Lucent Technologies
Bell Labs Innovations

CentreVu® Name Dialer

User Guide

585-313-709
Comcode 108362534
Issue 1
April 1999

Copyright and legal notices

Copyright

This document was prepared by the Product Publications department of the Business Communications Systems division of Lucent Technologies. Offices are located in Denver CO, Columbus OH, Middletown NJ, and Basking Ridge NJ, USA.

Trademarks

Limited warranty

Lucent Technologies provides a limited warranty on this product. Refer to the “Limited Use Software License Agreement” card provided with your package.

Lucent Technologies has determined that use of this electronic data delivery system cannot cause harm to an end user's computing system and will not assume any responsibility for problems that may arise with a user's computer system while accessing the data in these document.

Every effort has been made to make sure that this document is complete and accurate at the time of release, but information is subject to change.

United States FCC compliance information

Part 15: Class B Statement. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions,

may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures. Reorient the receiving television or radio antenna where this may be done safely. To the extent possible, relocate the receiver with respect to the telephone equipment. Where the telephone equipment requires ac power, plug the telephone into a different ac outlet so that the telephone equipment and receiver are on different branch circuits.

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by FCC registration number XXX.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 Rules. This equipment returns answer-supervision signals to the public switched network when answered by the called station, answered by the attendant, or routed to a recorded announcement that can be administered by the CPE user. This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are: when a call is unanswered, when a busy tone is received, or when a reorder tone is received.

Toll fraud

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services. You and your system manager are responsible for the security of your system and for preventing unauthorized use. You are also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use. If you suspect that you are being victimized by toll fraud and you need technical support or assistance, call Technical Service Center Toll Fraud Intervention Hotline at 1 800 643-2353.

Contents

Contents

About This Book

Purpose

This document, *CentreVu® Name Dialer User Guide*, 585-313-709, provides details about the functions of the Name Dialer feature. This document includes:

- An overview of the Name Dialer feature and software package
- Instructions to install the Name Dialer software
- Descriptions and procedures for the administrative functions
- Guidelines for troubleshooting

Intended Audience

The primary audience for this book is as follows:

- End customer developers — This group creates and maintains applications in the Intuity™ CONVERSANT® system environment.
- Custom application developers — This group creates applications used in the system environment for end-user customers, and includes Lucent Technologies custom application developers.
- Application distributors — This group distributes and implements applications for end-users, and includes independent software vendors (ISVs) and voice processing co-marketers (VPCs).
- Installers — This group installs Intuity CONVERSANT systems, and includes Lucent Technologies installers.

How to Use This Book

This book is organized in the following sections:

- Chapter 1, Overview of the Name Dialer Feature describes the Name Dialer feature and software package and provides the hardware and software requirements.
- Chapter 2, Software Installation and Removal contains procedures to install the Name Dialer software package on the Intuity CONVERSANT system and the NT servers.
- Chapter 3, Administration contains procedures to administer the Intuity CONVERSANT system and the NT servers for the Name Dialer feature.
- Chapter 4, Using the Name Dialer Feature describes how to use the Name Dialer feature, including procedures to modify the names database information.

- Chapter 5, Troubleshooting lists alarms and log messages, and lists troubleshooting guidelines for problems.
- Index alphabetically lists the principal subjects.

All the procedures to install, administer, troubleshoot, and use this feature are provided in this book. However, at certain points, common procedures in other books in the Intuity CONVERSANT document library are referenced (see Related Resources below).

Conventions Used in This Book

Understanding the typographical and other conventions used in this book is necessary to use the information.

Terminology

- The word “type” means to press the key or sequence of keys specified. For example, an instruction to type the letter “y” is shown as:

  Type **y** to continue.

- The word “enter” means to type a value and then press **ENTER**. For example, an instruction to type the letter “y” and press **ENTER** is shown as:

  Enter **y** to continue.

- On Intuity CONVERSANT systems, the word “select” means to move the cursor to the desired menu item and then press **ENTER**. For example, an instruction to move the cursor to the Start Test option on the Network Loop-Around Test screen and then press **ENTER** is shown as:

  Select **Start Test**.

- On personal computers running the Windows NT Server system, the word “select” means to move the mouse cursor over an item and click once with the primary mouse button (usually the left button) to highlight it. The word “click” means to press and immediately release the primary mouse button. The word “double-click” means to press and immediately release the primary mouse button twice in rapid succession. The word “right-click” means to press and immediately release the secondary mouse button (usually the right button). The words “point to” mean to use the mouse to move the cursor over a designated object on the screen.
- The Intuity CONVERSANT system displays *menus, screens,* and *windows*. Menus (Figure 1) present options from which you can choose to view another menu, a screen, window. Screens and windows can show or request system information (Figure 2 and Figure 3).

Figure 1. Example of Intuity CONVERSANT Menu

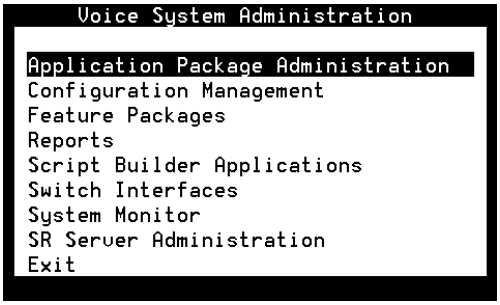


Figure 2. Example of Intuity CONVERSANT Window Showing Information

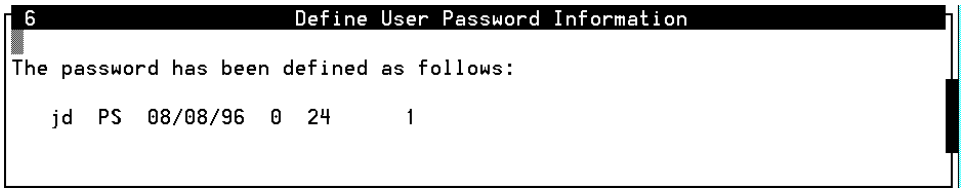
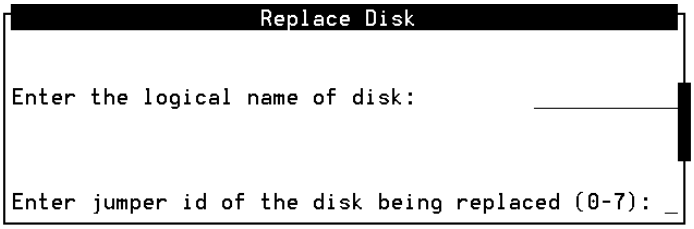


Figure 3. Example of Intuity CONVERSANT Window Requesting Information



Keyboard and Telephone Keypad Representations

- Keys that you press on your *terminal* or *PC* are represented with bold all-capital text. For example, an instruction to press the enter key is shown as

  Press **ENTER**.

