counter can be incremented.

Records Found

Contains the number of records found that match the selection criteria of a database table query.

Time

Contains the UNIX system time.

Yes Digit

Contains the value used to determine if the caller has confirmed or rejected a previously entered response. If the caller responds with the yes digit, the caller is confirming his or her response.

Fields

Name

Type in the name of the bucket in the `Name` field or click the down arrow next to the field for a list of existing buckets.

To view the characteristics of an existing bucket:

1. Click the down arrow to choose from a list of existing buckets.

   The system displays the attributes of the selected bucket so that you can view or edit them.

To create a new bucket:

1. Click the New button.

   The system displays a dialog box where you can type in the name of the new bucket.

   NOTE:
   The attributes for a bucket of Class Character appear as a default. These attributes can be changed for the new bucket.

Class

The type of data to go into the bucket. The `Class` field is disabled for system buckets.

Class	Description	Default Size	Default Value
Character	Can contain any value from the ASCII character set, that is, letters, numbers and any punctuation or special keys.	24	None
Currency	Includes symbols for dollars and cents used to denote monetary values.	15	$0.00
Date	Use this format to customize the representation of calendar dates.	8	01/01/97
Number	Can contain any integer value.	10	0
Real	Represents a decimal value. Can hold up to four decimal places.	10	0.0000
Time	Use this format to customize the representation of the time of day.	6	1200AM

SpokeMn Format

Click on the down arrow to select a Spoken Format to specify the way in which the bucket data is spoken to the caller.

Class	Spoken Format	Description
Character	Char	Characters are spoken in succession. A null character field is played as a pause (silence).
	Digits	The data is spoken like a number. For example, “12345” is spoken as “twelve thousand three hundred forty-five”.
	Phrase	The phrase associated to the phrase number contained in the bucket is spoken to the caller.
Currency	Dollars/cents	Both the dollars and cents portion of a monetary amount is spoken.
	Dollars	Only the dollars portion of a monetary amount is spoken. For example, “$12.45” is spoken as “twelve dollars”.
Date	M d,y	The month along with the day and year is spoken. For example, “081097” is spoken as “August tenth nineteen ninety seven”.
	mmddyy	The month is spoken as digits. For example, 081097 is spoken to the caller as “eight ten nineteen ninety seven”.
Number	Number	The bucket value is spoken as a number. If a value is negative, the word “minus” is spoken before the number.
Real	#.#	The bucket value is spoken as a number with four decimal places. For example, “6.54” is spoken as “six point five four zero zero”.
	#	The bucket value is spoken as a whole number, truncating the decimal positions. For example, “6.54” is spoken as “six”.
Time	hhmm[AP]M	The time is spoken back to the caller appending an “AM” for the time range 00:01 to 11:59 and “PM” for the time range 12:00 to 23:59.

Speak Using

Click on the down arrow to specify whether the contents of the bucket will be spoken to the caller using Text-To-Speech (TTS) or recorded speech.

Speak Using Format	Description
recorded	Use recorded phrases to speak back bucket contents.
tts	Use Text-To-Speech to speak back bucket contents.
tts address	Speak back bucket contents and expand any address abbreviations encountered. For example, “10 W. Front St.” is spoken back to the caller as “10 West Front Street”.
tts phone number	Use to speak back vanity numbers like “1 800 LUCENT1”.
tts fraction	Use to speak back fractions correctly. For example, “3/4” is spoken back to the caller as “three fourths”.
tts proper name	Use Text-to-Speech to speak back bucket contents and expand any formal name abbreviations. For example, “Mr. Edward Weatherspoon, Esq.” is spoken back to the caller as “Mister Edward Weatherspoon, Esquire”.

Input Format

Click on the down arrow to specify the format the caller must use when giving a response to be contained in the bucket.

Class	Input Format	Description
Character	Char	Interprets the input value as characters.
Currency	#*00	Interprets the input value as a monetary value. For example, “12*45” is interpreted as $12.45.
Date	mmddyy	Can be entered as month, day, and year.
	yyyymmdd	Can be entered as year, month, and day.
Number	#	Interprets the input value as integers.
Real	#*#	Interprets the asterisk in the input stream as the decimal point. For example, the value “12*34” is interpreted as “12.3400.”
Time	hhmm[AP]M	Can be entered with “AM” to indicate morning or “PM” to indicate evening.
	hhmm	Can be entered as hours and minutes.
	hh24mm	Can be entered in the 24-hour military-time format.

Phrase Table

Click the down arrow to specify which phrase table will contain this bucket.

Length

Enter the maximum length of the bucket.

Default

Select a value to be placed into the bucket at run time if the bucket is not populated during design execution.

Current Value

Displays the current value of the bucket. This information is useful when testing the design in simulation mode. You can stop the design execution at any time and check the bucket value for accuracy

Choose a Bucket Dialog Box

This dialog box selects the bucket to insert at the current cursor position in the `Announcement Text` field.

Layout

The Graphical Designer displays this screen (Figure B-10) when you select Insert Bucket on the Edit Menu or when you type in a left bracket ([) in the `Announcement Text` field.

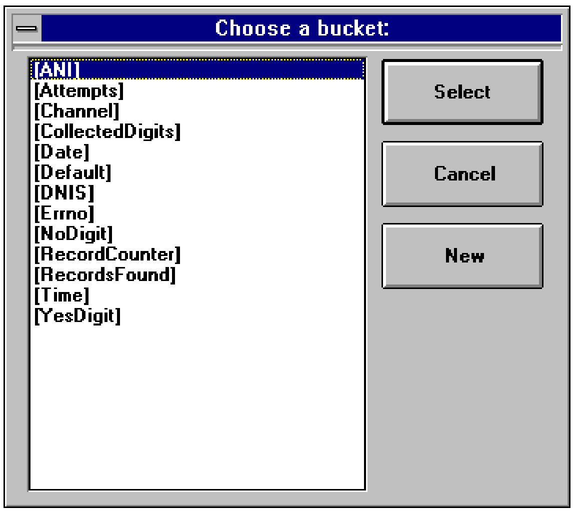

Figure B-10. Choose a Bucket Screen

Buttons

Select

Click this button to insert the selected bucket at the current cursor position.

Cancel

Click this button to return to the previous screen without selecting a bucket.

New

Click this button to create a new bucket. The system displays a dialog box where you can type in the name of the new bucket.

OK button

Click this button to continue to define the new bucket. The system displays the Bucket Editor screen, where you can assign attributes to the new bucket. Click the Return button on the Bucket Editor screen to insert the new bucket at the current cursor position.

Cancel button

Click this button to return to the previous screen without defining a new bucket.

Code Generation Screen

Use this dialog box to generate code for the target platform where the application will actually run.

Layout

The Graphical Designer displays this screen (Figure B-11) when you select the Code Generation menu command from the File Menu of the Design Pad screen

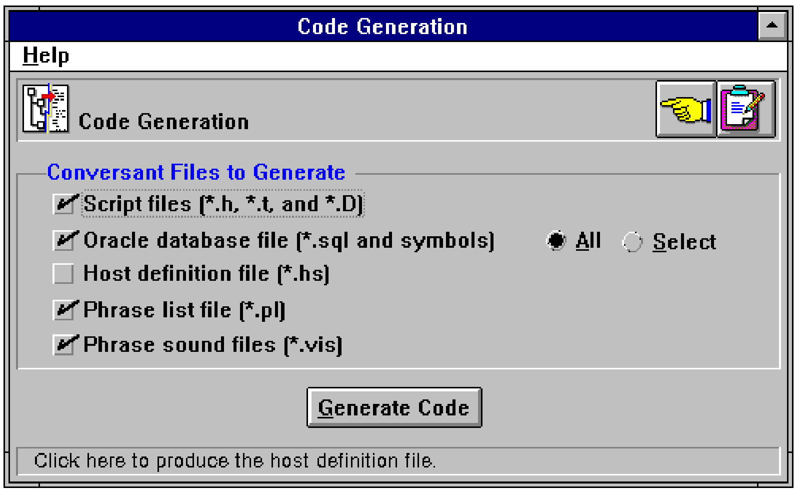

Figure B-11. Code Generation Screen

Buttons

Events Editor

Click this button to go to the Events Editor screen where you can format the Event Record created for the target system each time the application is executed. You can also define the format of each Event Record created.

Return

Click this button to return to the Design Pad screen.

Generate Code

Click this button to generate the code for the selected file types for the target system.

Fields

Conversant Files to Generate

Choose the application components for which you want to generate code for the INTUITY CONVERSANT system. The file extension is listed along with the file type so you can identify each file generated.

1. Click the box located next to the file type to select it.

   NOTE:
   You must select all file types that correspond to the components present in your design. A complete set of files is required to run the application correctly on the INTUITY CONVERSANT system.

The available file types generated when you click on the selection box are:

- Script files (*.h, *.t and *.D)
- Oracle database file (*.sql and symbols)

  The files created by the code generation appear in the Targets directory for the application.

  - All: generates code for all of the database tables defined in the application.
  - Select: displays the Database Tables dialog box where you can select the tables for which code will be generated.
- Host definition file (*.hs)
- Phrase list file (*.pl)
- Phrase sound file (*.vis)

The files created during code generation will appear in the directory for the application.

NOTE:
The application directory has the same name as the design and is located under the Apps directory of the main Lucent Technologies Graphical Designer file structure.

Data Editor Screen

Use this screen to populate local database table records with data.

Layout

The Graphical Designer displays this screen (Figure B-12) when you click the Data Editor Toolbar button located on the Table Editor screen.

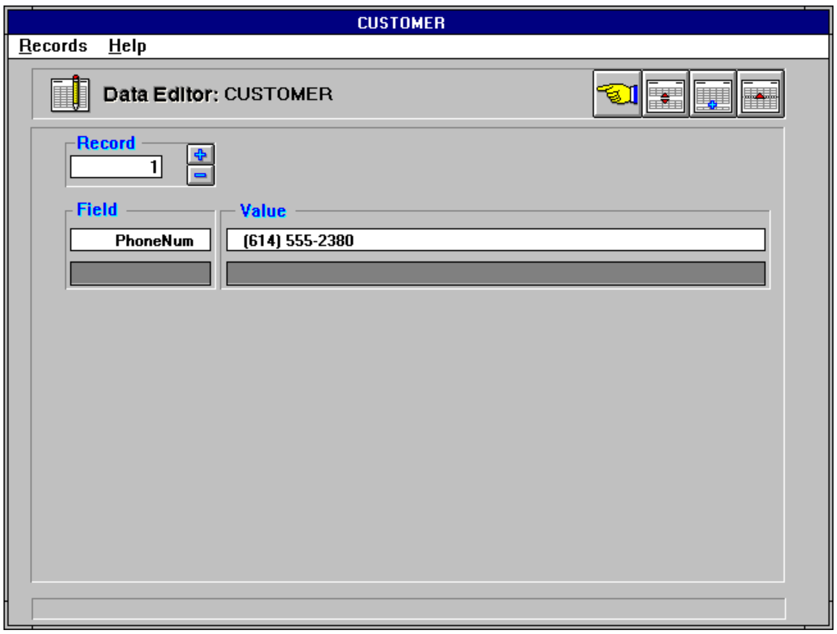

Figure B-12. Data Editor Screen

Toolbar

Return

Returns to the previous screen.

Insert Record

Inserts a record directly above the currently selected record.

Add Record

Inserts a record at the end of the table.

Delete Record

Deletes the currently selected record.

Buttons

Plus and Minus Buttons

Allows you to navigate through database table records. Click the Plus button to move ahead to the next record. Click the Minus button to move back to the previous record.

Fields

Record

Enter the number of the record you want to view or click the + or - buttons located next to the `Record` field to move to a specific record.

To move from record to record, press TAB or click the + or - buttons.

Field

Contains the list of field names defined in the database table schema.

To move from field to field, press ENTER.

Value

Contains the list of values associated with the fields in the database table. You can modify the value of a field by selecting it and clicking in the `Value` field, where you can make the necessary changes.

To update data in a record:

1. Click a field name to select it.

   The system displays the selected field information in the change area above the list.

2. Enter the updated values.

Defaults Editor Screen

Use this screen to choose the overall design defaults to be used as system, code generation, and printing defaults.

Layout

The Graphical Designer displays this screen (Figure B-13) when you select Defaults Editor on the Go Menu.

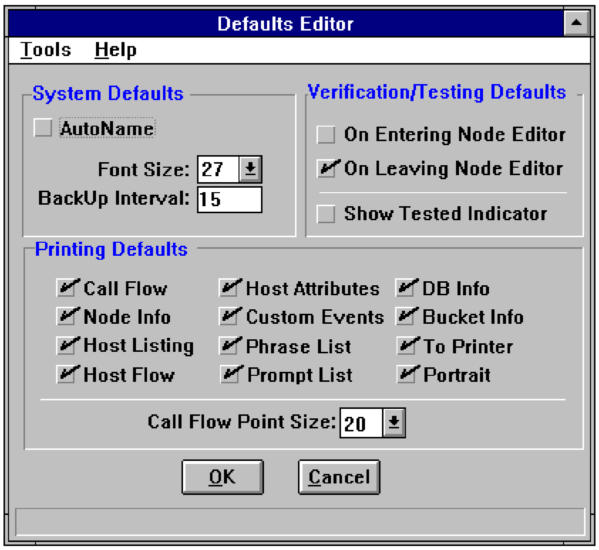

Figure B-13. Defaults Editor Screen

Buttons

OK

Put any changes made to the defaults into effect and returns you to the Design Pad screen.

Cancel

Returns you to the Design Pad screen without making any changes to the overall application defaults.

Fields

System Defaults

The following system defaults can be specified by selecting the box located next to the default name, picking a value from a list of acceptable values, or typing a value from the keyboard:

AutoName	Select this option if you want the system to automatically assign names to nodes when they are added to a call flow.
Font Size	Type in or click on the down arrow to choose the default font size to be used when displaying the call flow information. The available font sizes are 14, 18, and 27.
BackUp Interval	Type in the amount of time (in minutes) before an active design is automatically saved to the backup file.

Verification/Testing Defaults

The following defaults have to do with debugging or troubleshooting each node in your design. You can also perform Node Verification on your entire design by selecting the Verify Design menu command listed in the Edit Menu of the Design Pad screen.

On Entering the Node Editor	Select this box to test for potential problems in the currently selected node when first entering the Node Editor.
On Leaving the Node Editor	Select this box to test for potential problems in the currently selected node when leaving the Node Editor.
Show Tested Indicator	Select this box to have check marks appear next to nodes that have been executed during simulation.

Printing Defaults

The following defaults indicate what gets printed when you choose Print on the File Menu in the Design Pad. You can override any defaults selected here by selecting or deselecting the option on the Print Reports screen.

Call Flow	Prints a picture of the call flow.
Node Info	Prints a description of the nodes in a call flow.
Host Listing	Prints the node information for all of the hosts defined for this application.
Host Flow	Prints a listing of the Host Flow for the hosts defined for this application.
Host Attributes	Prints a listing of the screen information defined for a host.
Custom Events	Prints the buckets included in the custom event record.
Phrase List	Provides a list of phrases and associated phrase numbers.
Prompt List	Provides a list of the prompts used in the design.
DB Info	Provides a listing of the table schema defined in the design.
Bucket Info	Provides a list of the buckets in the design.
To Printer	Sends the information you want printed to the printer rather than saving it to a Word RTF file.
Portrait	Prints the selected information in portrait view rather than landscape view.
Call Flow Point Size	Choose the font size to be used to print out the call flows in the application. The available font sizes are 8, 12, 16, 20, 22, 26, 30, 34, and 38.

Delete Record Screen

Use this screen to delete a record or multiple records from a database table during application execution.

Layout

The Graphical Designer displays this screen (Figure B-14) when you edit a Delete Record node in a call flow.

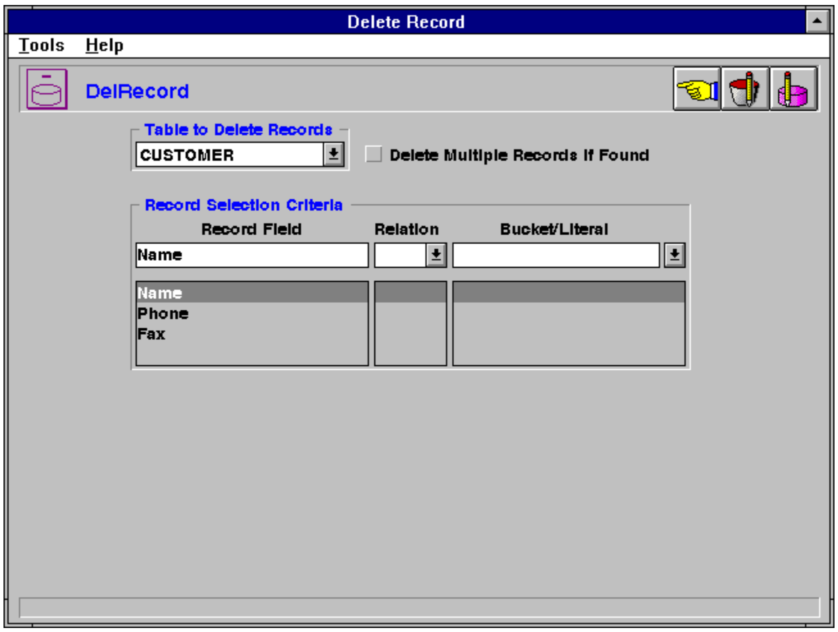

Figure B-14. Delete Record Screen

Toolbar

Return

Returns to the previous screen.

Bucket Editor

Displays the Bucket Editor screen.

Table Editor

Displays the Table Editor screen.