- Two or three keys that you press at the same time on your *terminal or PC* (that is, you hold down the first key while pressing the second and/or third key) are represented with bold all-capital text joined with a plus symbol. For example, an instruction to press and hold **ALT** while typing the letter “d” is shown as

  Press **ALT+D**.

- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented with bold all-capital text, followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 3 is shown as

  Press **F3** (Choices).

- Keys that you press on your *telephone keypad* are represented with bold numerals. For example, an instruction to press the first key on your telephone keypad is shown as

  Press **1** to record a message.

Screen Displays

- Values and field names that appear on the screen are shown in bold type, as shown in the following example:

  ~ Enter the number of ports to be dedicated to outbound traffic in the **Maximum Simultaneous Ports** field.

- System messages and prompts that appear on the screen are shown in bold typeface, as shown in the following example:

  ~ The system displays the following message:

  Alarm Form Update was successful.
  Press <Enter> to continue.

- A sequence of menu options that you must select to display a specific screen or submenu is shown as follows:

  Start at the Voice System Administration menu and select:

  > Application Package Administration

  > CentreVu Name Dialer

  In this example, you access the Intuity CONVERSANT Voice Administration menu and then select the CentreVu Name Dialer option.

- Screens shown in this book are examples only. The screens you see on your machine will be similar, but not exactly the same.

Other Typography

- Commands and text you type or enter appear in **bold type**, for example:

  ~ Enter **change-switch-time-zone** at the **enter command:** prompt.

  ~ Type **high** or **low** in the **Speed:** field.

- Command variables are shown in ***bold italic*** type when they are part of what you must type in and *regular italic blue* type when they are not, for example:

Enter **ch ma *machine_name***, where *machine_name* is the name of the call delivery machine you just created.

- On personal computers running the Windows NT Server operating system, objects that you point to or click with the mouse appear in **bold type**, as in the following example:

  Click the **Start** button on the Windows NT Server desktop, point to **Settings**, and click **Control Panel**.

Safety Labels

This book uses the following symbols to call your attention to potential problems that could cause personal injury, damage to equipment, loss of data, service interruptions, or breaches of toll fraud security:

⚠ CAUTION:
Indicates the presence of a hazard that if not avoided *can* or *will* cause minor personal injury or property damage, including loss of data.

⚠ WARNING:
Indicates the presence of a hazard that if not avoided *can* cause death or severe personal injury.

⚠ DANGER:
*Indicates the presence of a hazard that if not avoided **will** cause death or severe personal injury.*

Related Resources

Additional training material and documentation and training material is available for you to learn more about the Intuity CONVERSANT product.

Training

- For information on Intuity CONVERSANT training in the United States, call the Business Communications Systems (BCS) Global Learning Solutions (GLS) Education and Training Center at one of the following numbers:
  - ~ Organizations within Lucent Technologies (904) 636-3261
  - ~ Lucent Technologies customers and all others (800) 255-8988
- To arrange international training, contact your sales representative.

Documentation

- The *Intuity™ CONVERSANT® System Version 7.0 System Description*, 585-313-204, describes all the books in the Intuity CONVERSANT documentation library. See the inside front cover of this book for information on

how to order Intuity CONVERSANT documentation. This book also contains a glossary of terminology, including abbreviations, associated with the Intuity CONVERSANT system.

Note: Always refer to the appropriate book for specific information on planning, installing, administering, or maintaining an Intuity CONVERSANT system.

Technical Support

- For technical support for the Name Dialer feature, contact your distributor.
- For technical support for the Intuity CONVERSANT system, follow your normal escalation path.

Trademarks and Service Marks

Lucent Technologies has made every effort to supply trademark information about company names, products, and services mentioned in the Intuity CONVERSANT documentation library. The following trademarks appear in this document:

- CONVERSANT is a registered trademark of Lucent Technologies.
- Intuity and FlexWord are trademarks of Lucent Technologies.
- Microsoft and Windows are registered trademarks of Microsoft Corporation.
- Windows NT is a trademark of Microsoft Corporation.
- ORACLE is a registered trademark of ORACLE Corporation.
- UNIX is a registered trademark of UNIX System Laboratories, Inc.
- UnixWare is a registered trademark of the Santa Cruz Operation, Inc.

How To Make Comments About This Book

A comment card is included at the back of this book. While we have tried to make this document fit your needs, we are interested in your suggestions for improving it and urge you to complete and return a comment card to us. If the comment card has been removed from this book, send your comments to the address below. Be sure to include the name and document number of this book.

Lucent Technologies
Product Publications
Room 22-2H15
11900 North Pecos Street
Denver, CO 80234-2703 US

Fax: (303) 538-1741

1 Overview of the Name Dialer Feature

Overview

This chapter provides an overview of the CentreVu Name Dialer feature and software package for Intuity CONVERSANT V6.0 Update 1 and V7.0 systems.

Purpose

The purpose of this chapter is to familiarize you with the Name Dialer feature and software package. Topics include the following:

- A functional description of the components of the Name Dialer feature
- A description of the Name Dialer architecture
- System requirements and capacities
- An overview of the installation and initial administration processes

The Name Dialer Feature

The Name Dialer feature allows a caller to transfer a call simply by saying the name of the person or department with whom the caller wants to speak. The call is then automatically transferred to the telephone number of the person or department within a call center or an enterprise. The Name Dialer software package consists of a set of Intuity CONVERSANT system applications and tools that work together to accomplish this task.

When a caller dials the telephone number assigned to the Name Dialer application, the application greets the caller with an instruction to speak a name. The caller speaks the name, and the Name Dialer application uses a *recognizer*, such as WholeWord or FlexWord™ speech recognition, to identify the person or department being called.

Once the person or department being called has been identified, the Name Dialer application automatically looks up in a database the telephone number of the person or department. It then uses Text-to-Speech or pre-recorded speech to prompt the caller to confirm the recognized name. The system prompts the caller for a yes/no response. A positive response or no response results in the application transferring the call to the person or department identified. A negative response causes the application to prompt the caller to say the name again.

The main components of the Name Dialer are listed and described in Table 1.

Table 1. Name Dialer Software Components

Software Component	Description
Name Dialer application (LCND)	This is the application that supports name dialing on the Intuity CONVERSANT system.
Name Recording application (RECNAME)	This is a utility that allows subscribers to digitally record their own names for playback by the confirmation prompt.
Pronunciation application (SPEAKNAME)	This is a utility that allows the system administrator to review and edit pronunciations for different name spellings.
Data collection (Data Collection Toolkit)	This refers to the capability supported by Name Dialer applications to store caller utterances and recognition results for call review later. This option is used in conjunction with the Call Review application (see next entry).
Call Review application (callRvw)	This is a utility that allows the system administrator to review data collected from calls in which callers reject the recognition results. This option is used in conjunction with the Data Collection Toolkit (see previous entry).
OA&M (Operations, Administration, & Maintenance)	This is the administrative interface to the Name Dialer feature.
Speech recognition	Also called *recognizers*, this is the capability provided through one of the following: • Server-based FlexWord recognition (with its own OA&M support) • SSP-based FlexWord recognition • WholeWord speech recognition **Note:** To perform simultaneous recognition actions, which is the normal requirement for a system, you will need more than one recognizer. The number of recognizers you need will depend on your system configuration (see Name Dialer Architecture below).

1 of 2

Table 1. Name Dialer Software Components

Software Component	Description
ORACLE® database tables	These embedded ORACLE tables are used to store the data for call processing.
Incoming data processing	This is a runtime version of the database used for call processing.

2 of 2

Name Dialer Architecture

The Name Dialer architecture is dependent on the type of recognition configuration used to support the application. There are two basic types of configurations:

- The SSP-based configuration, which requires only an Intuity CONVERSANT system equipped with an SSP-circuit card. This configuration supports a maximum of 2000 names, including nicknames.
- The server-based configuration, which requires an Intuity CONVERSANT system and at least one Windows NT server or workstation. This configuration supports up to 20,000 names, including nicknames.

The Intuity CONVERSANT system can be connected directly to the public switched telephone network (PSTN) or through a private branch exchange (PBX or switch) with blind transfer support, to provide telephony interface to callers. The Name Dialer supports analog and line-side T1 connections to the Intuity CONVERSANT system.

SSP-Based Configuration

Architecture

The SSP-based configuration resides on the Intuity CONVERSANT system, and uses FlexWord speech recognition on an SSP card (Figure 4). The SSP card is also used for speech playback, coding, WholeWord speech recognition, Text-to-Speech, and echo cancellation. A separate Windows NT server is *not* needed in this configuration, as all speech processing is resident on the voice platform.

Figure 4. Architecture for SSP-based FlexWord Recognition

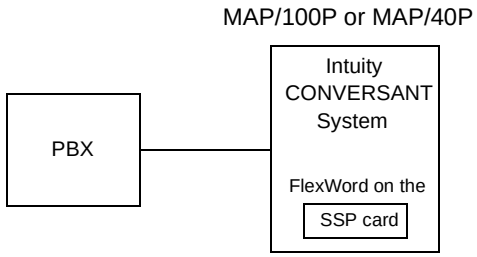


Table 4 on page 5 shows various sample configurations for SSP-based systems. You can use it to help you determine the correct configuration for your needs.

Note: For names databases containing more than 1500 names, you must use the server-based configuration (see below).

Table 2. Sample Configurations for SSP-Based Systems

Number of Names in Database	Number of Channels Needed (One Per Simultaneous Call)	Required Number of FlexWord RTU Licenses	Required Number of WholeWord RTU Licenses	Required Number of TTS RTU Licenses
0-1500	2 (minimum)	1	1	1
	4	2	2	2
	6	3	3	2
	8	4	4	3
	10	5	5	4

System Capacity

SSP-based speech recognition supports a vocabulary of up to 1500 names, (2000, including nicknames). A Name Dialer vocabulary of more than 1500 names must use the server-based configuration.

One SSP circuit card can support a maximum of 12 simultaneous calls. More than one SSP circuit card can be used in the system, depending on the system's capacity.

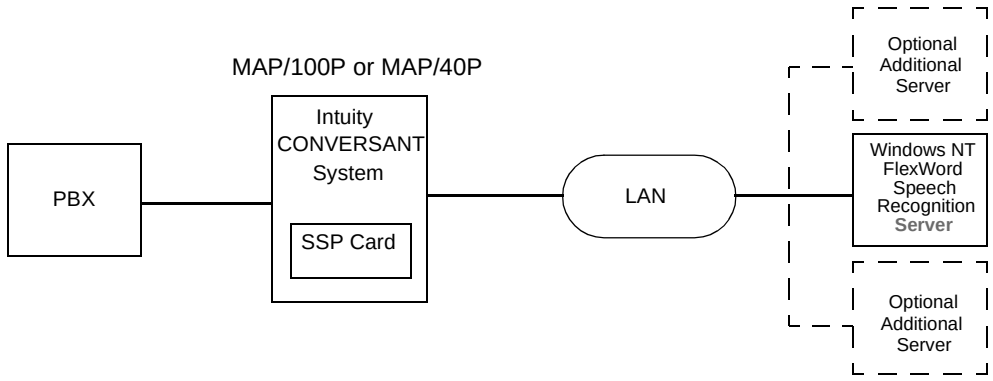
Note: These specifications assume that no other application in the system is using FlexWord speech recognition.

Server-Based Configuration

Architecture

In a server-based configuration, the Intuity CONVERSANT system connects to one or more Windows NT servers through a socket interface over an Ethernet Local Area Network (LAN) (Figure 5.).

Figure 5. Architecture for Server-base Recognition



The number of NT servers you need will depend on the number of names you expect to have in your names database and the amount of demand you expect for the Name Dialer feature. In general, you need one recognizer to handle every two simultaneous

calls. Thus, if your traffic analysis indicates that you would have 10 simultaneous calls as your peak load, you should configure your system with at least 5 recognizers.

Each NT server can run a maximum of 4 recognizers. The number of recognizers you can actually run depends on the number of names in the names database. The larger the names database, the fewer the number of recognizers you can use on each NT server. Table 3 shows the general rule for how many recognizers you can use per NT server, based on the number of names in the names database.