Buttons

Delete Multiple Records If Found

Click this button to delete all the records in the database table that match the search criteria you have established.

- If this button is checked and multiple records are found, all of the records retrieved are deleted.
- If this button is not checked and multiple records are retrieved, no records are deleted.

Fields

Table to Delete Records

Contains the name of the database table from which record(s) are deleted during application execution.

1. Click the down arrow to choose from a list of existing database tables.
2. Click a table name in the list to select it. The system displays the name you select in the `Table to Delete Records` field.

Record Selection Criteria

Lists the fields in the database table and the buckets containing the values to which the fields will be compared. You can select multiple fields to build the selection criteria.

1. Click a line in the criteria list to select a Record Field name.
2. Do one of the following to define a relation for the selection criteria:
   - Click the down arrow to choose from a list of available relations. Click a relation to select it.

     NOTE:
     The only relation currently supported is equals (=).

   - Type in a literal value or define a bucket to compare to the field

- Type in a literal value in the `Bucket/Literal` field, or click the down arrow to choose from a list of existing buckets.
- Click a bucket name to select it, or type in the name of a new bucket.

NOTE:
You must type a left bracket ([) before the bucket name.

3. Press ENTER to create the new bucket.

Design Pad Screen

Use this screen to create a call flow using objects from the object palette.

Layout

The Graphical Designer displays this screen (Figure B-15) when you select New Design from the File Menu in the Welcome Screen.

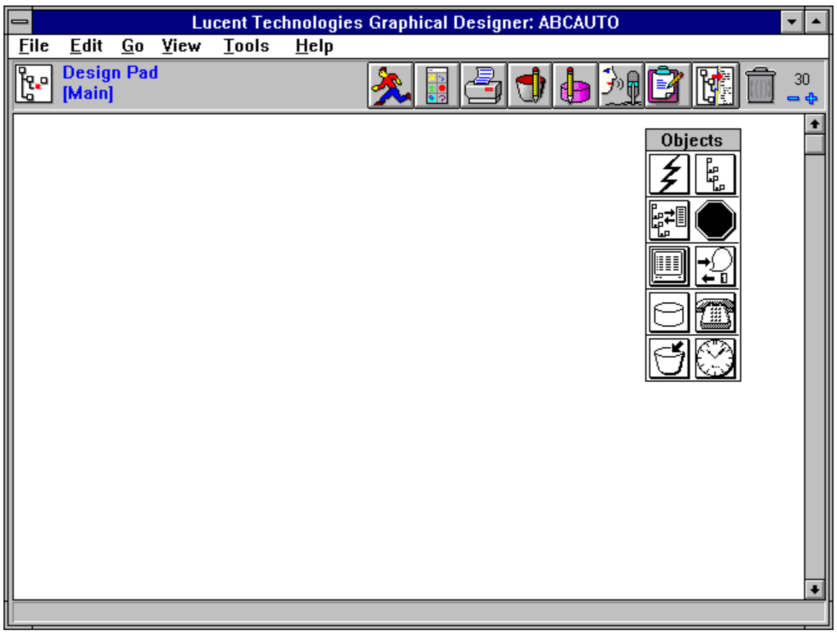

Figure B-15. Design Pad Screen

Design Pad Toolbar

Simulation Mode

Displays the Design Simulation screen. This screen allows you to test your design in simulation.

Palette

Hides or shows the Object Palette.

Print Reports

Displays the Print Reports screen. This screen allows you to print all of the components of your design.

Bucket Editor

Displays the Bucket Editor screen, where you can add or delete buckets and change the properties of existing buckets.

Table Editor

Displays the Table Editor screen, where you can create or modify local database table schema and define them to an application.

Sound Manager

Displays the Sound Manager screen, where you can record the prompts in an application.

Events Editor

Displays the Events Editor screen, where you can define the buckets to be included in the Event string.

Generate Code

Displays the Code Generation screen, where you can select the components for which to generate code for the target platform.

Icons

Encapsulation Path

Shows the name of the current call-flow path. The name of the call flow appears in brackets.

Trash Can

Drag a node from the Design Pad and drop it over this icon to delete the node and all nodes under it. Performs the same function as the Delete Node menu command in the popup menu.

Increase/Decrease Outline Levels

Use this icon to control the number of outline format levels. The maximum number of levels that can be displayed is 30. Click the minus (-) and plus (+) buttons to decrease or increase the number of levels. You can show or hide branches underneath nodes in the call flow.

This icon can be used to save screen space by hiding or shrinking unimportant nodes in the call flow.

Creating Call Flows:

The Design Pad Screen contains the area in which you create a call flow.

To create a call flow:

1. Click an object on the Object Palette to select it. Do not release the mouse button, continue to hold the object.
2. Drag the object across the screen to the Design Pad area.
3. Drop the object onto an empty branch by releasing the mouse button. If the object is the first object in your call flow, you may drop it anywhere in the Design Pad.

Object Palette

Figure B-16 displays all of the objects that can be used to create call flows.

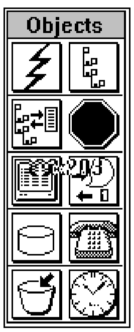

Figure B-16. Object Palette

Object Palette Components:

Add Record	Use this object to add a record to a database table during design execution.
Announcement	Use this object to play a simple announcement to the caller.
Asynchronous Event	Use this object to define Asynchronous Event handling such as inbound call termination.
Autometic Menu	Use this object to create a menu of choices derived from a list of previously retrieved database table records.
Call Answer	Use this object to answer incoming calls.
Call Disconnect	Use this object to disconnect the incoming call.
Delete Record	Use this object to delete record(s) from a database table during application execution.
Encapsulation	Use this object to remove the appearance of a portion of a call flow by “collapsing” the nodes into a subroutine.
External Function	Use this object to call an external function to transmit/receive information or perform functions outside of the Graphical Designer.
Halt	Use this object to halt the execution of an application.
Host Connectivity	Use this object to check the status of the connectivity between a host machine and an application.
Menu	Use this object to present the caller with a list of options to choose from.
Prompt and Collect	Use this object to prompt the caller for data. The data can then be saved for later use.
Query Table	Use this object to retrieve records from a database table based upon the specified selection criteria.
Send Data	Use this object to identify the format of screen data to be sent to a host machine in the network.
Send/Receive Data	Use this object to identify the format of the data to be sent to or received from a host machine in the network. **NOTE:** This object is also known as Host I/O
Set	Use this object to set buckets to expressions and to branch based on specific values.

Timebranch	Use this object to branch based on time of day, day of the week, or a specific date.
Transfer Call	Use this object to transfer a call to an agent.
Update Table	Use this object to change the data within a specified database table.
Voice Capture	Use this object to record a caller's spoken response.

Popup Menu

The Graphical Designer displays a popup menu when you click a node in a call flow. This menu allows you to perform maintenance on a node and to define the object characteristics.

To use the popup menu:

1. Click any node or branch to display it.
2. Choose a command from the menu by clicking it.
3. To close the menu, click anywhere outside of it.

Branch Notes

The text you enter here is displayed in the dynamic context-sensitive help area of the screen.

Each time you pass the mouse over the annotated branch, the text you entered is displayed in the lower left corner of the Design Pad screen.

Connect Node

Connects a node to the currently selected branch. You are able to choose from a list of existing disconnected nodes after selecting this command.

Copy Callflow

Creates a new call flow node and places it on the selected branch. The new node contains a copy of the existing call flow of your choice. Later changes made to either call flow do not impact the other.

Delete Branch

Removes the currently selected branch from the call flow. Note that all nodes under the selected branch are also deleted.

Delete Node

Removes the currently selected node from the call flow. Note that all nodes under the selected node are also deleted.

Disconnect Node

Disconnects the currently selected node and all the nodes under it. The resulting tree is placed at the bottom of the call flow.

Edit Node

Displays the Editor screen where detailed information about node behavior can be defined for the currently selected node.

Encapsulate

Replace the selected node with a new call flow node. The selected node and all nodes under it are contained in the new encapsulated call flow node. Encapsulation turns the selected call flow into a subroutine that can then be reused elsewhere in your design.

Insert Branch

Inserts a branch above the selected branch.

- If the branch hangs off a Timebranch node, the system displays the Timebranch Events dialog box, where you can choose the time-based event for the branch.
- If the branch hangs off a Set node or Encapsulated node, the system displays a dialog box, where you can type in the name of a new branch.
- If the branch hangs off a Host Send/Receive node, the system displays the Choose a Screen dialog box, where you can select a receive screen branch.

Otherwise, the system displays the Touchtones dialog box where you can define a touchtone event.

Jump to Node

You are able to choose from a list of existing nodes after selecting this command. Click one of the nodes listed to select it.

When a Jump to Node is created on the currently selected branch, it also creates a pointer to an existing node. A jump to that node in the call flow occurs when this branch is executed.

New Node

Connects a new node to the currently selected branch. The system displays the Node Classes dialog box, where you can choose an object type from the node classes listed.

You can use this menu command instead of dragging an object from the Object Palette to the Design Pad.

Notes

Notes can be used to provide additional comments about nodes within a call flow. The system displays the text you type in for this node in the dynamic context-sensitive help area of the screen.

Each time you pass the mouse over the annotated node, the system displays the text you entered in the lower left corner of the Design Pad screen.

Print Node

Use this command to print information about the currently selected node.

Rename Branch

Changes the name of an existing branch. Once you have renamed a branch, you can only access it by the new name. All references to the old name now point to the new name.

Rename Node

Changes the name of an existing node. Once you have renamed a node, you can only access it by the new name. All references to the old name now point to the new name.

Reuse Callflow

Creates a new call flow node and places it on the selected branch.

The new node contains a copy of an existing call flow of your choice. Later changes made to the “reused” call flow affects the original call flow and vice-versa. For example, if either node is deleted, or if a node within one of the call flows is modified, both nodes are affected.

Set Break Point

Inserts a break point at the currently selected node. During design simulation, execution halts before the execution of this node. This command is useful for debugging call flows. Establish break points so you can verify the contents of buckets to make sure they contain the correct values.

Design Simulation Screen

Use this screen to simulate the execution of your application. You can use it to test the behavior of your application and to demonstrate the application to others.

Layout

This screen (Figure B-17) is displayed when you do either of the following:

- Initiate the simulation mode menu command in the Go menu of the Design Pad screen.
- Click the Simulate Design Toolbar Button located in the Toolbar of the Design Pad screen.

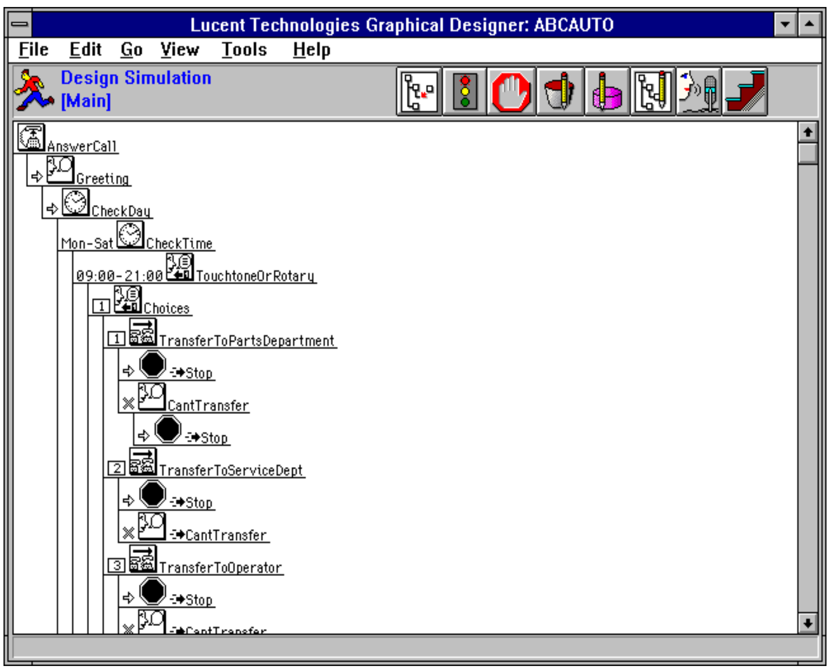

Figure B-17. Design Simulation Screen

Toolbar

Design Pad

Click this button to exit simulation mode and return to design mode (Design Pad screen).

Traffic Light

Starts and stops the design simulation. The green light is highlighted if the design is currently running in simulation mode. The red light is highlighted if the design is not currently running.

Stop

Inserts a break point at the currently selected node. During design simulation, execution halts before the execution of this node.

Bucket Editor

Displays the Bucket Editor screen.

Table Editor

Displays the Table Editor screen.

Edit

Allows you to edit the selected node.

Sound Manager

Displays the Sound Manager screen.

Stepper

Stops the design simulation at the beginning of each node. This is useful in the debugging of call flows. You can check the values of buckets after the execution of each node.

Icons

Encapsulation Path

Displays the current encapsulation path. The name of the currently selected call flow appears in brackets.

Design Pad

You can watch the progress of your simulation here.

- As each node is executed, it is highlighted.
- Caller responses can be simulated by entering a response in the Design Simulation Prompter window.
- You can double-click any node on the Design Pad to display the popup menu and choose a command.

Design Simulation Prompter Window

This window is displayed whenever a prompt is played to a caller during simulation.

You can leave the window at any time by clicking the Stop button. The window will continue to be displayed until no more tries remain.

Layout

The Graphical Designer displays this screen (Figure B-18) to simulate playing an announcement to a caller.

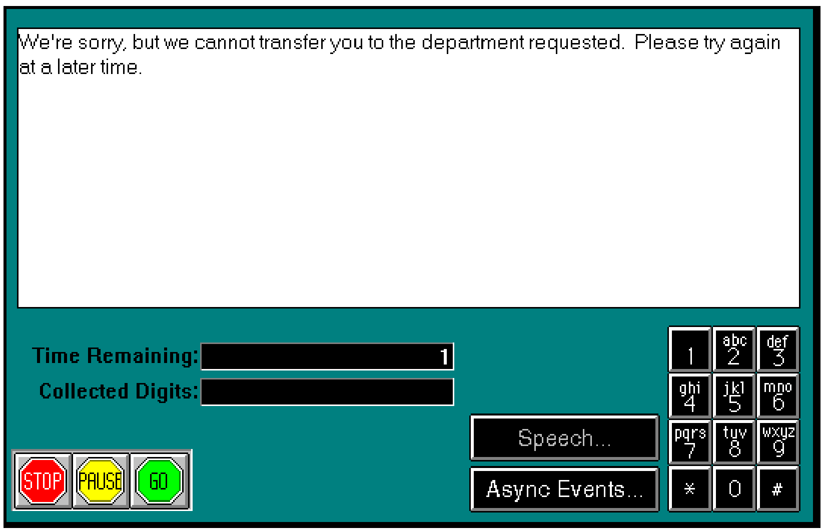

Figure B-18. Design Simulation Prompter Screen

Buttons

Stop

Stops simulation of the application and causes the system to display the Design Pad screen.

Pause

Temporarily halts the simulation of the application. Use this button to review the text in the Prompter window.

Go

Continues the simulation of the application and executes the next node in the call flow.

Speech

Click this button to simulate speech for selected words when Automatic Speech Recognition is specified. The system displays the Select a Word dialog box, where you can select a grammar.

Async Events

Click this button to simulate the occurrence of an Asynchronous Event.

NOTE:
Currently, inbound call termination is the only Asynchronous Event that can be simulated.

Touchtone Pad

The Touchtone Pad appears so you can enter touchtone responses to the prompts played for the caller.

You can enter touchtones in two ways:

- Click the keypad to select touchtones
- Use the number keys on the keyboard to enter touchtones.

Fields

Prompt Text

Displays the text of the prompt played to the caller.

Time Remaining field

The remaining amount of time (in seconds) within which the user must enter a response.

Collected Digits field

Contains the touchtones that the user has entered.

Events Editor Screen

Use this screen to build a custom event record.

- A custom event record is used to collect information about a call that can then be used to generate reports at a later time.
- The record is written to a special events file on the target machine.

Layout

The Graphical Designer displays this screen (Figure B-19) when you do one of the following:

- Click the Events Editor in the Go Menu of the Design Pad or Design Simulation screens.
- Click the Custom Events Toolbar button located in the Toolbar of the Design Pad screen.

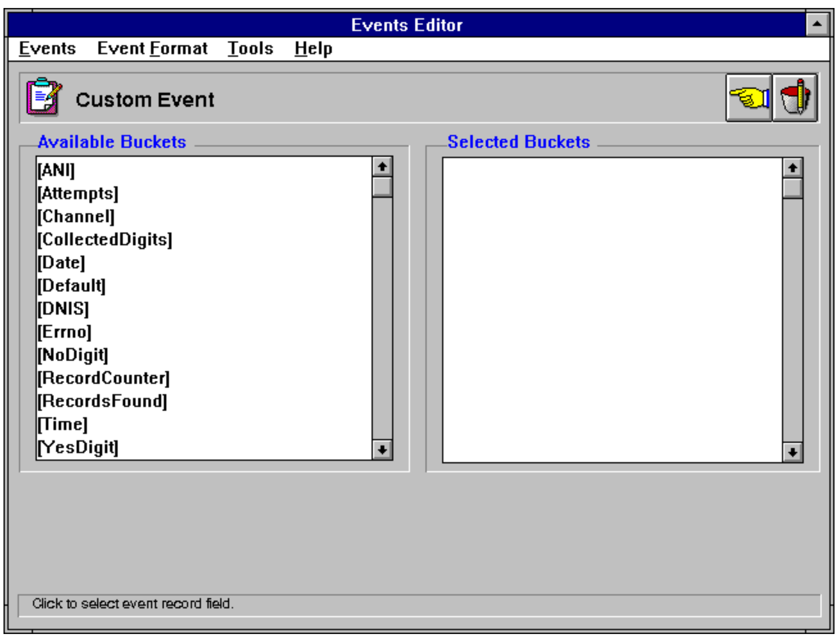

Figure B-19. Events Editor Screen

Toolbar

Return

Returns to the previous screen.