Table 3. Number of Recognizers Required

If the number of names in the names database is:	Then the maximum number of recognizers per NT server is:
0 – 5,000	4
5,001 – 10,000	3
10,001 – 20,000	2

Table 4 shows various sample configurations for server-based systems. You can use it to help you determine the correct configuration for your needs.

Table 4. Sample Configurations for Server-Based Systems

Number of Names in Database	Number of Simultaneous Channels Needed (One per Call)	Required Number of Recognizers	Required Number of Servers	Required Number of SSP Circuit Cards	Required Number of WholeWord RTU Licenses	Required Number of TTS RTU Licenses
0-5000	2 (minimum)	1	1	1	1	1
	4	2	1	1	2	2
	6	3	1	1	3	2
	8	4	1	1	4	3
	10	5	2	1	5	4
	12	6	2	1	6	4
	14	7	2	2	7	5
	16	8	2	2	8	6
5001-10,000	4 (minimum)	2	1	1	2	2
	6	3	1	1	3	2
	8	4	2	1	4	3
	10	5	2	1	5	4
	12	6	2	1	6	4
	14	7	3	2	7	5
	16	8	3	2	8	6
	18	9	3	2	9	6

1 of 2

Table 4. Sample Configurations for Server-Based Systems

Number of Names in Database	Number of Simultaneous Channels Needed (One per Call)	Required Number of Recognizers	Required Number of Servers	Required Number of SSP Circuit Cards	Required Number of WholeWord RTU Licenses	Required Number of TTS RTU Licenses
10,000-20,000	6 (minimum)	2	1	1	2	2
	8	4	2	1	4	3
	10	5	3	1	5	4
	12	6	3	1	6	4
	14	7	4	2	7	5
	16	8	4	2	8	6
	18	9	5	2	9	6
	20	10	5	2	10	7
	22	11	6	2	11	8
	24	12	6	2	12	8

2 of 2

System Capacities

A server-based configuration, like the one depicted above, can support a vocabulary of up to 20,000 names, including nicknames. The Name Dialer application automatically adds nicknames to the names database if the nicknames are not provided in the source data file. For more information about nicknames in the Name Dialer application, see The Names Database in Chapter 4, Using the Name Dialer Feature.

The basic configuration, as depicted above, can support speech recognition on approximately two simultaneous calls per channel when a 20,000 name database is used.

Note: If the names database, including nicknames, exceeds 20,000 names, the accuracy of name recognition drops sharply. In fact, as a general rule, the smaller the number of names in the database, the higher the degree of accuracy in name recognition.

The level of accuracy also depends on the phonetic “distance” between two names. The recognizer has a high probability of wrongly recognizing names that are phonetically close. Accuracy is lower, too, when the names database has many non-native names and when callers are non-native to the language being used.

One SSP circuit card can handle a maximum of 12 simultaneous calls. More than one SSP circuit card can be added to the system to achieve the desired system capacity.

System Requirements

This section provides information about the software and hardware requirements for the CentreVu Name Dialer feature.

Software Requirements

The ability to use the Name Dialer feature requires several software packages. Table 5 on page 7 lists the required software packages and the location where each package is installed.

Table 5. Name Dialer Required Software

Package Name	Installed on...	
	Intuity CONVERSANT	NT Server
Intuity CONVERSANT base system software (V6.0 Update 1 or V7.0)	X	
Intuity CONVERSANT Proxy Base Set	X	
rfu+f and (for Line Side T1 circuit card configurations only) **DTMFVRU** patches (V6.0 Update 1 systems only)	X	
Name Dialer software package	X	
Intuity CONVERSANT Text-to-Speech	X	
Intuity CONVERSANT U.S. English FlexWord Speech Recognition (2 RTU licenses required for server-based configurations)	X	
Intuity CONVERSANT U.S. English WholeWord Speech Recognition	X	
Intuity CONVERSANT FlexWord Toolkit	X	
Intuity CONVERSANT Data Collection Toolkit	X	
Appropriate circuit card drivers	X	
Intuity CONVERSANT Script Builder	X	
Microsoft Windows NT Version 4.0 operating system with service pack 4 or greater (Workstation or Server version for Alpha)		X
FlexWord™ Server Software for Windows NT4.0 Alpha		X
Simple TCP/IP services		X

Hardware and LAN Requirements

Table 6 summarizes the hardware and LAN requirements for the Name Dialer product.

Table 6. Hardware and LAN Requirements

Intuity CONVERSANT System	NT Server	LAN
MAP/40P or MAP/100P with: • At least one of the following telephony cards: ~ Tip/Ring (analog) ~ E1/T1 (digital) • Lucent-certified Ethernet LAN PCI circuit card • SSP card **Note:** You cannot use SP circuit cards for the CentreVu Name Dialer feature or for speech coding applications in general. • 128 Mb RAM • 10 Mb disk space on root partition for Name Dialer software • Sufficient disk space partitioned for the ORACLE database (Anything more than approximately 10,000 names in the names database requires an additional 45 Mb of disk space for the ORACLE database.)	Customer-provided PC server dedicated to the Name Dialer with: • Minimum of a 600-MHz DEC Alpha processor • Minimum of 256 Mb of RAM • 10/100-mbps LAN-compatible circuit card • CD-ROM drive • Floppy diskette drive • Standard mouse, monitor, keyboard • Minimum of 2 Mb of cache	**Note:** LAN installation is the customer's responsibility. Transmission Control Protocol/Internet Protocol (TCP/IP) Ethernet network operating at a speed of at least one of the following: • 10 mbps • 100 mbps Dedicated Ethernet hub (for server-based systems with more than one server)

For optimal performance, the following requirements also apply:

- Each Windows NT server should be dedicated to the recognition function. Performance degradation can occur if an NT server is used to run additional software in the background. Graphical screen savers, in particular, use significant central processing unit (CPU) resources and should not run on Name Dialer-dedicated NT servers.

- The Intuity CONVERSANT and NT server systems should be on a dedicated and isolated physical network. Any bridges, routers, or repeaters in the system should carry little, if any, extraneous network traffic. Performance degradation can occur if the Name Dialer feature is used on networks that carry additional traffic.
- Make sure the Windows NT server virtual memory paging size is set to 250 MB or higher. The virtual memory settings are reached through the Control Panel by clicking **System**. Virtual memory settings are found on the **Performance** tab.
- Although not required, the use of accessory-configurations such as rack mount servers, cabinets, and keyboard/VGA/mouse (KVM) switches can make life for an administrator much easier.