Bucket Editor

Displays the Bucket Editor screen.

Fields

Available Buckets

Choose a bucket to be included in the event record by clicking the bucket name. The bucket selected in the `Available Buckets` field is placed below the currently selected bucket in the `Selected Buckets` field.

Selected Buckets

This field displays the list of buckets that will make up the event record. The buckets are written to the event record in the exact order in which they appear in this list. To change the sequence of the buckets listed in the event record, use the options available in the Events Format Menu.

Call Event Data Format Options Fields

Destination

Specifies the way in which the Event Record information will be stored.

- `standard event db:` uses a called function to retrieve the Event Record string and stores the information in the Standard Event Database on the INTUITY CONVERSANT system.
- `other:` uses a function developed by an application programmer to retrieve the Event Record string for special processing.

Output Format

Specifies the way in which the Event Record information is formatted when it is retrieved. The maximum length for an Event Record string is 400 bytes.

- `five 80 byte records:` the data is stored in five 80-byte records.
- `all records separate:` a separate record is created for each bucket defined in the Event Record string.
- `one 400 byte record:` the data will be stored in one 400-byte record.

Event Separator

Specifies the character that will be used to separate each field in the Event Record string.

- bar
- colon
- comma

Pad Character

Specifies how fields are padded if there is not enough data to fill the defined space for the bucket.

- zero
- null

The field length can be padded with null or zeroes.

Expressions Dialog Box

Use this dialog box to set a bucket to an expression from the Set screen. The expression can then be used by the Set node as a branch condition.

There are different formats for the Expressions dialog box depending upon the type or mode of expression you select. A screen is listed along with descriptions of the fields for each of the following:

- Arithmetic Mode
- Assign Mode
- Concat Mode
- ItemCount Mode
- ItemOf Mode
- Length Mode
- Next Record Mode
- Parse Mode
- Prev Record Mode
- Substring Mode

Each field is listed along with the possible values that can be entered for that field. You can select a bucket by clicking on the down arrow located next to the field name. If you type in a bucket name, you must enter a left bracket ([) before the name.

The buttons available on the Expressions dialog box are the same for all of the different formats and are listed in this section before the screen formats.

Buttons

Return

Saves your expression and returns to the Set screen.

Bucket Editor

Displays the Bucket Editor screen.

Cancel

Returns to the Set screen without saving any changes.

Modes

Arithmetic Mode

This mode is used to assign the result of an arithmetic expression to a bucket. The Destination bucket, located before the equals (=) sign, holds the result of the assignment.

Layout

The Graphical Designer displays this screen (Figure B-20) when you select an expression on the Set screen.

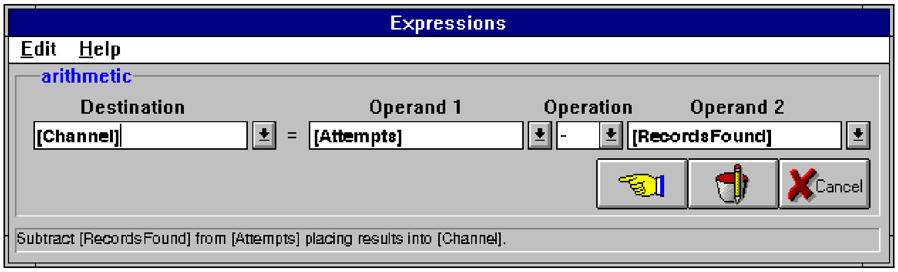

Figure B-20. Arithmetic Mode Screen

Destination

Selects the bucket to be populated with the result of the arithmetic operation. The bucket can be defined as one of the following Classes: Number, Real, Currency, Date, or Time. The Destination bucket must be of the same Class as the buckets selected as Operands 1 and 2.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

   The system displays the Bucket Editor screen, where you can define the characteristics of the new bucket.

Operand 1

Type in a literal value or define a bucket name in this field.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

   The system creates a new bucket with the same characteristics as the Destination bucket.

Operation

Click the down arrow to choose an operation from the combo box:

- + : addition
- - : subtraction
- * : multiplication
- / : division

Operand 2

You can type a literal value or define a bucket name in this field.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

   The system creates a new bucket with the same characteristics as the Destination bucket.

Assign Mode

Layout

The Graphical Designer displays this screen (Figure B-21) to assign a value to a bucket.

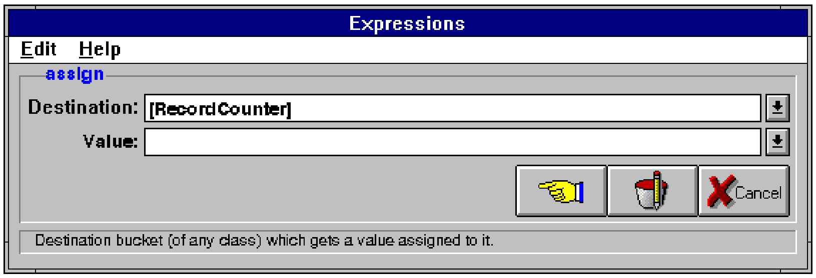

Figure B-21. Assign Mode Screen

Destination

Specify the bucket to which the data from the `Value` field will be assigned.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

   NOTE:
   You must type a left bracket ([) before the bucket name.

Value

Enter the value to be assigned to the Destination bucket. This value can be entered as a literal or you can choose a bucket name.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

   NOTE:
   You must type a left bracket ([) before the bucket name.

Concat Mode

Layout

The Graphical Designer displays this screen (Figure B-22) to append one string to another. For example, if String 1 contains “abc” and String 2 contains “def”, the Destination bucket will contain “abcdef”.

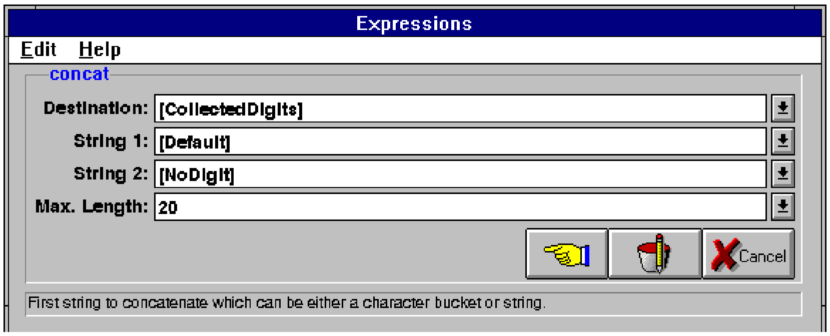

Figure B-22. Concat Mode Screen

Destination

Specifies the bucket to which the concatenation of String 1 and String 2 will be assigned. The bucket must be defined as Class Character.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

   The system creates a bucket of Class Character.

String1

Specify the literal or bucket to assign a value to String 1.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

String2

Specify the literal or bucket to assign a value to String 2.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

Max Length

Enter the maximum length of the concatenated string that can be placed in the Destination bucket. If the concatenated string is longer than this length, the right-most characters are truncated.

You can type in a literal value or select a bucket defined as Class Number.

ItemCount Mode

Layout

The Graphical Designer displays this screen (Figure B-23) to count the number of items in a bucket. Items are separated by commas. For example, the number of items in the string “a,bc,d” is three.

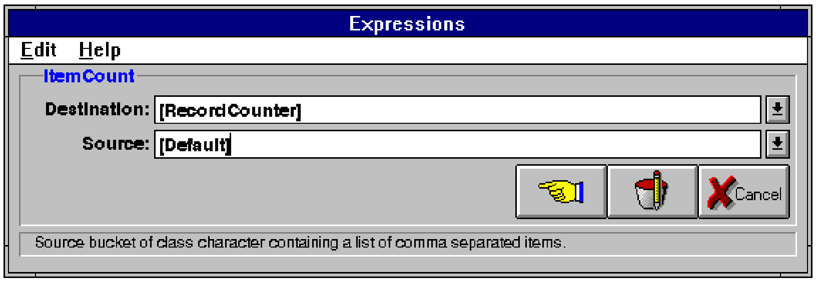

Figure B-23. ItemCount Mode Screen

Destination

Specifies the bucket that contains the number of items counted in the Source bucket. This bucket must be defined as Class Number.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

Source

Specifies the bucket that will contain the items to be counted. This bucket must be defined as Class Character.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

ItemOf Mode

Layout

The Graphical Designer displays this screen (Figure B-24) to extract an item from a bucket. Items are separated by commas. For example, item 2 of the string “a,bc,d” is “bc” based on its position within the string.

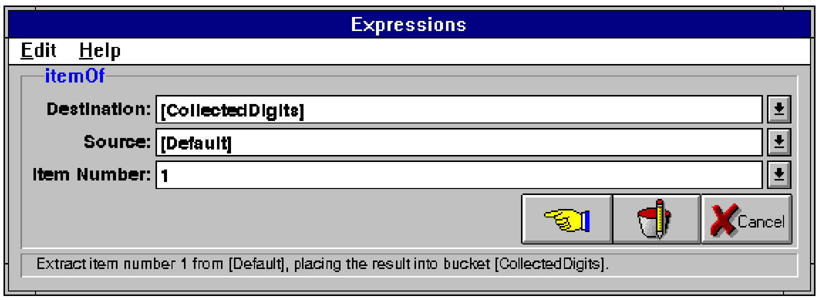

Figure B-24. ItemOf Mode Screen

Destination

Specifies the bucket that will contain the item extracted from the Source bucket. This bucket must be defined as Class Character.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

Source

Specifies the bucket that contains the item(s) to be extracted and placed in the Destination bucket. This bucket must be defined as Class Character.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

Item Number

Position of the item to be extracted in the Source bucket item list. This value can be entered as a literal or specified as a bucket defined as Class Number. To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

Length Mode

Layout

The Graphical Designer displays this screen (Figure B-25) to calculate the number of characters in a string. For example, if the value of the String bucket is “abc”, the Destination bucket is populated with “3”.

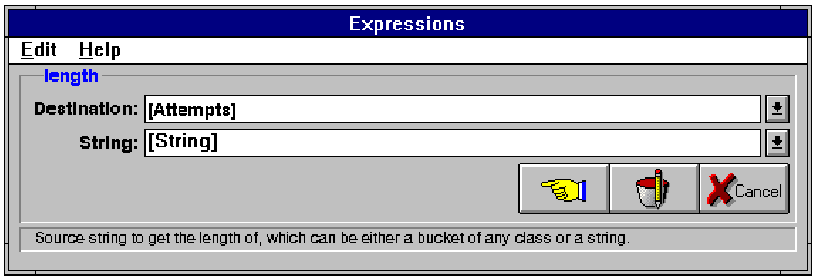

Figure B-25. Length Mode Screen

Destination

Specifies the bucket that will contain the number of characters within the bucket displayed in the String field. This bucket must be defined as Class Number.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

   NOTE:
   You must type a left bracket ([) before the bucket name.

String

Specifies the literal or bucket that will contain the character string to be counted. This bucket can be defined as any Class.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

   NOTE:
   You must type a left bracket ([) before the bucket name.

Next Record Mode

This mode is used to step through a list of records already selected by the most recent query.

- The record after the currently selected record is selected, and its field values are assigned to the buckets as specified in the most recent query.
- If there are no more records in the list, the bucket values are set to null.

Layout

The Graphical Designer displays this screen (Figure B-26) to step through a list of records already selected by the most recent query.

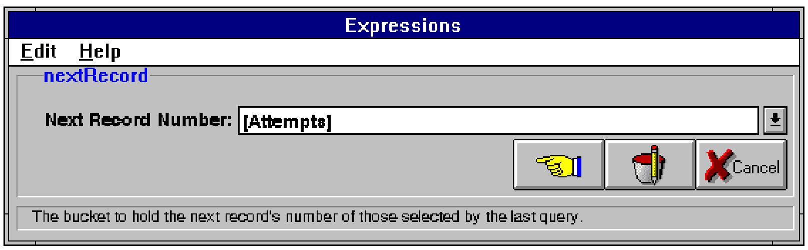

Figure B-26. NextRecord Mode Screen

NextRecord Number

Specifies the bucket that will contain a value indicating the position of the next record in the list of retrieved records. This bucket must be defined as Class Number.

To enter a bucket name

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

   NOTE:
   You must type a left bracket ([) before the bucket name.

Parse Mode

This mode is used to extract a portion of a string and place it in a Destination bucket.

- The string that appears before the specified separator characters will be extracted.
- The Source string is then be stripped of the substring and the separator characters.

For example, if the Source string is “ab,<c” and the separator characters are “,<“, the Destination bucket will contain “a”. The Source string data is updated to contain only the remaining character(s), which, in this case is “c”.

- If the separator characters appear more than once, right after each other, all instances of the separator characters are removed in the Source string.

For example, if the Source string is “a,<,<, c” and the separator characters are “,<“ the Destination bucket will contain “ab”. The Source string is stripped of the characters “ab” and changed to “c”.

Layout

The Graphical Designer displays this screen (Figure B-27) to extract a portion of a string and place it in a Destination bucket.

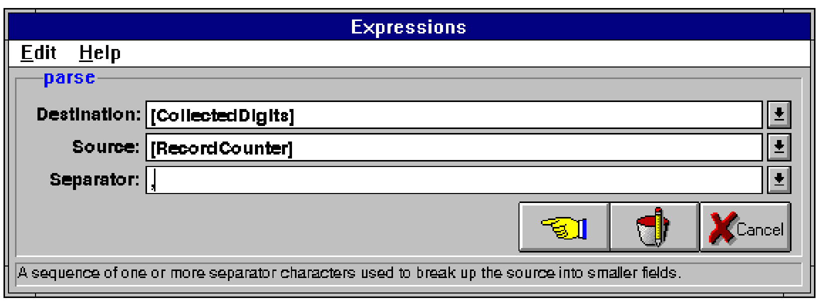

Figure B-27. Parse Mode Screen

Destination

Specifies the bucket that will contain the string extracted from the Source string. This bucket must be defined as Class Character.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

Source

Specifies the bucket containing the string from which the substring is extracted. After the extraction occurs, the Source string will contain only the characters that remain. This bucket can be defined as any Class except Class Number.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

Separator

Contains the value that separates the substring to be extracted from the rest of the string. This value can be entered as a literal or specified as a bucket defined.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

PrevRecord Mode

Use this mode to step backwards through a list of records already selected by a previous query.

- The record before the currently selected record is selected, and its field values are assigned to the buckets as specified in the most recent query.
- If there are no more records in the list, the bucket values are set to null.For example, the last query selected three records. Originally, the record number was equal to 1, and all of the buckets defined in the `Assignments From Selected Fields` fields of the Query Table screen were populated with the values of the first selected record. If you add a Next Record expression, the record number is now equal to 2 and the buckets are populated with the values contained in the second record. If you add a PrevRecord expression at this point, the record number is equal to 1 again and the buckets are set back to their original values.

Layout

The Graphical Designer displays this screen (Figure B-28) to step backwards through a list of records already selected by a previous query.

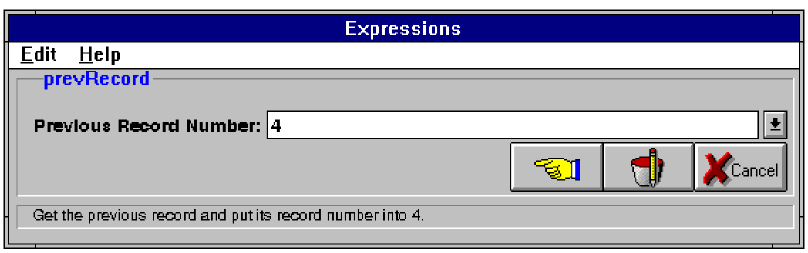

Figure B-28. PrevRecord Mode

Previous Record Number

Specifies the bucket that will contain the position of the previous record in the list of selected records. The bucket must be defined as Class Number.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

If the end of the list has been reached, the value of this bucket is set to null.

Substring Mode

Use this mode to extract a substring from another string starting at a specified position. The first character in the string is defined as position “0”.

For example, if the Source string is “abcdef” and the Start value is 2, then the Destination bucket will be valued with “cdef”.

Layout

The Graphical Designer displays this screen (Figure B-29) to extract a substring from another string starting at a specified position.

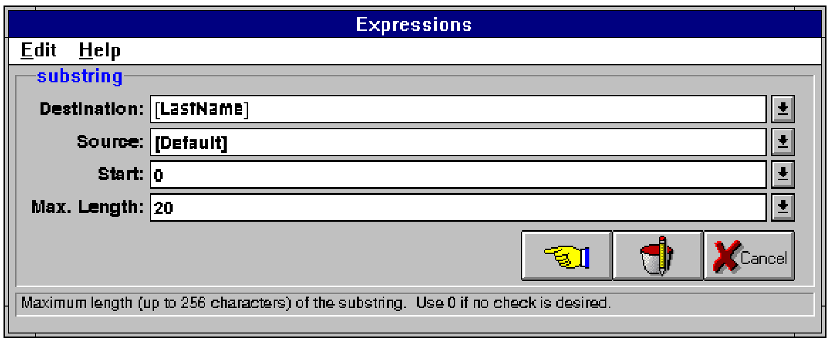

Figure B-29. Substring Mode Screen

Destination

Specifies the bucket that will contain the string to be extracted from the Source string. This bucket must be defined as Class Character.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

Source

Specifies the bucket that will contain the string from which the substring will be extracted. This bucket must be defined as Class Character.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

Start

The position in the Source string at which to begin the extraction of the substring. The starting position of the first character is assigned the value “0”.