Overview of Initial Installation and Administration

Table 7 lists the basic steps to install and administer the CentreVu Name Dialer application. Detailed procedures for each step are found in the section cross references listed in the second column.

Table 7. Steps for Name Dialer Initial Installation and Administration

Action/Step	Procedure Reference
1 Verify that you have all the required software and hardware for the installation.	System Requirements in this chapter
2 Verify that the PCI Ethernet LAN circuit card is installed and administered on the Intuity CONVERSANT system.	In the maintenance book for your system, see Chapter 2, Installing or Replacing Circuit Cards, PCI Ethernet LAN Circuit Cards
3 Install the Proxy Software Set on the Intuity CONVERSANT system.	Chapter 2, Software Installation and Removal, Installing the Proxy Software Set on the Intuity CONVERSANT System
4 Install the Name Dialer software package on the Intuity CONVERSANT system.	Chapter 2, Software Installation and Removal, Installing the Name Dialer Application (LCND) on the Intuity CONVERSANT System
5 Install the FlexWord™ Server Software package on *each* Windows NT FlexWord speech recognition server (server-based configurations only).	Chapter 2, Software Installation and Removal, Installing the FlexWord™ Server Software on the Windows NT Server

1 of 2

Table 7. Steps for Name Dialer Initial Installation and Administration

Action/Step	Procedure Reference
6 Perform all the initial administration tasks prescribed for your system, taking special note of procedures that only apply to one configuration or the other (that is, procedures specific to SSP-based configurations or to server-based configurations).	Chapter 3, Administration, Initial Administration for the Name Dialer Windows NT Server
7 Load the names database on your system and verify that it is ready for use.	Chapter 3, Administration, Creating and Loading the Database
8 Verify and install the LCND, RECNAME, SPEAKNAME, and callRvw applications on the Intuity CONVERSANT system.	Chapter 3, Administration, Verifying the Name Dialer Applications and Administering Name Dialer Services
9 Stop and restart the voice system.	• For V7.0 systems: *Intuity™ CONVERSANT® System Version 7.0 System Reference*, 585-313-205. • For V6.0 systems: *Intuity™ CONVERSANT® System Maintenance* book for your system.

2 of 2

While there are other options you can use to enhance the performance of the Name Dialer application (described in Chapter 3, Administration and Chapter 4, Using the Name Dialer Feature), once you have completed these basic steps, the CentreVu Name Dialer feature is ready for use.

After completing all these basic steps, it is a good idea to place a test call to the system, to make sure the Name Dialer feature is working as it should be.

2 Software Installation and Removal

Overview

The software components of the Name Dialer product include the speech recognition proxy software and the Name Dialer software package installed on the Intuity™ CONVERSANT® system, and the Name Dialer server software installed on each Windows NT server.

Purpose

This chapter contains the procedures required to install the hardware and software for the Name Dialer feature and to remove the software. Topics include the following:

- Installing the Ethernet LAN Circuit Card
- Installing the Name Dialer Software
- Removing the Name Dialer Software

It is assumed that you are installing the software on an Intuity CONVERSANT system on which the following software is already installed:

- The base system software (V6.0 Update 1 or V7.0)
- Appropriate feature packages (see Software Requirements in Chapter 1, Overview of the Name Dialer Feature)
- Appropriate software drivers
- Script Builder

It is also assumed that you are installing the server package on NT servers that are already installed with the Windows NT operating system.

For details on installing base system software and components, see the following books:

- For V7.0 systems:
  - ~ *Intuity™ CONVERSANT® System Version 7.0 New System Installation*, 585-313-106
  - ~ *Intuity™ CONVERSANT® System Version 7.0 Reference*, 585-313-205
  - ~ *Intuity™ CONVERSANT® System Version 7.0 MAP/40P Maintenance*, 585-313-108
  - ~ *Intuity™ CONVERSANT® System Version 7.0 MAP/100P Maintenance*, 585-313-110
- For V6.0 Update 1 systems:
  - ~ *Intuity™ CONVERSANT® System New System Installation* for your system
  - ~ *Intuity™ CONVERSANT® System Maintenance* for your system

Installing the Ethernet LAN Circuit Card

If your Intuity CONVERSANT system is not already equipped with an appropriate Ethernet LAN circuit card, you must install the card and driver and verify the installation. For the requirements for the Ethernet LAN circuit card for the Name Dialer, see System Requirements in Chapter 1, Overview of the Name Dialer Feature. For the complete procedures to install and configure an Ethernet LAN circuit card, see PCI Ethernet LAN Circuit Cards in Chapter 2, Installing or Replacing Circuit Cards, in the maintenance book for your system.

Installing the Name Dialer Software

The packages you install for the Name Dialer feature depend upon your configuration.

The following procedures are required to install the Name Dialer software in a server-based configuration:

- Installing the Proxy Software Set on the Intuity CONVERSANT System
- Installing the Name Dialer Application (LCND) on the Intuity CONVERSANT System
- Installing the FlexWord™ Server Software on the Windows NT Server

The following procedures are required to install the Name Dialer software in an SSP-based configuration:

- Installing the Proxy Software Set on the Intuity CONVERSANT System
- Installing the Name Dialer Application (LCND) on the Intuity CONVERSANT System

Installing the Proxy Software Set on the Intuity CONVERSANT System

To install the Proxy software set on the Intuity CONVERSANT system, do the following:

1. Log in to the Intuity CONVERSANT system as root.
2. To stop the voice system, enter **stop_vs**

   For more information about stopping the voice system using either the Intuity CONVERSANT windows or the **stop_vs** command, see one of the following:

   ~ For V7.0 systems: See Stopping the Voice System in *Intuity™ CONVERSANT® System Version 7.0 System Reference*, 585-313-205.

   ~ For V6.0 systems: See Stopping the Voice System in the *Intuity™ CONVERSANT® System Maintenance* book for your system.

Note: If the voice system is already stopped, the system displays a message stating that the action failed because the voice system is not running.