This value can be entered as a literal or specified as a bucket. The bucket must be defined as Class Number.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

Max Length

Specifies the maximum length of the string that can be placed in the Destination bucket. If the extracted string is longer than this length, the right-most characters are truncated.

This value can be entered as a literal value or specified as a bucket. The bucket must be defined as Class Number.

To enter a bucket name:

1. Do one of the following:
   - Click the down arrow to choose an existing bucket.
   - Enter the name of a new bucket.

     NOTE:
     You must type a left bracket ([) before the bucket name.

External Function Screen

Use this screen to call an external function during application execution.

NOTE:
External Functions are defined using the External Function Definition Editor screen, which can be accessed from the Go menu located in the Menu Bar of the Design Pad screen.

Layout

The Graphical Designer displays this screen (Figure B-30) when you edit an External Function node in a call flow.

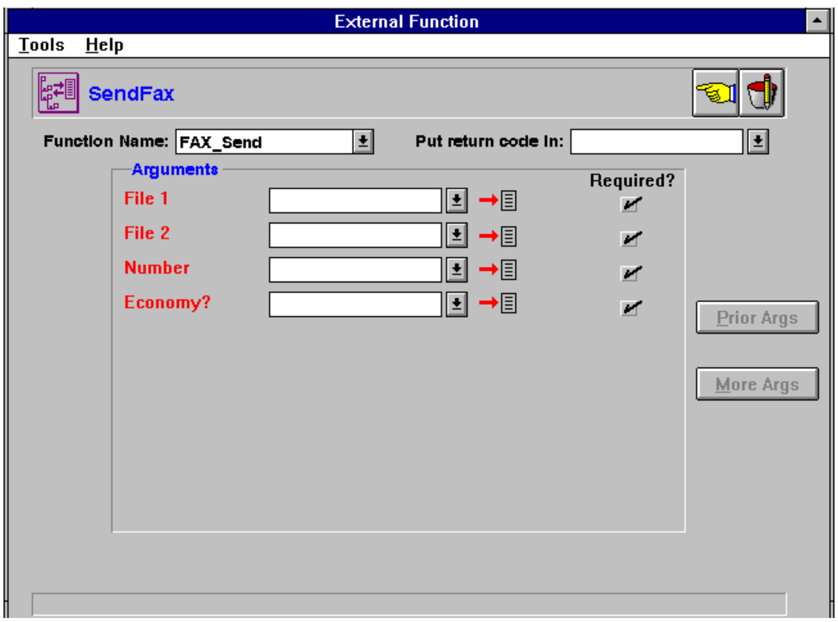

Figure B-30. External Function Screen

Toolbar

Return

Returns to the previous screen.

Bucket Editor

Displays the Bucket Editor screen.

Buttons

Required?

Specifies whether the argument is required when sending data to or receiving data from an external function.

Prior Args

Click this button if you are on the last page of arguments and you want to review a previously displayed argument.

Only 10 arguments can be displayed on a page. This button will be enabled if the external function has more than 10 arguments.

More Args

Click this button to review the next page of arguments for the external function.

Only 10 arguments can be displayed on a page. This button will be enabled if the external function has more than 10 arguments.

Fields

Function Name

Specifies the function that you want to call from this node.

To select a function:

1. Click the down arrow located next to this field to reveal a combo box containing the existing user/systems External Functions.
2. Click an External Function name to select it.

   All of the arguments defined for this External Function will be displayed in the Arguments field.

You can create a new External Function on the External Function Definition screen. This screen is accessed by selecting the External Function Definition Editor menu command in the Go menu of the Design Pad screen.

Arguments (Name)

Lists the name, value, direction, and required status of each argument defined for the External Function selected.

External Function Definition Editor Screen

Use this screen to define or edit any External Function accessed by an application.

Layout

The Graphical Designer displays this screen (Figure B-31) when you select the External Function Definition Editor menu command located in the Go menu of the Design Pad screen.

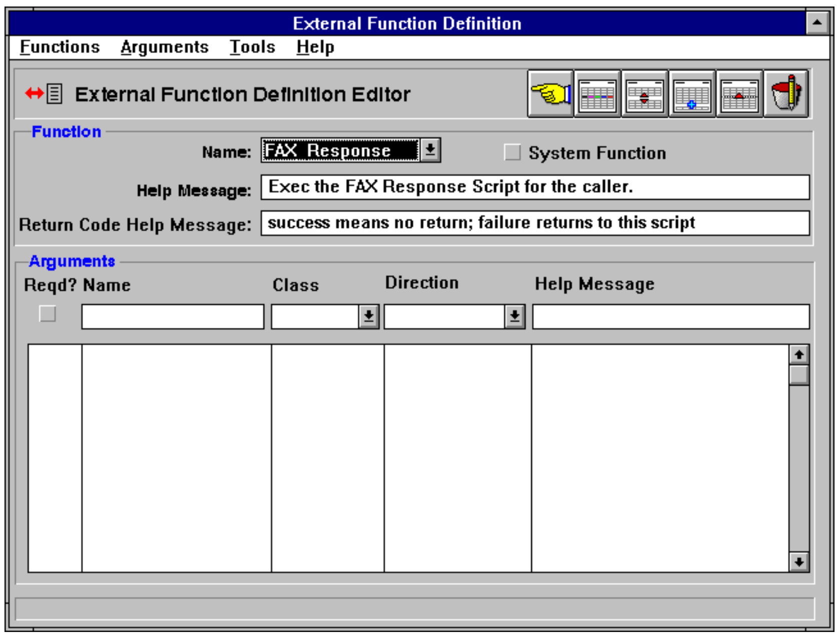

Figure B-31. External Function Definition Editor Screen

Toolbar

Return

Returns to the previous screen.

Update

Updates the selected argument.

Insert

Inserts a new argument directly before the selected argument.

Append

Inserts a new argument at the end of the argument list.

Delete

Deletes the currently selected argument.

Bucket Editor

Displays the Bucket Editor screen.

Buttons

System Function

Click this button to define the current External Function as a System Function. If left blank, the External Function will be defined as a User Function.

Required?

Click this button to specify whether or not the argument is required when interfacing with the External Function.

Fields

Function Name

Specifies the name of the External Function definition to view or edit.

To select an existing External Function:

1. Click the down arrow to choose from a list of existing External Functions.
2. Click an External Function name to select it.

To create a new External Function

1. Select the New Function menu command from the Functions menu located in the Menu Bar.
2. Enter the name of the new External Function.

Help Message (Function)

Type in a message to appear in the dynamic context-sensitive help area in the bottom left portion of the screen. The message appears whenever the user passes the mouse over the Function Name field on the External Function screen.

Return Code Help Message

Type in a message to appear in the dynamic context-sensitive help area in the bottom left portion of the screen. The message appears whenever the user passes the mouse over the `Put return code in` field on the External Function screen.

Name (Argument)

Enter the name of the argument in this field. You can create or add arguments in this field.

To create a new argument:

1. Type in the Argument name.
2. Define the Class, Direction, and Help Message for the argument.
3. Click the Append Argument Tool to add the record to the end of the Argument list.

You can also select the New menu command from the Arguments menu located in the Menu Bar.

Class

Specifies the class of data for the argument listed in the `Name` field.

To select a class of data:

1. Click the down arrow to choose a data class. The available data classes are character, currency, date, number, real, and time.
2. Click a class name to select it.

Direction

Specifies the direction of the argument data flow.

To select a direction:

1. Click the down arrow to choose from a list of directions for the argument.
   - Right arrow: Indicates that the argument is being sent TO the External Function.
   - Left arrow: Indicates that the argument is being sent FROM the External Function.
   - Double arrow: Indicates that the argument is being sent TO and received FROM the External Function.
2. Click a Class name to select it.

Help Message (Argument)

Type in a message to appear in the dynamic context-sensitive help area in the bottom left portion of the screen. The message appears whenever the user passes the mouse over the `Arguments` fields on the External Function screen.

Argument List

Click a line to select an argument from the list. The argument will appear in the change area above the list where you can modify it.

To add arguments to an External Function:

1. Enter the argument information in the area above the argument list.
2. Click the Append Argument Toolbar button to add the argument to the list.

To change an argument on the list:

1. Select the argument by clicking on it.
2. Make any changes in the area above the argument list.
3. Click the Change Argument Toolbar button to change the argument information.

To delete an argument from the list:

1. Select the argument by clicking on it.
2. Click the Delete Argument Toolbar button to delete the argument.

To insert an argument directly above the selected argument:

1. Enter the argument information in the area above the argument list.
2. Select a line in the argument list by clicking on it.
3. Click the Insert Argument Toolbar button to insert the new argument directly above the selected line.

FlexWord Editor Screen

Use this screen to define the grammars in the wordlist(s) defined for an application using FlexWord speech recognition.

FlexWord speech recognition allows the application developer to create custom grammars for an application instead of using the standard grammars available. It is used so callers can speak the name of a function or menu option rather than having to remember a numbered option.

Layout

The Graphical Designer displays this screen (Figure B-32) when you select the FlexWord Editor menu command from the Go menu located on the Design Pad screen.

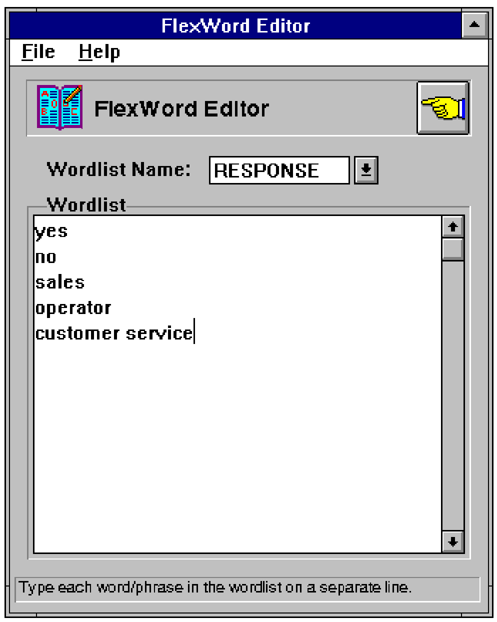

Figure B-32. Flex Word Editor Screen

Toolbar

Return

Returns to the previous screen.

Fields

Wordlist Name

The wordlist name can be up to eight alphanumeric characters long and must begin with a character. To view or edit a wordlist:

1. Do one of the following:
   - Enter the name of the existing wordlist you want to view or edit.
   - Type in the name of a new wordlist.

   The system displays words or phrases to be associated with the wordlist name.

- You may enter a maximum of 200 words per wordlist.
- An application may contain a maximum of 100 wordlists.
- The wordlist contents can be edited by clicking on the File menu displayed in the Menu Bar and selecting one of the menu commands.
- Words that are similar sounding should not be included in the same wordlist because the recognizer will have difficulty distinguishing them.
- Long words are recognized more accurately than shorter words. Avoid single-syllable words if possible.
- Very long phrases (six or more words per phrase) are more likely to present recognition problems.
- If the caller can be expected to speak one of the several synonyms in response to a prompt, the frequently expected synonyms should be included in the wordlist.
- Each word or phrase in the wordlist must be entered on a separate line.

Host Connect Screen

Use this screen to check the connection between an application and a host in the network.

The connection to the host should be checked before sending data to or receiving data from an application.

This object should be added to the call flow before a Call Answer object because host connectivity needs to be established before processing incoming calls. Otherwise, the caller may be subjected to a period of silence (up to 5 seconds) while the connection is being checked.

Layout

The Graphical Designer displays this screen (Figure B-33) when you edit a Host Connect node in the call flow.

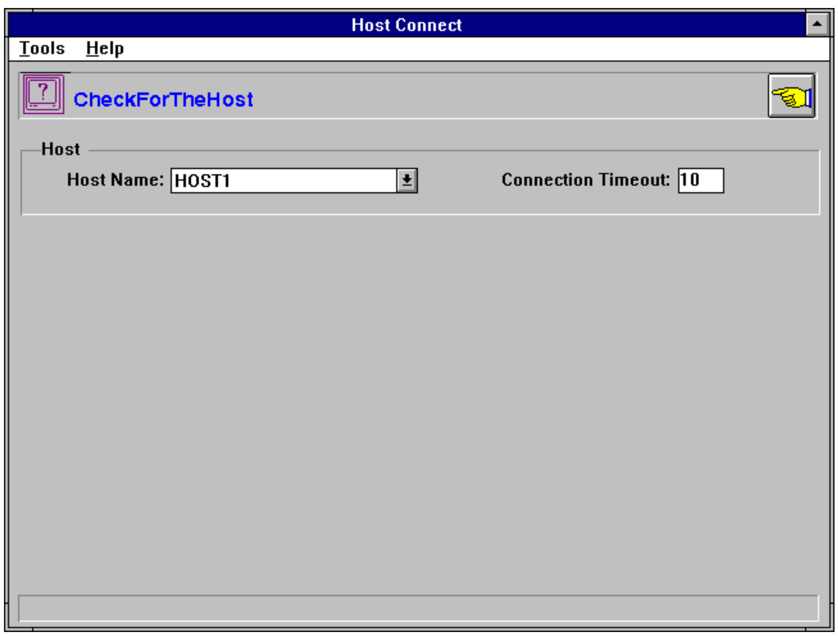

Figure B-33. Host Connect Screen

Toolbar

Return

Returns to the previous screen.

Fields

Host Name

Specifies the name of the host machine for which you want to check the connection status. You can select the name of the host by clicking the `Host Name` field or the down arrow. A combo box appears containing the names of the hosts you have defined for this application.

To enter the name of the host:

1. Do one of the following:
   - Click the `Host Name` field.
   - Click the down arrow located next to the `Host Name` field and then click a host name to select it.

If the host does not appear in the Host Name list, you can define a new host by clicking on the Go menu in the Menu Bar of the Design Pad screen. Select the Host Definition Editor menu command.

Connection Time-out

Specifies the amount of time (in seconds) for the connection timeout parameter. If the host does not respond in the amount of time allotted in the Connection Timeout field, the host is not connected to the application.

Host Definition Editor Screen

Use this screen to define the interface to host machines in the network.

The host should be defined using this series of screens before host objects are used in the call flow.

Layout

The Graphical Designer displays this screen (Figure B-34) when you select the Host Definition Editor menu command located in the Go menu of the Design Pad screen.

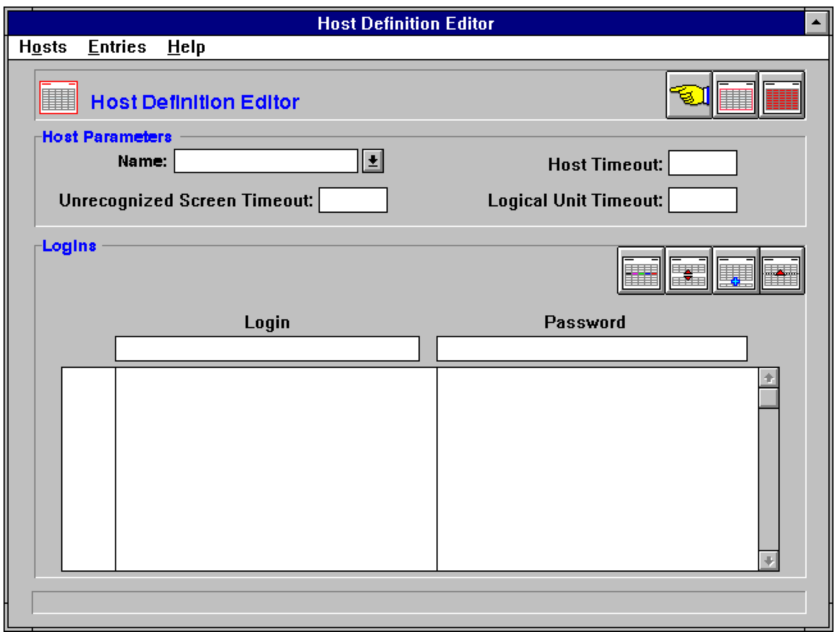

Figure B-34. Host Definition Editor Screen

Toolbar (Main)

Return

Returns to the previous screen.

Screen Identification Editor

Click this button to go to the Host Screen Identification Editor screen to define the screens associated with this host.

Field Definition Editor

Click this button to go to the Host Field Definition Editor screen to define the data on the screens associated with this host.

Toolbar (Secondary)

Update Current Entry

Updates the currently selected login or password.

Insert New Entry

Inserts a new entry before the currently selected login or password.

Append Entry

Adds a new login or password to the end of the list.

Delete Entry

Deletes the currently selected login or password.

Fields

Name

Specifies the name of a new or existing host. Click the down arrow to reveal a combo box which contains a list of existing hosts.

If the Host does not appear in the combo box, create a new Host.

To create a new Host:

1. Click Host Definition Editor in the Menu Bar.
2. Do one of the following:
   - Select the New Host menu command and press ENTER.
   - Enter a new host name in the `Name` field.

   The system displays a dialog box where you can enter the name of the new host.

Host Timeout

Select the time (in seconds) to wait for the first screen of data from the host. If the host does not respond in this time frame, a Timeout condition occurs.

NOTE:
If this field is populated with zero (0), the application waits indefinitely for the first screen of data to be sent from the host.

Unrecognized Screen Timeout

Select the time (in seconds) to wait for another screen of data from the host after a screen is received that cannot be recognized by the application. If no other data is received from the host, the Failure branch is executed.