3 Enter **pkgadd -d ctape1**

The system displays the following message:

Insert a cartridge into Tape Drive 1.
Type [go] when ready, or [q] to quit: (default: go)

4 Insert the tape labeled **INTUITY Proxy ASR - NGF Set (R1.0)** into the tape drive.

5 Press **ENTER**.

The system displays messages indicating the packages available for installation and then the following message:

Select the package(s) you wish to process (or 'all' to process all packages). (default: all) [?, ??, quit]:

6 Enter **1**

The system displays a series of messages indicating the progress of the installation. When the installation is complete, the system displays the following message:

The system should now be rebooted.

Processing of <INTUITY PROXYASR_NGF SET> is completed.

The system displays the following message:

Insert a cartridge into Tape Drive 1.
Type [go] when ready, or [q] to quit: (default: go)

7 Enter **q**

8 Remove the cartridge from the tape drive.

9 Reboot the operating system.

For the procedure to reboot the operating system using the **shutdown** command, see one of the following:

- For V7.0 systems: See Rebooting the UNIX System in *Intuity™ CONVERSANT® System Version 7.0 System Reference*, 585-313-205.
- For V6.0 systems: See Rebooting the UNIX System in the *Intuity™ CONVERSANT® System Maintenance* book for your system.

For information about Right-To-Use (RTU) license administration, call your remote service center.

Installing the Name Dialer Application (LCND) on the Intuity CONVERSANT System

To install the Name Dialer applications on the Intuity CONVERSANT system, do the following:

1 Log in to the Intuity CONVERSANT system as root.

2 To stop the voice system, enter **stop_vs**

For more information about stopping the voice system using either the Intuity CONVERSANT windows or the **stop_vs** command, see one of the following:

- For V7.0 systems: See Stopping the Voice System in *Intuity™ CONVERSANT® System Version 7.0 System Reference*, 585-313-205.
- For V6.0 systems: See Stopping the Voice System in the *Intuity™ CONVERSANT® System Maintenance* book for your system.

Note: If the voice system is already stopped, the system displays a message stating that the action failed because the voice system is not running.

3 Enter **pkgadd -d ctape1**

The system displays the following message:

Insert a cartridge into Tape Drive 1.
Type [go] when ready, or [q] to quit: (default: go)

4 Insert the tape labeled **CentreVu Name Dialer Application** into the tape drive.

5 Press **ENTER**.

The system displays messages indicating the packages available for installation and then the following message:

Select the package(s) you wish to process (or 'all' to process all packages) (default: all) [?, ??, quit]:

6 Press **ENTER**.

When the installation is complete, the system displays the following message:

Installation of INTUITY CONVERSANT CentreVu Name Dialer Application (lcnd) was successful.

The system displays the following message:

Insert a cartridge into Tape Drive 1.
Type [go] when ready, or [q] to quit: (default: go)

7 Enter **q**

The system displays the console prompt.

8 Remove the cartridge from the tape drive.

9 To start the voice system, enter **start_vs**

For more information about starting the voice system using either the Intuity CONVERSANT windows or the **start_vs** command, see one of the following:

- For V7.0 systems: See Starting the Voice System in *Intuity™ CONVERSANT® System Version 7.0 System Reference*, 585-313-205.
- For V6.0 systems: See Starting the Voice System in the *Intuity™ CONVERSANT® System Maintenance* book for your system.

Note: If the voice system is already started, the system displays a message stating that the action failed because the voice system is already running.

Installing the FlexWord™ Server Software on the Windows NT Server

Note: If you are using an SSP-based configuration, you need not do this section.

Complete this procedure to install the FlexWord™ server software on *each* server in your system.

Note: There are several methods to install applications in the Windows NT environment. See your Windows NT documentation for information on other methods. The procedure below is recommended.

1. Log in to the Windows NT server as administrator.
2. Exit all windows programs.
3. Insert the CD labeled **FlexWord™ Server Software** in the CD-ROM drive.
4. Click the **Start** button on the Windows NT taskbar.
5. On the Start menu, click **Run**.

   The system displays the Run dialog box.
6. In the **Open** list on the Run dialog box, enter **z:setup** and click **OK**.

Note: This step assumes that **z:** is the letter of your CD-ROM drive. If it is not, substitute the correct drive letter.

The system displays a splash screen, followed by a setup progress bar, followed by the Software License Agreement dialog box.

Note: To cancel the installation at any time before completion, click the **Cancel** button. To return to the previous dialog box, click the **Back** button.

7. To accept the terms of the license agreement, click **Yes**.

   The system performs the installation and, when it is complete, displays the FlexWord Server Reboot dialog box.
8. In the FlexWord Server Reboot window, select the check box labeled **Yes, I want to restart my computer now**.

Note: You do not need to start the Name Dialer service manually after installing the server software if you perform this step. Rebooting the server automatically starts the Name Dialer service. Thereafter, you can stop and restart the service as necessary. However, if you choose not to reboot the server now, you *must* do so manually at some time before using the Name Dialer feature.

9. Remove the CD from the CD-ROM drive.
10. Click **Finish**.

    The server automatically reboots. The system automatically starts the Name Dialer service.

Removing the Name Dialer Software

The following procedures are required to remove the Name Dialer software from the Intuity CONVERSANT system and the Windows NT servers. You can do the procedures in any order.

- Removing the Name Dialer Server Software from the NT Server
- Removing the Name Dialer Application (LCND) from the Intuity CONVERSANT
- Removing the Proxy Software Set from the Intuity CONVERSANT System

Removing the Name Dialer Server Software from the NT Server

To remove the Name Dialer server software completely from your system, you must remove the server package from *each* server.

Note: There are several ways to remove applications in the Windows NT environment. See your Windows NT documentation for information on other methods. The procedure provided below is recommended.

To remove the Name Dialer server software from a server, do the following:

1. Stop the Name Dialer service.

   For the procedure, see Starting and Stopping the Name Dialer Service in the Windows NT Services Window in Chapter 3, Administration.

2. Remove the Name Dialer service.

   For the procedure, see Removing the Name Dialer Service on the Windows NT Server (not required) in Chapter 3, Administration.

3. Click the **Start** button on the Windows NT desktop, point to **Settings**, and click **Control Panel**.

   The system displays the Control Panel window.

4. Double-click the **Add/Remove Programs** icon.

   The system displays the Add/Remove Programs Properties dialog box.

5. Select the **Install/Uninstall** tab.

6. In the scrolling list at the bottom of the dialog box, select **CentreVu Name Dialer**.

7. Click **Add/Remove**.

   The system displays the Confirm File Deletion dialog box.