Logical Unit Timeout

Select the time (in seconds) to wait for a Logical Unit to be assigned to the application. If a Logical Unit is not available within the time frame specified, a Timeout condition occurs.

Login

The `Login` and `Password` fields are entered as a pair. The order of this information is important and can be updated by utilizing the components of the Secondary Toolbar.

To create a new Login:

1. Type in a Login valid for this host machine.
2. Press TAB to enter a password.

If a password is not required, do one of the following to add the login to the list.:

- Click the Append Entry Toolbar button.
- Press ENTER.

To edit an existing login:

1. Click in the Login list to select an entry to update.

   The system displays the Login entry in the box above the list.
2. To update the information, click the Update Current Entry Toolbar button.

Password

Press TAB to move from the `Login` field to the `Password` field.

To create a new Password:

1. Type in a Password to be associated with the Login selected for this host machine.
2. Do one of the following:
   - Click the Append Tool to add the entry to the list.
   - Select Add Entry to add the entry below the currently selected item.

To edit an existing password:

1. Click in the Password list to select an entry to update.

   The system displays the password entry in the box above the list.
2. To update the information, click the Update Current Entry Toolbar button.

Host Field Definition Editor Screen

Use this screen to define fields on screens sent to or received from a host.

Layout

The Graphical Designer displays this screen (Figure B-35) when you click the Field Definition Editor Toolbar button on the Host Definition Editor and Host Screen Identification Editor screens.

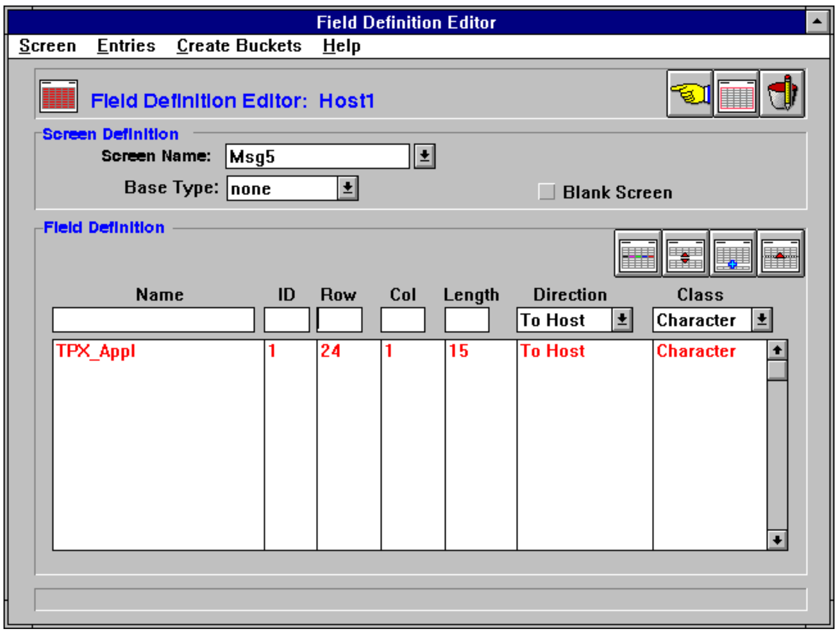

Figure B-35. Host Field Definition Editor Screen

Toolbar

Return

Returns to the previous screen.

Screen Identification Editor

Click this button to go to the Host Screen Identification Editor screen to define the screens associated with this host.

Bucket Editor

Displays the Bucket Editor screen.

Buttons

Blank Screen

Click this button if the Screen Definition portion of the screen will be blank. If you select this box, the Field Definition portion of the screen is disabled.

Screen Definition Fields

The following fields are used to define the screen layout to a host.

- `Screen Name:` Type in or select the name to be assigned to the screen.
- `Base Type:` Specify the screen type. The available options are Login, Transaction, or “None”.

Field Definitions Fields

Name

Specifies the name of the field to be defined for this screen.

ID

The ID is automatically assigned and indicates the occurrence number of the field. Use this number or type another ID number over it.

For example, if the field name “Found Baggage” appeared twice in the `Field Definitions` field, the first occurrence will be assigned an ID of “1” and the second occurrence will be assigned an ID of “2”.

Row

Specifies the number of the row within the screen data from which the field originates. The maximum number of rows in a field definition is 24.

Column

Specifies the number of the column within the screen data from which the field originates. The maximum number of columns in a field definition is 80. The excess data wraps around to the next available row, as long as the row number is not 24.

Length

Specifies the length of the field.

Direction

Specifies the direction of the information flow. Field information can be sent to the host, received from the host, or both.

- To Host: field data is sent from the application to the host.
- From Host: field data is received from the host.
- Both: field data is sent to and received from the host.

Click a Direction to select it.

Class

Defines the class of the field data. The available classes are:

- Character: alphanumeric values
- Number: numeric values

Click a Class to select it.

Host Flow Editor Screen

Use this screen to define the Login, Logoff, and Recovery sequence for a host machine.

Layout

The Graphical Designer displays this screen (Figure B-36) when you select the Host Flow Editor menu command located in the Go menu of the Design Pad screen.

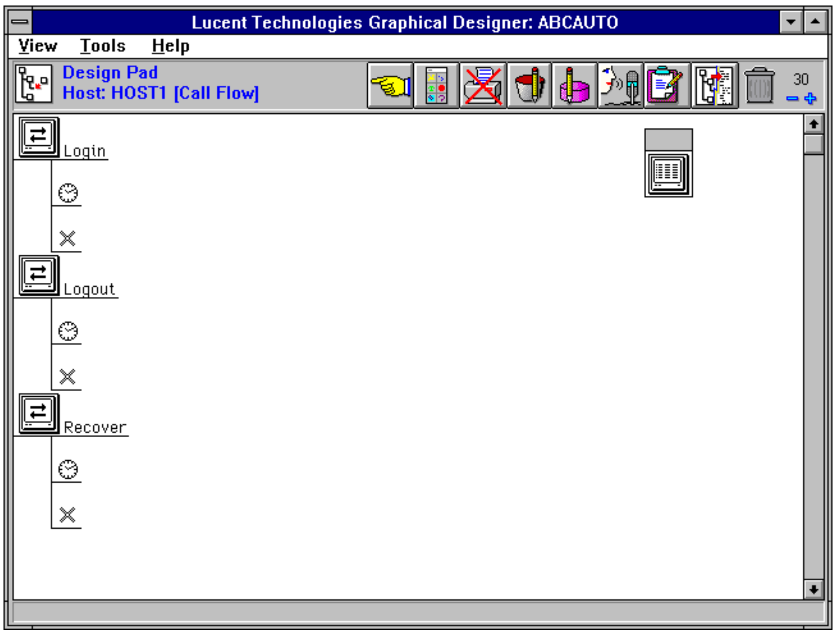

Figure B-36. Host Flow Editor Screen

Host Receive Screen Field Mapping

Use this screen to define the buckets that will be associated with the selected fields on the defined Receive screen.

The fields that appear on this screen represent data sent to or received from the Host.

The bucket defined to the field contains the data associated with the field name.

Layout

The Graphical Designer displays this screen (Figure B-37) when you click the Field Mapping button located on the Host Send/Receive screens.

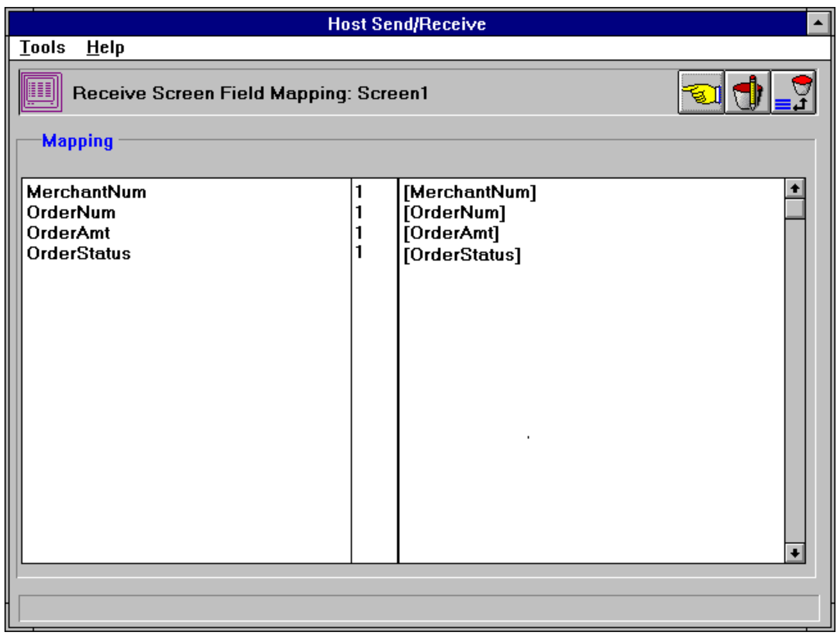

Figure B-37. Host Receive Screen Field Mapping

Toolbar

Return

Returns to the previous screen.

Bucket Editor

Displays the Bucket Editor screen.

Map Fields to Buckets

Click this button to automatically map buckets that have the same name as the field names displayed.

Fields

Field Names

Fields are listed for the Receive screen named “Screen 1”. Only fields where the direction is defined as “From Host” or “Both” are displayed in the `Mapping` field.

Field ID’s

The Field ID defined for each field appears next to the Field Name. If there is more than one occurrence of Field Name, the Field ID is incremented by one for each subsequent occurrence. This is done to create a unique Field Name/Field ID pairing.

Bucket Names

Assign buckets to contain the data sent from the host for the corresponding Field Names listed in the `Mapping` field. A bucket must be assigned to each field that you expect to receive data from the host.

You can select an existing bucket or create a new bucket. You can also click the Map Fields to Buckets button to automatically assign a bucket to the field of the same name.

Host Screen Identification Editor Screen

Use this screen to define the screen identification information on screens sent to or received from a host.

Layout

The Graphical Designer displays this screen (Figure B-38) when you click the Screen Definition Editor Toolbar Button on the Host Definition Editor Screen or Host Field Identification Screen.

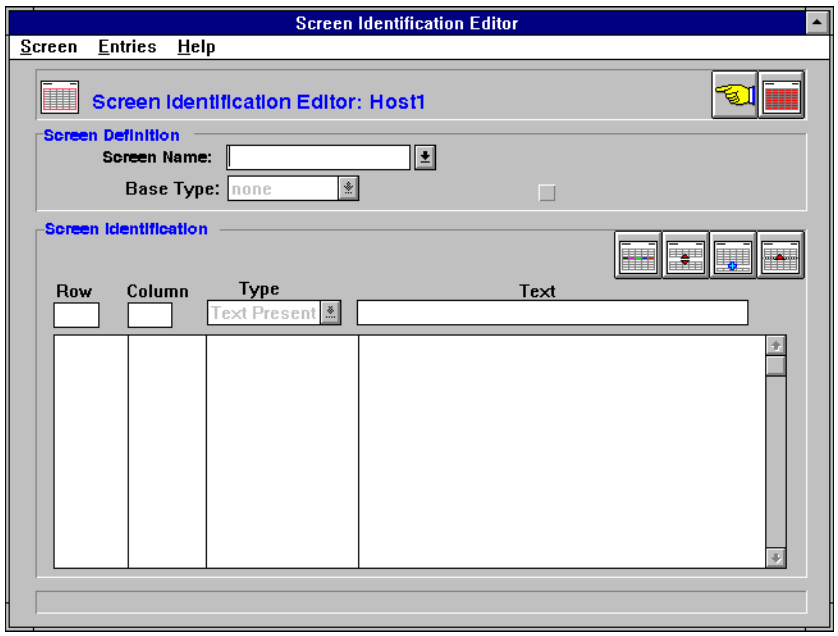

Figure B-38. Host Screen Identification Editor Screen

Toolbar (Main)

Return

Returns to the previous screen.

Field Definition Editor

Click this button to go to the Host Field Definition Editor screen to define the field data on the screens associated with this host.

Toolbar (Secondary)

Update Current Entry

Updates the currently selected entry

Insert New Entry

Inserts a new entry before the currently selected entry.

Append Entry

Adds a new entry to the end of the list.

Delete Entry

Deletes the currently selected entry.

Buttons

Blank Screen

Click this button if the current screen will be blank. If this box is selected, the Field Identification portion of this screen is blank.

Screen Definition Fields

The following fields are used to define a screen layout to a host.

Screen Name

Specifies the name to be assigned to the screen.

Base Type

Specifies the screen type. The available options are Login, Transaction, or “None”.

Screen Identification Fields

These fields are used to define areas of the screen which will uniquely identify the screen to the host. There must be at least one Text Absent, Text Present, or Cursor field defined in the `Screen Identification` field if the Blank Screen box is not selected.

Row

Defines the starting row position of the `Screen Identification` Field.

Column

Defines the starting column position of the `Screen Identification` Field.

Type

Specifies wither the `Screen Identification` field is populated with text or a cursor. The available options are:

- Text Present: type in the text that appears in the field selected.

  NOTE:
  Data in `Text Present` fields cannot overlap.

- Text Absent: type in the text that should not appear in the field selected.

  NOTE:
  Data in the `Text Absent` fields can overlap.

- Cursor: a cursor will appear at the row and column specified.

  NOTE:
  Only one cursor can be defined for a screen in the `Screen Identification` field.

Text

If Text Present or Text Absent has been selected as the field type, type in the text to be present in or absent from the row and column specified.

Host Send Screen Field Mapping

Use this screen to define the buckets that will be associated with the selected fields on the defined Send screen.

Layout

The Graphical Designer displays this screen (Figure B-39) when you click the Define Screen Field Mappings Button on the Host Send screen.

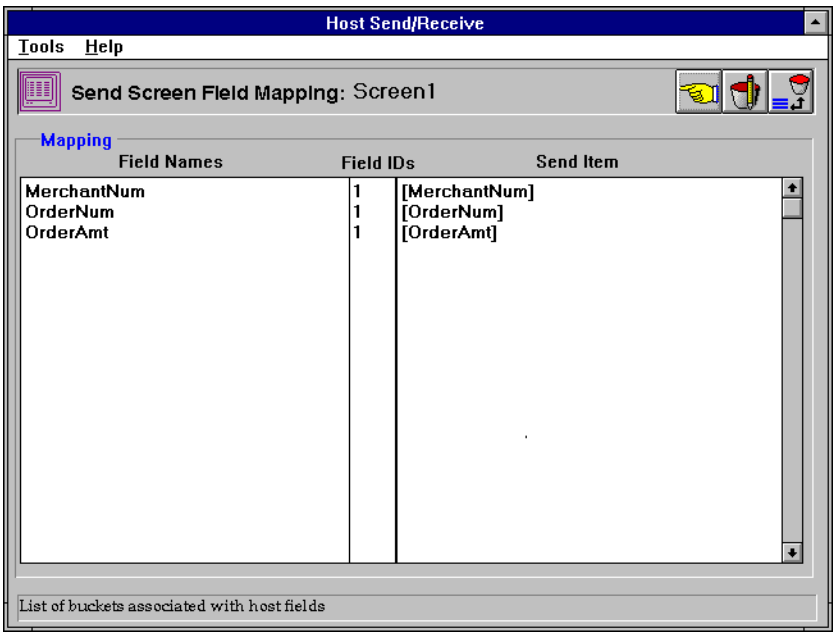

Figure B-39. Host Send Screen Field Mapping

Toolbar

Return

Returns to the previous screen.

Bucket Editor

Displays the Bucket Editor screen.

Map Fields to Buckets

Click this button to automatically map buckets that have the same name as the fields displayed.

Fields

Field Names

Fields are listed for the Send screen named “Screen 1”. Only fields where the direction is defined as “To Host” or “Both” are displayed,

Field ID’s

The Field ID for each field is displayed here. If there is more than one occurrence of field name, the Field ID is incremented by one for each subsequent occurrence. This is done to create a unique Field Name/Field ID pairing.

Bucket Names

Assign a bucket to each field you expect to send data to the host.

You must specify a bucket to be associated with a field you define to send data to the host.

You can select an existing bucket or create a new bucket. You can click also click the Map Fields to Buckets Toolbar button to automatically assign a bucket to the field of the same name.

Host Send Screen

Use this screen to define the names of screens sent to a host in the network.

NOTE:
You must have already defined the Host to this application on the Host Definition Editor Screen to populate the fields on this screen.

Layout

The Graphical Designer displays this screen (Figure B-40) when you edit a Host Send node in the call flow.

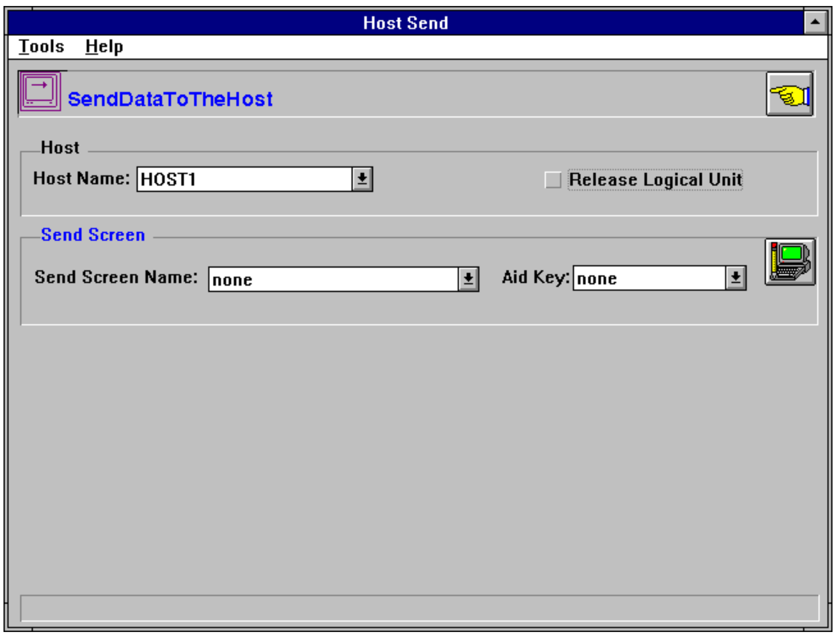

Figure B-40. Host Send Screen

Toolbar

Return

Returns to the previous screen.

Buttons

Release Logical Unit

Click this button to release the Logical Unit after data is sent to the host to free available host Logical Unit resources.

Define Field Mappings

Click this button to map buckets to the fields defined for this screen.

Fields

Host Name

Select the name of the Host to which the screen data is to be sent. You can click the down arrow to reveal the list of defined hosts.

If the host does not appear on the selection list, define a new host on the Host Definition Editor screen. The Host Definition Editor screen is accessed by clicking on the Go menu located in the Menu Bar of the Design Pad screen.

Send Screen Name

Select the name of a screen to contain the data to be sent to the host. You can click the down arrow to reveal the list of available defined Send screens for this host.

If you want to define a new Send screen for this host, go to the Host Definition Editor screen located in the Go menu of the Design Pad screen. Once on the Host Definition Editor screen, click the Hosts menu and select the New Host menu command.

Aid Key

Select a key to specify to the host which type of data is being transmitted. The list of available aid keys can be viewed by clicking on the down arrow. Click an aid key to select it.

Host Send/Receive Screen

Use this screen to define the screen names of the data sent to and received from a host in the network.

NOTE:
You must have already defined the Host to this application on the Host Definition Editor Screen to populate the fields on this screen.

Layout

The Graphical Designer displays this screen (Figure B-41) when you edit a Host Send/Receive node in the call flow.

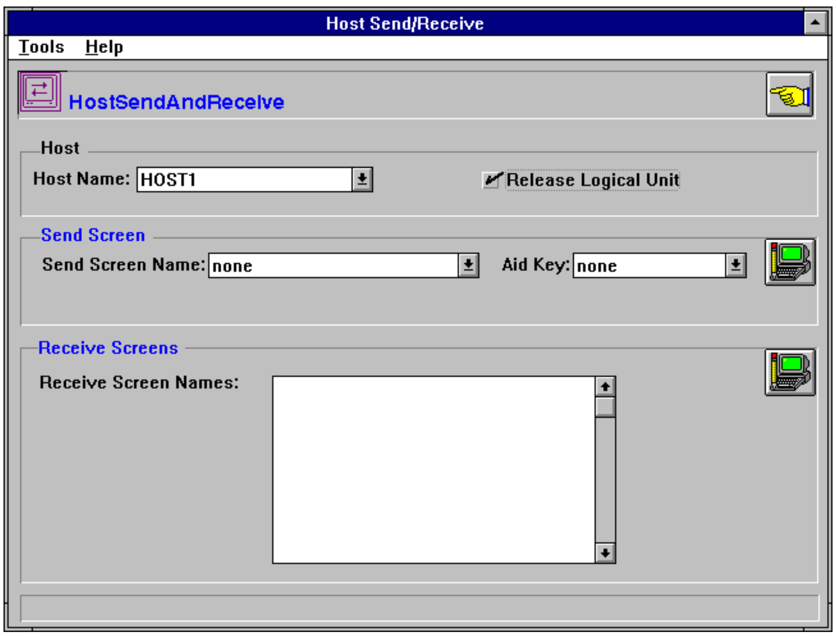

Figure B-41. Host Send / Receive Screen

Toolbar

Return

Returns to the previous screen.

Buttons

Release Logical Unit

Click this box to release the host connection after screen data has been sent to or received from the host.

Define Field Mappings

Click this button to go to map buckets to the fields defined on the selected screen.

Fields

Host Name

Select the Host from which to send or receive screen data. You can click the down arrow to reveal the list of available defined hosts.

If you need to create a new Host, access the Host Definition Editor screen by clicking on the Go menu located in the Menu Bar of the Design Pad screen. Select the New Host menu command located in the Hosts menu.

Send Screen Name

Select the name of a screen to be sent to the host. You can click the down arrow to reveal the list of available send screens defined for this host.

If you need to define a new Send Screen for a Host, go to the Host Definition Editor screen which is accessed by clicking on the Go menu located in the Menu Bar of the Design Pad screen. Click the Screen Definition Editor button located in the Toolbar of the Host Definition Editor.

Aid Key

Select a key to specify to the host which type of data is being transmitted. The list of available aid keys can be viewed by clicking on the down arrow. Click an aid key to select it.

Receive Screen Name

Each branch that was inserted into the node contains the name of a Receive screen. The data received from the host are contained in these screens.

You can click the up and down arrows to navigate through the list of Receive Screen Names.

To add a Receive Screen Name:

1. Edit the Send/Receive object in the call flow.
2. Click the Insert Branch menu command in the popup menu.

   The system displays a dialog box containing all of the screens where at least one field has the direction defined as “From Host” or “Both”.
3. Click a Receive screen name to select it. When you go back into the Host Send/Receive node, the Receive screen names for the branches you inserted will appear in this field.

To define a new Receive screen for this Host:

1. Go to the Host Definition Editor screen by clicking on the Go menu located in the Menu Bar of the Design Pad screen.
2. Once on the Host Definition Editor screen, click the Screen Definition Editor button located in the Toolbar.

Menu Screen

Use this screen to define a menu of options to be played to the caller.

Layout

The Graphical Designer displays this screen (Figure B-42) when you edit a Menu node in a call flow.

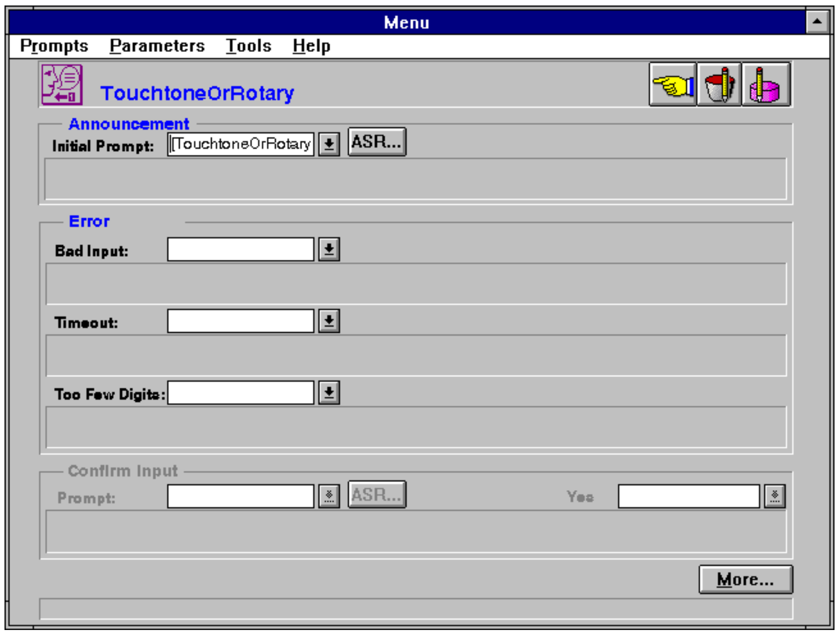

Figure B-42. Menu Screen

Toolbar

Return

Returns to the previous screen.

Bucket Editor

Displays the Bucket Editor screen.

Table Editor

Displays the Table Editor screen.

Buttons

ASR

Click this button to display the ASR Parameters dialog box, where you can specify the grammar to be used for Automatic Speech Recognition.

More

Click this button to display the Voice Response Parameters dialog box, where you can enter more detail about the Menu node's behavior.

Fields

Announcement Initial Prompt

This field contains the name of the prompt to be played when the Menu node is executed. The default name of the prompt is the name of the Menu node being edited.

To enter a prompt name, you can select an existing prompt or create a new prompt.

To select an existing prompt:

1. Click the down arrow to display a list of existing prompts.
2. Click a prompt name to select it.

   The system displays the text of the prompt you have selected in the box underneath the `Initial Prompt`: field.

To create a new prompt:

1. Enter the name of a new prompt in the `Initial Prompt:` field.

   The system displays the Announcement Editor screen.

To enter or edit the prompt text:

1. Do one of the following:
   - Press ENTER.
   - Click the box located underneath the `Initial Prompt:` field.

   The system displays the Announcement Editor screen.
2. Type the text for a new prompt or edit the text of an existing prompt.

Error Prompts - Bad Input

This field holds the name of the prompt played when the caller enters an invalid response.

To select an existing prompt:

1. Click the down arrow to display a list of existing prompts.
2. Click a prompt name to select it.

   The system displays the text of the prompt you have selected in the box underneath the `Bad Input`: field.

To create a new prompt:

1. Enter the name of a new prompt in the `Bad Input:` field.

   The system displays the Announcement Editor screen.

To enter or edit the prompt text:

1. Do one of the following:
   - Press ENTER.
   - Click the box located underneath the `Bad Input:` field.

   The system displays the Announcement Editor screen.
2. Type the text for a new prompt or edit the text of an existing prompt.

Error Prompts - Timeout

This field holds the name of the prompt played when the caller fails to enter a response within the required amount of time.

To enter a prompt name, you can select an existing prompt or create a new prompt.

To select an existing prompt:

1. Click the down arrow to display a list of existing prompts.
2. Click a prompt name to select it.

   The system displays the text of the prompt you have selected in the box underneath the `Timeout:` field.

To create a new prompt:

1. Enter the name of a new prompt in the `Timeout:` field.

   The system displays the Announcement Editor screen.

To enter or edit the prompt text:

1. Do one of the following:
   - Press ENTER.
   - Click the box located underneath the `Timeout:` field.

   The system displays the Announcement Editor screen.
2. Type the text for a new prompt or edit the text of an existing prompt.

Error Prompts - Too Few Digits

This field holds the name of the prompt played when the caller fails to enter enough digits in his or her response. To enter a prompt name, select an existing prompt or create a new prompt:

To select an existing prompt:

1. Click the down arrow to display a list of existing prompts.
2. Click a prompt name to select it.

   The system displays the text of the prompt you have selected in the box underneath the `Too Few Digits:` field.

To create a new prompt:

1. Enter the name of a new prompt in the `Too Few Digits:` field.

   The system displays the Announcement Editor screen.

To enter or edit the prompt text:

1. Do one of the following:
   - Press ENTER.
   - Click the box located underneath the `Too Few Digits:` field.

   The system displays the Announcement Editor screen.
2. Type the text for a new prompt or edit the text of an existing prompt.

Node Classes Dialog Box

Use this dialog box to choose a node class (or object type) when creating a new node.

Layout

The Graphical Designer displays this screen (Figure B-43) when you do either of the following:

- Select the New Node menu command in the Edit menu of the Design Pad screen.
- Click the New Node menu command in the popup menu.

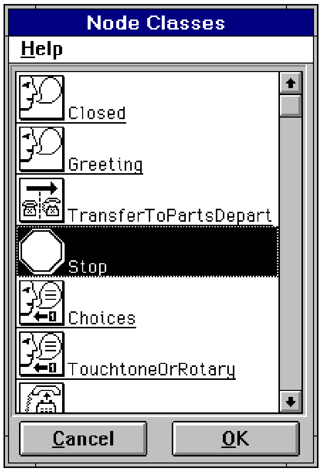

Figure B-43. Node Classes Screen

Buttons

Cancel

Click here to cancel without selecting a node to add to the call flow.

OK

Click here to add the highlighted node to the call flow at the currently selected branch.

To select a Node Class:

1. Do one of the following:
   - Double click an icon to select it,
   - Click the icon to select it, then click the OK button.

Nodes Dialog Box

Use this dialog box, containing a list of the existing nodes in your call flow, to define a Jump To node.

When you select one of the Nodes in the dialog box, a placeholder for that node connects to the call flow at the highlighted branch.

Layout

The Graphical Designer displays this screen (Figure B-44) when you select the Jump to Node command from the popup menu.

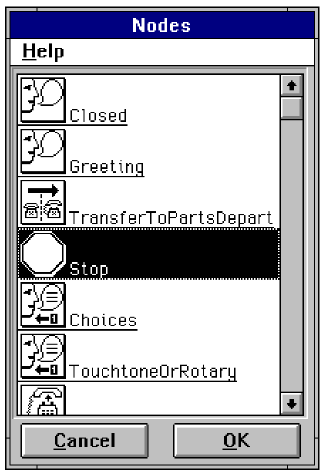

Figure B-44. Nodes Screen

Buttons

Cancel

Click here to cancel without selecting a Jump To node.

OK

Click here to add the highlighted node to your call flow at the currently selected branch.

To select a Jump To node:

1. Do one of the following:
   - Double click a node to select it.
   - Click a node to select it and then click the OK button.

A jump to the specified node will occur when this node is executed.

Node Verification Errors/Warning Window

Use this screen to identify potential problems in a call flow before simulation is run or code is generated.

Select the Verify Design menu command from the Edit Menu of the Design Pad Screen to display a list of all of the errors and/or warnings for a particular design.

Layout

The Graphical Designer displays this screen (Figure B-45) when you do any of the following:

- Omit information that is necessary to fully define the object characteristics for a node.
- Choose to audit your entire design.
- Enter and/or leave a Node Editor screen.

NOTE:
You can specify when you want this window to display on the Defaults Editor screen.

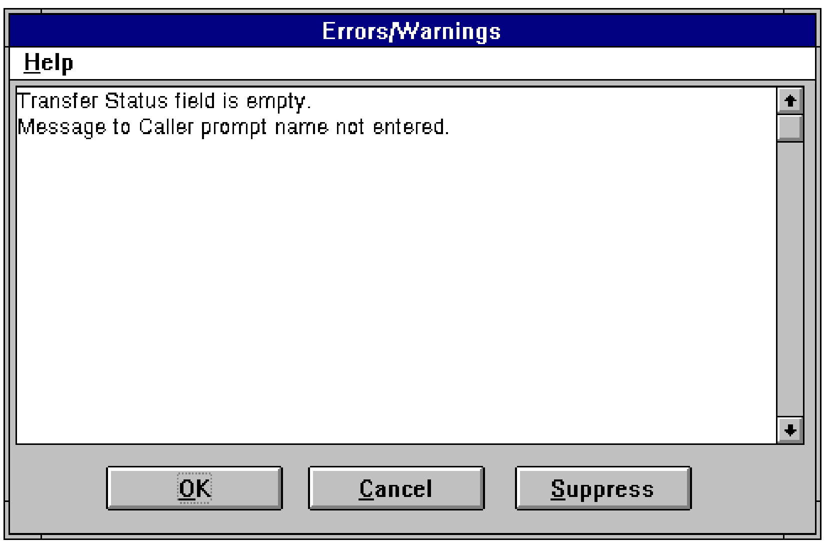

Figure B-45. Node Verification Errors/Warning Window

Buttons

OK

Click here to ignore the errors and/or warnings and return to the Design Pad screen without making any of the suggested changes to the node.

Cancel

Click here to return to the Node Editor screen to make the suggested changes to the node.

Suppress

Click this button to suppress the appearance of the Node Verification Errors/Warning window the next time you edit this node.

Errors/Warning Field

Displays a complete list of errors and warnings that identify missing attributes and prompts required to complete the object characteristics for the selected node.

Generating Code

Use this screen to generate code for a design. Choose one of the following three procedures.

Using a Menu Command

1. Select the Generate Code menu command from the File menu located in the menu bar.

   The system displays a dialog box (Figure B-46) telling you that you must save your design before the code can be generated.

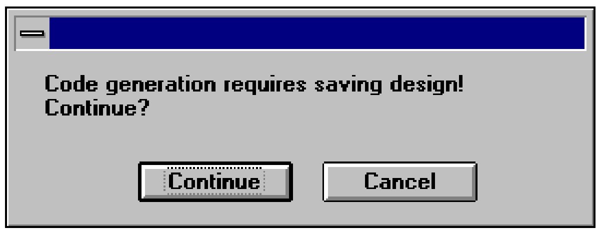

Figure B-46. Save Design Dialog Box

2. Select Continue.

   The system displays the Code Generation screen.

3. Select the files for which you want to generate code.
4. Select Generate Code.

   The system displays a dialog box (Figure B-47) requesting a talkfile number.

Figure B-47. Generate Code Dialog Box

5. Type the talkfile number for the application to use.

   The system displays a dialog box indicating that the code generation is complete. The application directory has the same name as the design and is located under the Apps directory.

Using a Shortcut Key

1. Select the File menu located in the menu bar and type **G**

   The system displays a dialog box telling you that you must save your design before the code can be generated.

2. Select Continue.

   The system displays the Code Generation screen.

3. Select the INTUITY CONVERSANT files for which you want to generate code.

4. Select Generate Code.

   The system displays a dialog box requesting a talkfile number (Figure B-47).

5. Enter the talkfile number.

   The system displays a dialog box indicating that the code generation is complete. The application directory has the same name as the design and is located under the Apps directory.

Using a Toolbar button

1. Select the Generate Code button located in the Toolbar.

   The system displays a dialog box telling you that you must save your design before the code can be generated.

2. Select Continue.

   The system displays the Code Generation screen.

3. Select the INTUITY CONVERSANT files for which you want to generate code.
4. Select the Generate Code button.

   The system displays a dialog box requesting a talkfile number (Figure B-47).
5. Enter the talkfile number for the application to use.

   The system displays a dialog box indicating that the code generation is complete. The application directory has the same name as the design and is located under the *Apps* directory.