8. Click **Yes**.

   The system displays the UninstallShield window followed by the Remove Programs From Your Computer dialog box.

9 Click **OK**.

When the Name Dialer software has been removed, the dialog box displays the following message:

Uninstall successfully completed.

10 On the Add/Remove Programs Properties dialog box, click **OK**.

11 Close the Control Panel window.

12 Locate the **Winnt** directory and delete the **flexword** directory.

Note: The **Winnt** directory is found at the top level of the primary drive for your computer (usually the **C:** drive). You can use Windows Explorer or the My Computer icon to accomplish this step. For more information about deleting files and directories, see the online information for your Windows operating system.

Removing the Name Dialer Application (LCND) from the Intuity CONVERSANT

To remove the Name Dialer applications from the Intuity CONVERSANT system, do the following:

1 Log in to the Intuity CONVERSANT system as root.

2 To stop the voice system, enter **stop_vs**

For more information about stopping the voice system using either the Intuity CONVERSANT windows or the **stop_vs** command, see one of the following:

~ For V7.0 systems: See Stopping the Voice System in *Intuity™ CONVERSANT® System Version 7.0 System Reference*, 585-313-205.

~ For V6.0 systems: See Stopping the Voice System in the *Intuity™ CONVERSANT® System Maintenance* book for your system.

Note: If the voice system is already stopped, the system displays a message stating that the action failed because the voice system is not running.

3 To verify that the Name Dialer applications package is currently installed on your system, enter **pkginfo lcnd** at the system prompt.

The system displays all the software packages installed on your system. The application package is listed as follows:

intuity lcnd INTUITY CONVERSANT CentreVu Name Dialer Application

4 Once you have determined that the package is currently installed, enter **pkgrm lcnd**

The system displays the following message:

Do you want to remove this package [yes,no,?,quit]

5 Enter **y**

The system displays messages indicating the progress of the removal. When the removal is complete, the system displays the following message:

Removal of <lcnd> was successful.

6 To start the voice system, enter **start_vs**

For more information about starting the voice system using either the Intuity CONVERSANT windows or the **start_vs** command, see one of the following:

- For V7.0 systems: See Starting the Voice System in *Intuity™ CONVERSANT® System Version 7.0 System Reference*, 585-313-205.
- For V6.0 systems: See Starting the Voice System in the *Intuity™ CONVERSANT® System Maintenance* book for your system.

Note: If the voice system is already started, the system displays a message stating that the action failed because the voice system is already running.

Removing the Proxy Software Set from the Intuity CONVERSANT System

To remove the Proxy software set from the Intuity CONVERSANT system, do the following:

Note: Before doing the following procedure, make sure the LCND application has been removed from the system. To remove the LCND application, see Removing the Name Dialer Application (LCND) from the Intuity CONVERSANT above.

1 Log in to the Intuity CONVERSANT system as root.

2 To stop the voice system, enter **stop_vs**

For more information about stopping the voice system using either the Intuity CONVERSANT windows or the **stop_vs** command, see one of the following:

- For V7.0 systems: See Stopping the Voice System in *Intuity™ CONVERSANT® System Version 7.0 System Reference*, 585-313-205.
- For V6.0 systems: See Stopping the Voice System in the *Intuity™ CONVERSANT® System Maintenance* book for your system.

Note: If the voice system is already stopped, the system displays a message stating that the action failed because the voice system is not running.

3 To verify that the Proxy NGF software package is currently installed on your system, enter **pkginfo PROXYset** at the system prompt.

The system displays all the proxy software packages installed on your system. The Proxy NGF packages are listed as follows:

intuity proxybase INTUITY ASR Proxy Package - Base

intuity proxyngf INTUITY ASR Proxy Package - Next Generation FlexWord

4 Once you have determined that the package is currently installed, enter **pkgrm PROXYset**

The system displays the following message:

Do you want to remove this package [yes,no,?,quit]

5 Enter **y**

The system displays messages indicating the progress of the removal. When the removal is complete, the system displays the following message:

Removal of <PROXYset> was successful.

⚠ WARNING:
After you remove the package, you must reboot the operating system before reinstalling the package or starting the voice system.

3 Administration

Overview

After the Name Dialer software is installed, you must administer the Local Area Network (LAN) connection, as well as the Name Dialer application parameters and services on the Intuity™ CONVERSANT® system and *each* NT server.

Purpose

This chapter provides the procedures required to perform the initial administration on the Intuity CONVERSANT system and each NT server once the Name Dialer software has been installed.

This chapter also describes the procedures needed to perform common administrative tasks used to maintain or report on the Name Dialer service.

Topics include the following:

- Initial Administration for the Name Dialer Windows NT Server
- Maintenance Administration for the Name Dialer Windows NT Server
- Name Dialer Reports

Initial Administration for the Name Dialer Windows NT Server

Once you have the Name Dialer software installed, use the following administrative procedures to set up your system for each Name Dialer Windows NT server. Subtopics include the following:

Note: Lucent recommends that you do these tasks in the order in which they are presented. In some cases, one procedure depends upon a previous procedure already being done.

- Verifying the Right-to-Use Licensing
- Obtaining IP Addresses (Server-Based Systems Only)
- Administering TCP/IP on the Windows NT Server (Server-Based Systems Only)
- Adding the Name Dialer Server to the /etc/hosts File on the Intuity CONVERSANT System (Server-Based Systems Only)
- Administering the Windows NT Server on the Intuity CONVERSANT System
- Administering the Name Dialer Application Parameters
- Creating and Loading the Database

- Verifying the Name Dialer Applications
- Administering SSP Functions for the Name Dialer service
- Administering Name Dialer Services
- Administering Voice Equipment Options
- Administering the Data Collection Toolkit (SSP-Based Configurations Only)

Verifying the Right-to-Use Licensing

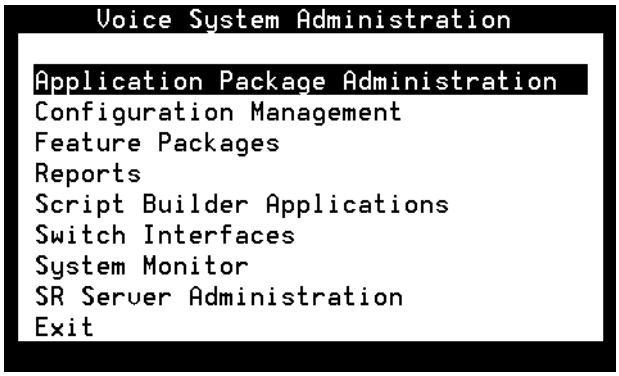
To verify the Right-to-Use (RTU) license, do the following:

1 Log in to the Intuity CONVERSANT system as root.

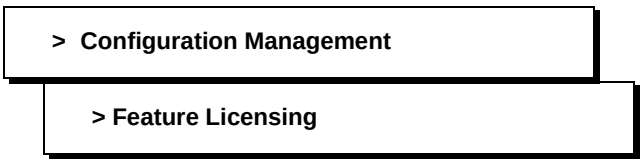
2 Enter **cvis_menu**

The system displays the Voice System Administration menu (Figure 6).