File Organization

C

Overview

This appendix lists the directory structures of INTUITY™ CONVERSANT® Graphical Designer.

By default, the main directory for Graphical Designer is loaded on your C drive with the directory name **GraphD**.

Purpose

The purpose of this chapter is to provide reference information about the Graphical Designer file structure.

Main Directory Structure

To reveal the Graphical Designer main directory structure (Table C-1), select the default **GraphD** directory, or the directory where you indicated Graphical Designer be installed.

Table C-1. Graphical Designer Main Directory Structure

Directory (File)	Description
\apps	Contains a directory for each application created. The directory has the same name as the application name.
\code	Contains the core INTUITY CONVERSANT Graphical Designer modules. The Readme file contains release notes for the version of the Graphical Designer that you are running.
\datafile	Contains the following types of files: ■ Automatic Speech Recognition (ASR) grammars — Grammar files have the extension .grm ■ External function — Holds definitions for all of the external functions defined to the application
\help	Contains the files used to generate the on-line help information.
\hostobj	Contains the module used to control objects for Host 3270 applications.
\objects	Contains the modules used to define Graphical Designer service creation objects.
\sound	This directory will not contain any files.
\tables	Contains the Dynamics directory where table values updated during simulation reside.
\targets	Contains the module required to generate code for each supported target platform.

Application Directory Structure

Table C-2 lists the Graphical Designer Application Directory Structure.

CAUTION:
The files and directories listed below are required to run the Graphical Designer. Do not delete any of the directories or modify any of the files.

Table C-2. Graphical Designer Application Directory Structure

Directory (File)	Description
\apps	Contains all of the file information for the application created in the INTUITY CONVERSANT Graphical Designer. Each application is stored in a separate directory where the design name is the name of the directory. An additional directory called backup also appears in the *apps* directory. A copy of the application the user is currently working on is created in the backup directory each time an automatic backup is performed. You can specify the amount of time between automatic backups by selecting the Backup Interval menu command located in the Edit menu on the Design Pad screen. This directory contains the following files: ■ **appl** — Contains application-level information. ■ **buckets** — Contains all information for the buckets defined in the application. ■ **phrases** — Contains all of the phrases in the application. ■ **flow (n)** — A flow file created for each call flow defined in the application, where *n* is an consecutively numbered integer beginning with 1.
\data	Contains the following directories and file types: ■ Runtime directory — Contains data used when simulating the application. ■ Host definition files — A file for each Host defined in the application will be created in this directory. Host files have the extension .txt.
\images	This directory will not contain any files.

Continued on next page

Table C-2. Graphical Designer Application Directory Structure — *Continued*

Directory (File)	Description
\print	Contains a file for each component you have selected on the Print Reports screen if you select the Word RTF Printer Option. The following files will be present in print directory if the corresponding print component was selected: ■ **buckets.doc** — Listing of the buckets defined in the application ■ **callflow.doc** — Listing of the callflow outline ■ **custom.doc** — Listing of the buckets defined in the Event Record ■ **dbschema.doc** — Listing of the database schema for each database table defined in the application ■ **hcallflw.doc** — Listing of the Host Flow ■ **hnodes.doc** — Listing of node information for each host-related node in the application ■ **host.doc** — Listing of host definition information for each host defined in the application ■ **phrase.doc** — Listing of all the phrases in each Phrase Table defined in the application ■ **prompt.doc** — Listing of all the prompts defined in the application
\sound	Contains a file for each phrase that has been recorded. Sound files have the **.**wav file extension.
\tables	Contains a file for each table defined in the application. The tables directory also contains the Dynamics directory where table updates during Simulation are stored.

Continued on next page

Table C-2. Graphical Designer Application Directory Structure — *Continued*

Directory (File)	Description
\target	Contains the files required to install the application on the target platform. The following files will appear in the Target directory depending on the components defined to the application: ■ **manifest** — Lists all of the files in the Target directory to be bundled for the platform. ■ **params** — Contains INTUITY-CONVERSANT-specific files. ■ **symbols** — Contains INTUITY-CONVERSANT-specific files related to table management. ■ **<*application name*>.ccv** — Contains a number indicating the percentage of nodes in the application that have been tested in simulation. ■ **<*application name*>.d** — Contains a description of the Event Record. ■ **<*application name*>.fea** — Contains a listing of the components required on the INTUITY CONVERSANT system for the application to successfully run. ■ **<*Wordlist name*>.flx** — You must copy any wordlists in this directory to each subsequent release of the Graphical Designer in order for the wordlists to be accessible in that version. ■ **<application name>.h** — Header file that contains the # defines and space definitions for the application. ■ **<*host name*>.hs** — Contains the host login script. One file will be generated for each host defined in the application. ■ **<*application name*>.pl** — Contains the phrase list. ■ **<*application name*>.sql** — Contains the table schema and data population instructions for each table defined in the application. ■ **<*application name*>.t** — Contains the application INTUITY CONVERSANT script. ■ **<*application name*>.toc** — Defines the files required to store the application in the platform repository.
\text	This directory will not contain any files.

File Limitations for the INTUITY CONVERSANT Graphical Designer

In Table C-3, the file name is listed along with the Toolbook limitation for file size. It is important to monitor the size of each type of file during the creation of an application. If any of the file size limitations specified above are exceeded, the design may become corrupted

Table C-3. Graphical Designer File Limitations

File	Should Not Exceed
appl	65 Kbytes
buckets	65 Kbytes
phrases	65 Kbytes plus a limit of 32 Kbytes per Phrase Table
prompts	65 Kbytes
call flow	110 nodes
Host Definition	65 Kbytes
Database Table	65 Kbytes for a database table schema with data contents

To check the size of files during application development:

1. Select the Application Version menu command from the File menu on the Design Pad screen. Each file will be listed along with its current size.

Annotated Sample Call Flows

D

Overview

This appendix contains a printout of the call flows for each sample application included with the Graphical Designer.

Purpose

The purpose of this chapter is to provide call flow examples to facilitate application development.

Holiday1 MCall Flow

This section includes an annotated copy of the call flow for the sample application Holiday1. The Holiday1 application uses a database table named *Holidays* to register any number of days as holidays. Then any given date can be matched against the table entries to determine if the date is a holiday. The Holiday1 application first checks to see if the current date is in the table. It then gives the caller a menu to recycle the same check date, enter a new date to check, or hear a list of all dates in the table and select one of those.

- This application uses text-to-speech (TTS) to say all announcements and prompts; therefore, no speech is recorded.

[Main]

,,—,AnswerPhone
ô,Î,ò,PlayGreeting
÷ô,Î,î,SetCheckDateEqualToday
÷÷ô,(default),ò,TellCheckDate
÷÷÷ô,Î,ÿ,CheckHolidaysTable
÷÷÷÷õ,Ñ,ò,Tell_NOT_Holiday
÷÷÷÷öô,Î,ï,>PlayRecycleMenu
÷÷÷÷õ,Í,ò,TellHoliday
÷÷÷÷öô,Î,ï,>PlayRecycleMenu
÷÷÷÷õ,Ì,,
÷÷÷÷ô,Ò,,

,,ï,PlayRecycleMenu
õ,Ú,ò,>TellCheckDate
õ,Û,ñ,GetNewDate
öõ,Î,î,SetCheckDateEqualNewDate

öôô,(default),ò,>TellCheckDate
öô,Ò,,
õ,Ü,ÿ,GetAllHolidaysIn95
öõ,Ñ,,
öõ,Í,,
öõ,Ì,ý,AutoMenuHolidays
ööõ,Î,ò,TellSelectDate
öööô,Î,î,SetCheckDateEqualSelectDate
ööö÷ô,(default),ò,>TellCheckDate
ööô,Ò,,
öô,Ò,,
õ,á,ò,PlayFarewell
öô,Î,,
ô,Ê,,

Holiday2 Call Flow

This section includes an annotated copy of the call flow for the sample application Holiday2. This application illustrates how to use a TimeBranch node to determine if the date of a call is a holiday. The TimeBranch node has an exit branch for each date considered a holiday. When the application goes through the node, it compares the current date in the bucket [DATE], to each successive branch date. If it matches the date on any branch, that branch is taken and a Set node then assigns a name for the holiday in the bucket [HOLIDAY_NAME]. The application then says whether or not the date is a holiday and the holiday name if appropriate. Finally, it gives the caller a choice to choose another option or end the call.

[Main]

,,—,AnswerPhone

ô,Î,ò,PlayGreeting

÷ô,Î,î,SetCheckDateEqualToday

÷÷ô,(default),ò,TellCheckDate

÷÷÷ô,Î,ð,[CheckForHoliday](1)

÷÷÷÷õ,(GotHoliday),ò,TellHoliday

÷÷÷÷öô,Î,ï,>PlayRecycleMenu

÷÷÷÷ô,(Default),ò,Tell_NOT_Holiday

÷÷÷÷÷ô,Î,ï,PlayRecycleMenu

÷÷÷÷÷÷õ,Ú,ò,>TellCheckDate

÷÷÷÷÷÷õ,á,ò,PlayFarewell

÷÷÷÷÷÷öô,Î,,

÷÷÷÷÷÷ô,Ê,,

[CheckForHoliday]

,,î,ResetDate
ô,(default),ú,HolidayTest
÷õ,Jan_01-Jan_01,î,SetHolidayName_
NewYears
÷öô,(default),ó,(GotHoliday)
÷õ,Jan_16-Jan_16,î,SetHolidayName_
MLKingDay
÷öô,(default),ó,>(GotHoliday)
÷õ,Feb_20-Feb_20,î,SetHolidayName_
PresidentsDay
÷öô,(default),ó,>(GotHoliday)
÷õ,May_29-May_29,î,SetHolidayName_
MemorialDay
÷öô,(default),ó,>(GotHoliday)
÷õ,Jul_04-Jul_04,î,SetHolidayName_
IndependenceDay
÷öô,(default),ó,>(GotHoliday)
÷õ,Sep_04-Sep_04,î,SetHolidayName_
LaborDay
÷öô,(default),ó,>(GotHoliday)
÷õ,Oct_09-Oct_09,î,SetHolidayName_
ColumbusDay
÷öô,(default),ó,>(GotHoliday)
÷õ,Nov_23-Nov_23,î,SetHolidayName_

ThanksgivingDay
÷öô,(default),ó,>(GotHoliday)
÷õ,Dec_25-Dec_25,î,SetHolidayName_
ChristmasDay
÷öô,(default),ó,>(GotHoliday)
÷ô,(Other),,

Hours1 Call Flow

This section includes an annotated call flow for the sample application Hours1. This application contains three subroutines that illustrate how to handle different service-hour scenarios. The three subroutines are included in a simple call flow that answers the telephone, plays a greeting, then plays a menu that lets the caller select one of the subroutines. Each subroutine simply determines if the current time is “in hours” or “out of hours.” The call flow then plays a corresponding message and returns to the menu, so the caller can try a different subroutine. The application uses text-to-speech (TTS) to say the messages; therefore, no speech is recorded for the application.

- Call flow branches without an attached node are “terminal nodes.” If the call flow reaches the terminal node, the voice response unit hangs up the telephone and stops the application.
- The application uses text-to-speech (TTS) to say the messages; therefore, no speech is recorded for any of the prompts in the application.

[Main]

,,—,AnswerPhone
ô,Î,ò,PlayGreeting
÷ô,Î,ï,PlayMenuToSelectSubroutine
÷÷õ,Ú,ò,TellRegular1
÷÷öô,Î,ð,[CheckBusinessHours_
Regular1](1)
÷÷ö÷õ,(OutOfHours),ò,PlayOutOfHoursMe

ssage
÷÷ö÷öô,Î,ï,>PlayMenuToSelectSubroutine
÷÷ö÷ô,(Default),ò,PlayInHoursGreeting
÷÷ö÷÷ô,Î,ï,>PlayMenuToSelectSubroutine
÷÷õ,Û,ò,TellIrregular1
÷÷öô,Î,ð,[CheckBusinessHours_
Irregular1](1)
÷÷ö÷õ,(OutOfHours),ò,>PlayOutOfHoursM
essage
÷÷ö÷ô,(Default),ò,>PlayInHoursGreeting
÷÷õ,Ü,ò,TellRegular2
÷÷öô,Î,ð,[CheckBusinessHours_
Regular2](1)
÷÷ö÷õ,(Shift_1),ò,>PlayInHoursGreeting
÷÷ö÷õ,(Shift_2),ò,>PlayInHoursGreeting
÷÷ö÷ô,(Default),ò,>PlayOutOfHoursMessag
e
÷÷õ,á,ò,SayGoodbye
÷÷öô,Î,,
÷÷ô,Ê,,

[CheckBusinessHours_Regular1]

```
,,ú,CheckDayOfWeek
õ,Mon-Fri,ú,CheckHours_MonFri
öõ,08:00-17:00,,
öô,(Other),ó,>(OutOfHours)
õ,Sat-Sat,ú,CheckHours_Saturday
öõ,09:00-15:00,,
öô,(Other),ó,>(OutOfHours)
ô,(Other),ó,(OutOfHours)
```

[CheckBusinessHours_Irregular1]

```
,,ú,CheckDayOfWeek
õ,Mon-Mon,ú,CheckHours_LongDay
öõ,08:00-22:00,,
öô,(Other),ó,>(OutOfHours)
õ,Tue-Wed,ú,CheckHours_RegularDay
öõ,08:00-17:00,,
öô,(Other),ó,>(OutOfHours)
õ,Thu-Thu,ú,>CheckHours_LongDay
õ,Fri-Fri,ú,>CheckHours_RegularDay
õ,Sat-Sat,ú,CheckHours_ShortDay
öõ,09:00-15:00,,
öô,(Other),ó,>(OutOfHours)
ô,(Other),ó,(OutOfHours)
```

[CheckBusinessHours_Regular2]

,,ú,CheckDayOfWeek
õ,Mon-Fri,ú,CheckHours_MonFri
öõ,07:00-14:59,ó,(Shift_1)
öõ,15:00-23:00,ó,(Shift_2)
öô,(Other),,
õ,Sat-Sat,ú,CheckHours_Saturday
öõ,09:00-14:59,ó,>(Shift_1)
öõ,15:00-21:00,ó,>(Shift_2)
öô,(Other),,
ô,(Other),,

Route_b1

This section includes an annotated call flow for the sample application Route_b1. The Route_b1 sample application demonstrates simple call routing (or call direction) using “blind transfer” to transfer an incoming call to another line. The script answers the telephone, plays a greeting message to the caller, then plays a menu offering to route the call to either sales, service, or accounting. Upon receiving a touchtone response of “1,” “2,” or “3,” the script uses the corresponding Call Transfer node to play a confirmation (for example, “Please hold for sales”) and transfers the call to the appropriate extension. It uses “blind transfer,” meaning it signals the switch to begin the transfer, dials the extension, completes the transfer, and drops the line. The transfer may succeed or fail, but either way the script is off the call.

- Call flow branches without an attached node are “terminal nodes.” If the call flow reaches the terminal node, the voice response unit hangs up the telephone and stops the application.
- The application uses text-to-speech (TTS) to say the messages; therefore, no speech is recorded for any of the prompts in the application.

[Main]

```
,,—,AnswerPhone
ô,Î,ò,PlayGreeting
÷ô,Î,ï,PlayMenu
÷÷õ,Ú,¯,XferToSales
÷÷öõ,Î,,
÷÷öô,Ò,,
÷÷õ,Û,¯,XferToService
÷÷öõ,Î,,
÷÷öô,Ò,,
÷÷õ,Ü,¯,XferToAccounting
÷÷öõ,Î,,
÷÷öô,Ò,,
÷÷ô,Ê,,
```

Route_b2

This section includes an annotated call flow for the sample application Route_b2. The Route_b2 sample application demonstrates simple call routing (or call direction) using “blind transfer” to transfer an incoming call to another line. The script answers the telephone, plays a greeting message to the caller, then plays a menu offering to route the call to certain departments or people. In this application, the menu is not fixed and built into the script. It demonstrates the dynamic menu feature of the Graphical Designer by using a table query node to get active records from a table (ROUTETAB) of possible transfer extensions. Each table entry contains a name, primary extension, secondary extension, and a flag to indicate if the name is active or available for a transfer. After the query, an AutoMenu node builds a menu from the active record information, plays the menu and gets a touchtone from the caller. Upon receiving a touchtone, the script uses the corresponding information from the table in a Call Transfer node to play a confirmation (for example, “Please hold for sales”) and transfers the call to the primary extension. It uses “blind transfer,” meaning it signals the switch to begin the transfer, dials the extension, completes the transfer, and drops the line. The transfer may succeed or fail, but either way the script is off the call.

- Call flow branches without an attached node are “terminal nodes.” If the call flow reaches the terminal node, the voice response unit hangs up the telephone and stops the application.
- The application uses text-to-speech (TTS) to say the messages; therefore, no speech is recorded for any of the prompts in the application.

[Main]

,,—,AnswerPhone
ô,Î,ò,PlayGreeting
÷ô,Î,ÿ,GetActiveTransferList
÷÷õ,Ñ,,
÷÷õ,Í,ý,>PlayAutomenuList
÷÷õ,Ì,ý,PlayAutomenuList
÷÷öõ,Î,¯,TransferToSelection
÷÷ööõ,Î,,
÷÷ööô,Ò,,
÷÷öô,Ò,,
÷÷ô,Ò,,

Route_i1

This section includes an annotated call flow for the sample application Route_i1. The Route_i1 sample application demonstrates call routing (or call direction) using “intelligent transfer.” The script answers the telephone, plays a greeting, then plays a menu offering to route the call to sales, service or accounting. Upon receiving a touchtone response of “1,” “2,” or “3,” the script takes the corresponding branch and uses a Call Transfer node to play a confirmation (for example, “Please hold for sales”) and transfers the call to the appropriate extension, which is specified in the Call Transfer node. It uses “intelligent transfer,” meaning it stays on the line while the switch tries to transfer the call and waits to hear if the transfer succeeds (in other words, the destination number answers) or fails (due to no answer, busy line, no lines available, or an other problem). If the transfer succeeds, the script completes the transfer and drops the line. If the transfer fails, the script tries again with a different number, again using intelligent transfer. If the second attempt fails, it plays a message to the caller suggesting that he or she call again later.

Compare this sample application to “ROUTE_B1,” which uses the same menu with blind transfer instead of intelligent transfer. Also, compare it to “ROUTE_I2,” which uses intelligent transfer, but with a dynamic menu of routing choices.

- Call flow branches without an attached node are “terminal nodes.” If the call flow reaches the terminal node, the voice response unit hangs up the telephone and stops the application.
- The application uses text-to-speech (TTS) to say the messages; therefore, no speech is recorded for any of the prompts in the application.

[Main]

,,—,AnswerPhone
ô,Î,ò,PlayGreeting
÷ô,Î,ï,PlayMenu
÷÷õ,Ú,¯,XferToSales
÷÷öõ,Î,,
÷÷öô,Ò,¯,SecondarySales
÷÷ö÷õ,Î,,
÷÷ö÷ô,Ò,ò,TellTryAgainLater
÷÷ö÷÷ô,Î,,
÷÷õ,Û,¯,XferToService

÷÷öõ,Î,,
÷÷öô,Ò,ò,>TellTryAgainLater
÷÷õ,Ü,¯,XferToAccounting
÷÷öõ,Î,,
÷÷öô,Ò,ò,>TellTryAgainLater÷÷
ô,Ê,,

Route_i2

This section includes an annotated call flow for the sample application Route_i2. The Route_i2 sample application demonstrates call routing (or call direction) using "intelligent transfer." The script answers the telephone, plays a greeting, then plays a menu offering to route the call to certain departments or people. In this application, the routing menu is not fixed and built into the script. Rather, it is dynamic—obtained by using a Table Query node followed by an Automenu node. The Table Query gets all "active" records from a table (ROUTETAB) of possible transfer extensions. Each table entry contains a name, primary extension, secondary extension, and a flag to indicate if the name is "active" (in other words, available for a transfer). After the query, an Auto Menu node builds a menu from the active records, plays the menu, and gets a touchtone from the caller. Upon receiving a touchtone, the script uses the corresponding information from the table in a Call Transfer node to play a confirmation (for example, "Please hold for sales") and transfers the call to the primary extension. It uses "intelligent transfer," meaning it stays on the line while the switch tries to transfer the call and waits to hear if the transfer succeeds (in other words, the destination number answers) or fails (due to no answer, busy line, no lines available or other problem). If the transfer succeeds, the script completes the transfer and drops the line. If the transfer fails, the script tries a second time, using the secondary extension, and again using intelligent transfer. If the second attempt fails, it plays a message to the caller suggesting that he or she call again later.

Compare this sample application to "ROUTE_B2," which also uses intelligent transfer, but with a fixed routing menu. Also compare it to "ROUTE_I1," which uses the same dynamic menu, with blind transfer.

- Call flow branches without an attached node are "terminal nodes." If the call flow reaches the terminal node, the voice response unit hangs up the telephone and stops the application.
- The application uses text-to-speech (TTS) to say the messages; therefore, no speech is recorded for any of the prompts in the application.

[Main]

,,—,AnswerPhone
ô,Î,ò,PlayGreeting
÷ô,Î,ÿ,GetActiveTransferList
÷÷õ,Ñ,,
÷÷õ,Í,ý,>PlayAutomenuList
÷÷õ,Ì,ý,PlayAutomenuList
÷÷öõ,Î,¯,TransferToSelection

÷÷ööõ,Î,,
÷÷ööô,Ò,¯,TryTransferAgain
÷÷öö÷õ,Î,,
÷÷öö÷ô,Ò,,
÷÷öô,Ò,,
÷÷ô,Ò,,

Welcome1

This section includes an annotated copy of the call flow for the sample application “Welcome1.”

The Welcome1 sample application demonstrates the use of seasonal greetings, a table of holidays, and business hours. The application is designed for a business that is open Monday through Friday, 8 a.m. to 5 p.m., and Saturday, 9 a.m. to 2 p.m., except for certain holidays. It is closed during all other hours, on Sundays, and on the holidays, whose dates are contained in a table named HOLIDAYZ.

The application answers the telephone, plays a general greeting message, then executes a subroutine (“HandleOpening”) to check for seasonal greetings, holidays, and business hours. That subroutine, in turn, contains three other subroutines, one for each check. Ultimately, it returns to the main call flow at one branch (Closed) if the business is closed, or another branch (Default) if open.

Upon return at the (Closed) branch, the application plays a closing message. In a normal application, this would be the end, and the application would quit. However, the sample application continues by going to the “Main Service Menu,” described below.

Upon return at the (Default) branch, meaning the business is open, a normal application would play some kind of service menu. Here, the “Main Service Menu” lets the caller choose to run through the application again, hear a detailed description of the application, or end the call.

- Call flow branches without an attached node are “terminal nodes.” If the call flow reaches the terminal node, the voice response unit hangs up the telephone and stops the application.
- The application uses text-to-speech (TTS) to say the messages; therefore, no speech is recorded for any of the prompts in the application.

[Main]

```
,,—,AnswerPhone
ô,Î,ò,PlayGeneralGreeting
÷ô,Î,ð,[HandleOpening](1)
÷÷õ,(Closed),ò,PlayGoodbye
÷÷öô,Î,ï,>PlayMainServiceMenu
÷÷ô,(Default),ï,PlayMainServiceMenu
÷÷÷õ,Ú,ò,>PlayGeneralGreeting
```

÷÷÷õ,Û,ò,PlayApplDescription
÷÷÷öô,Î,ï,>PlayMainServiceMenu
÷÷÷õ,á,ò,PlayFarewell
÷÷÷öô,Î,,
÷÷÷ô,Ê,,

CheckBusinessHours Subroutine

The “CheckBusinessHours” subroutine uses Time Branch nodes to compare the current day and time to preset hours of operation for each day of the week. For Monday through Friday, it uses the hours 8 a.m. to 5 p.m.

[CheckBusinessHours]

,,ú,CheckDay
õ,Mon-Fri,ú,CheckHours_MonFri
öõ,08:00-17:00,,
öô,(Other),ó,>(OutOfHours)
õ,Sat-Sat,ú,CheckHours_Saturday
öõ,09:00-14:00,,
öô,(Other),ó,>(OutOfHours)
ô,(Other),ó,(OutOfHours)

CheckHolidaysTable Subroutine

The “CheckHolidaysTable” subroutine uses a table query object to see if today's date matches any date in the table HOLIDAYZ. If the date matches, and the “Holiday_Status” field of the record is “Y”, the current date is considered a holiday and the subroutine returns at the (GotAHoliday) exit branch. Otherwise, it returns at the (Default) exit branch, indicating that this is not a holiday.

[CheckHolidaysTable]

,,ÿ,CheckTodayInHolidaysTable

õ,Ñ,,

õ,Í,ó,(GotAHoliday)

õ,Ì,,

ô,Ò,,

HandleOpening Subroutine

The “HandleOpening” subroutine contains three separate subroutines, one for each of the checks described for the application. It first uses the “DoSeasonalGreetings” subroutine to play the appropriate seasonal greeting. Next, it uses the “CheckHolidaysTable” subroutine to see if today's date is in the table and is marked as an observed holiday. If so, it plays a message saying the business is closed for the holiday, followed by a message to call back during regular business hours. It then returns to the main callflow at the (Closed) exit. Finally, if not a holiday, the “CheckBusinessHours” subroutine is used to determine if the current time is within the business hours for the current day. If not, the script plays an “Out of Hours” message, then plays the “call back” message, and returns at the (Closed) exit. If the call arrived during regular business hours, the subroutine returns to the main callflow at the (Default) exit.

[HandleOpening]

,,ð,[DoSeasonalGreetings](1)
ô,(Default),ð,[CheckHolidaysTable](1)
÷õ,(GotAHoliday),ò,PlayHolidayMessage
÷öô,Î,ò,PlayCallBackMessage
÷ö÷ô,Î,ó,(Closed)
÷ô,(Default),ð,[CheckBusinessHours](1)
÷÷õ,(OutOfHours),ò,PlayOutOfHoursMessa
ge
÷÷öô,Î,ò,>PlayCallBackMessage
÷÷ô,(Default),,

DoSeasonalGreeting Subroutine

The “DoSeasonalGreetings” subroutine uses a Time Branch node to determine if the current date is within a season; if so, it plays an appropriate seasonal greeting. Each branch sets the start date and end date of a “season.” For demonstration purposes, the branches are set up so every day of the year falls into some season.

[DoSeasonalGreetings]

,,ú,CheckSeasonalDates

õ,Jan_01-Mar_20,ò,WinterGreeting

öô,Î,,

õ,Mar_21-Jun_20,ò,SpringGreeting

öô,Î,,

õ,Jul_02-Jul_06,ò,4thOfJulyGreeting

öô,Î,,

õ,Jun_21-Sep_20,ò,SummerGreeting

öô,Î,,

õ,Sep_21-Dec_20,ò,AutumnGreeting

öô,Î,,

õ,Dec_21-Dec_30,ò,ChristmasGreeting

öô,Î,,

ô,(Other)

Troubleshooting

E

Overview

This appendix includes a list of troubleshooting items for the Graphical Designer (Table E-1).

Purpose

This appendix provides reference material to help troubleshoot problems with the Graphical Designer.

Table E-1. Troubleshooting Items for the Graphical Designer

Symptom	Possible Solution
Icons are distorted or missing.	This is caused by large fonts loaded for the video driver. Reload the video driver using small fonts.
Memory allocation error during installation of the software.	This could be caused by a corrupted file on the floppy. Try reloading the package. If this does not work, you must obtain a new set of floppies.
This network book cannot be opened. Either another user is using it, or you do not have proper privileges for network location. Try making the book read-only.	These types of messages are usually caused by lack of memory below the 1-MByte limit. Close other applications and try again.
Cannot record or play speech.	Confirm the card is working properly by using the sound card software. If recording, check that the microphone is turned on both in the sound card software and on the microphone. If the sound card is working properly the problem could be with memory. Close other applications and try again.
General Protection Faults (GPF)	Approximately 90% of the GPFs that you cannot reliably reproduce are related to video drivers. GPFs appear to be centered around the act of going to new pages, which causes screens to be drawn in memory prior to being displayed. Recommendations for preventing GPFs are: ■ Change back to the standard VGA driver supplied with Windows (this means 640x480 and 16 colors). ■ Get the latest version of video driver from the different vendors. ■ If using a MACH64 video board, add this line in your SYSTEM.INI: after [Macx] DeviceBitmap=off

Continued on next page

Table E-1. Troubleshooting Items for the Graphical Designer — *Continued*

Symptom	Possible Solution
When starting the Graphical Designer, the user receives a message similar to the following: `The path <PathName> \HOME.TBK is invalid.`	Check the files association for files with extensions of TBK. This should be set to **\<Windows Directory>\ASYM\RUNTIME\TB30RUN.EXE**
After installation of the application, you cannot run the Graphical Designer by clicking the program icon.	MS DOS 6.0 provides the anti-virus program VSAFE. VSAFE has various levels of protection that can be enabled. One of the VSAFE protection levels prevents any newly copied EXE from running until the anti-virus checker has been run over the EXE to validate it. Based on the type of options you are using with VSAFE, you may have to run the virus checker over the newly installed application before you can run the application.

Glossary

.wav file
A speech file that is created for each recorded phrase.

A

ANI
Automatic Number Identification. A method of identifying the caller by automatically receiving a string of digits that identifies the calling station of a particular customer.

application
The computer program that defines and controls the voice response transaction between the VIS (Voice Interactive System) and the caller.

argument
Component used to create expressions.

ASR
Automatic Speech Recognition.

B

blind transfer
The call is completed as soon as the extension is dialed. The service does not wait to make sure the call is answered.

branch
A defined event extending from a node.

bucket
A variable containing a typed value. Buckets are global data items and can be referenced anywhere in the application.

C

call flow
A tree made up of nodes and branches that defines the course of an application.

channel
Associated with an interface to the telephone network (TIPL Ring, TI or PRI).

concatenation
Process of joining two strings together.

D

data input field
A field in which values may be entered.

database table
A collection of records that have been group together logically.

design pad
Area of the Design Pad screen in which you can create a call flow by dragging and dropping objects from the Object Palette.

DIP
Data Interface Processor. Performs operations not easily executed using standard instructions, such as extensive calculations or interfacing to an asynchronous host.

DNIS
Dial Number Identification Service. A service that allows an incoming call to contain information about the phone number for which it is destined.

E

encapsulation
Method of creating units of code that can be reused throughout the application.

event record
Specifies the list of variables to be appended to a call data record at the end of each call.

expression
A statement composed of one or more operands that can be manipulated using various functions and stored in a specific destination.

external function
Specific tasks or interfaces that allow an application to involve processes and interact with other products or services.

F

field mapping
Process of assigning a variable to each field that is sent to or received from a host.

formatted response
Process of taking the data collected from the caller and converting it to a class other than Class Character.

G

global variable
A variable that appears the same at all levels of an application. When a global variable is changed, all references to it are updated.

grammar
The set of rules through which an entire spoken word is recognized. For example, using the US-1-3 grammar, the words “one,” “two,” and “three,” in U.S. English, are recognized as valid input.

H

host
A computer linked to a network providing a range of services such as database access and computation.

Host definition file
A file created from the information defined for a host on the Host Definition Editor screen.

I

inbound call termination
The event in which a caller hangs up before he/she has successfully completed the call.

interface
Software that provides access to a system.

IVR
Interactive Voice Response.

J

jump
Causes the execution of the call flow to shift from the current branch and move to a specified node located elsewhere in the design.

L

local log
A batch file containing alarms generated by CVIS. This log is used to track and correct potential problems.

Logical Unit
A type of SNA (System Network Address) unit.

login
Sequence executed when the host flow session is initiated or when the recovery sequence ends at the Login Base screen.

logoff
Sequence executed when the host flow session is terminated.

M

military time
Time represented in 24 hour format. For example, 2:15 p.m. is represented as 14:15 in military time.

N

NPANXX
The area code (NPA) and exchange (NXX) portion of a phone number.

O

object
A unit that is used to build call flows in INTUITY CONVERSANT Graphical Designer.

Object Palette
Contains the set of units used to build call flows in INTUITY CONVERSANT Graphical Designer.

orphan node
A node that is disconnected from the call flow.

P

pass branch
This branch is executed when the object criteria for a particular node have successfully been met. Pass branches are labeled with an arrow. Also called the “Success” branch.

password
Used in conjunction with a login to define a Logical Unit.

phrase
A unit of speech that is used to build prompts.

phrase break
A mark used to indicate the end of one phrase and the beginning of another.

Phrase list file
A file containing all of the phrases contained in an application.

phrase number
A number that uniquely identifies a phrase within an application.

phrase table
A collection of phrases that are grouped together logically.

PRI
Primary Rate Interface. An optional feature package that provides a digital interface capable of both receiving and originating telephone calls directly to/from an INTUITY CONVERSANT 4ESS switch.

production environment
State in which the application is running.

prompt
A unit of speech made up of one or more phrases.

Q

query
Find information within a database table to be used for further processing.

R

recovery
Sequence initiated when a transaction ends, a login sequence ends, or a recovery sequence ends and the current screen is not the Transaction Base screen.

rotary phone
A telephone that uses pulse tones instead of touchtones.

S

set
A range or list of values separated by commas against which caller input can be validated.

simulation
State in which the application can be tested. Also known as run time.

sound file
A file created when you record a phrase in INTUITY CONVERSANT Graphical Designer. Recorded phrases have a .wav extension.

speech file
A file containing an encodes speech phrase.

standard speech
A speech package containing simple words and phrases. This package includes digits, numbers, days of the week, and months.

string
A contiguous sequence of characters treated as a unit.

sub-palette
A grouping of secondary objects that can be accessed by clicking on certain primary objects in the main object palette.

subroutine
Unit of code that can be reused within an application. Also known as an encapsulated node or subtree.

system bucket
A predefined global variable provided in INTUITY CONVERSANT Graphical Designer.

system function
A predefined external function provided in INTUITY CONVERSANT Graphical Designer.

T

tag
A phrase appended to a voice recording to describe the transaction.

talkfile
An ASCII file that contains the speech phrase tags and phrase tag numbers for all the phrases in an application.

telephony
Transmission of sound between stations using the telephone.

terminate touchtone
A touchtone to be pressed by the caller when he/she has finished entering data in a Prompt and Collect node.

tested indicator
A check mark that appears next to each node executed during simulation.

Text-To-Speech
A VIS software package that converts printed text into spoken, computer generated prompts and announcements.

touchtone
The signal sent when a caller presses any of the twelve keys on a push-button telephone, which sends DTMF (Dual Tone Multi Frequency) tones rather than rotary pulses.

TPL
Transaction Phrase List.

U

unreferenced bucket
A global variable that was created in INTUITY CONVERSANT Graphical Designer but is not used within the application.

unreferenced table
A database table that was created in INTUITY CONVERSANT Graphical Designer but is not used within the application.

user function
A custom external function defined by the user.

W

Wordlist
A custom grammar for ASR (Automatic Speech Recognition) that is created using the FlexWord Editor screen and mounted on the platform.

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