Figure 6. Voice System Administration Menu

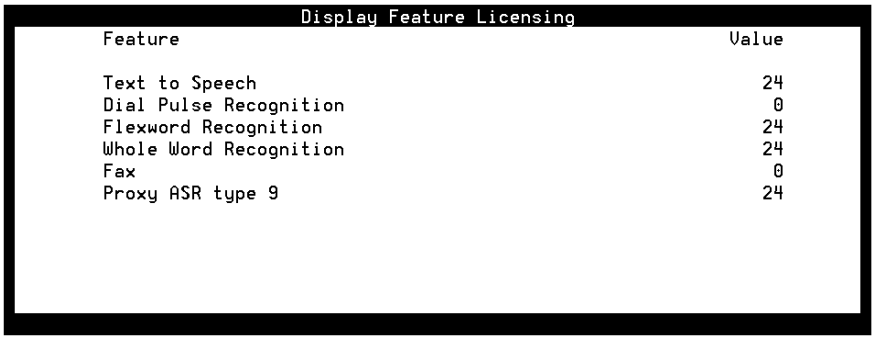


3 Select the following:



The system displays the Feature Licensing window (Figure 7 on page 23).

Figure 7. Feature Licensing Window



4 Verify that the following feature licenses are valid:

- Text-to-Speech
- Flexword Recognition – required for SSP-based configurations only
- WholeWord Recognition
- Proxy ASR type 9 – required for server-based configurations only

Note: A zero (0) in a Value field indicates there are no valid licenses for that feature. Any other number indicates the number of valid licenses for the feature.

If the RTU licensing is not correct, contact your remote service center for information about RTU license administration.

5 Press **F6** (Cancel) three times to return to the system prompt.

Obtaining IP Addresses (Server-Based Systems Only)

Obtain from your LAN administrator a unique Internet Protocol (IP) address for *each* Name Dialer server on the dedicated LAN and for the Intuity CONVERSANT system. Use this information to administer the Name Dialer server and the Intuity CONVERSANT system.

Note: For the LAN requirements, see System Requirements in Chapter 1, Overview of the Name Dialer Feature.

Administering TCP/IP on the Windows NT Server (Server-Based Systems Only)

To administer the settings for Transmission Control Protocol/Internet Protocol (TCP/IP) on *each* Windows NT server, do the following:

Note: Since the Windows NT servers are customer-provided and may be custom-configured, only *guidelines* for TCP/IP administration are provided here. For complete details on Windows NT LAN administration, see your Windows NT documentation.

1 Log in to the Windows NT server as administrator.

2 Click the **Start** button on the Windows NT taskbar, point to **Settings**, and click **Control Panel.**

The system displays the Control Panel dialog box.

3 Double-click the **Network** icon.

The system displays the Network dialog box.

4 Click the **Identification** tab.

5 Administer the information in the following boxes:

~ **Computer Name**

~ **Domain**

6 Click **OK**.

The system displays the Network dialog box.

7 Click the **Protocols** tab.

The system displays the Network Protocols dialog box.

8 If you are administering the machine for the first time, click **Add** to access these fields. If the machine has previously been administered, click **Properties**.

The system displays the Microsoft TCP/IP Properties dialog box.

9 Do the following:

a Click the **IP Address** tab, administer information in the following fields, and click **OK**:

- **IP Address**
- **Subnet Mask**
- **Default Gateway**

b Click the **DNS** tab, administer information in the following fields, and click **OK**:

- **Host name**
- **Domain**
- **DNS Service Search Order**
- **Domain Suffix Search Order**

c Click the **WINS Address** tab, administer information in the following fields, and click **OK**.

- **Primary WINS Server**
- **Secondary WINS Server**
- **Enable DNS for Windows Resolution**
- **Enable LMHOSTS Lookup**

The system displays the Network dialog box.

10 Click **Close**.

The system displays the Network Setting Change dialog box with the following message:

You must shut down and restart your computer before the new settings will take effect. Do you want to restart your computer now?

11 Click **Yes**.

Adding the Name Dialer Server to the /etc/hosts File on the Intuity CONVERSANT System (Server-Based Systems Only)

To enable network connectivity between the Intuity CONVERSANT system and the Windows NT server, normally it is sufficient to set the IP address or DNS name in the SR Server Administration window (see Administering the Windows NT Server on the Intuity CONVERSANT System below). The /etc/hosts file contains information, however, which may be required to help establish a valid connection between the Intuity CONVERSANT system and the Windows NT server.

To enter the Windows NT server in the **/etc/hosts** file on the Intuity CONVERSANT system, do the following:

1 Log in to the Intuity CONVERSANT system as root.

2 Open the **/etc/hosts** file with an ASCII text editor, such as the vi editor.

3 For each NT server, add an entry to the **/etc/hosts** file consisting of one line that includes the server's IP address and DNS name.

If desired, you can also add one or more aliases for the DNS name in the following format, where <*separator*> is a tab or space character.

IP_address <separator> DNS_name <*separator*> *alias* <*separator*> *alias*

Note: By convention, the DNS name should match the PC name administered in the Windows NT Server operating system on the server.

4 Save the file and exit.

Administering the Windows NT Server on the Intuity CONVERSANT System

To set the Name Dialer Windows NT server connection parameters on the Intuity CONVERSANT system, do the following:

1 Log in to the Intuity CONVERSANT system as root.

2 Enter **cvis_menu**

The system displays the Voice System Administration menu (Figure 6 on page 22).

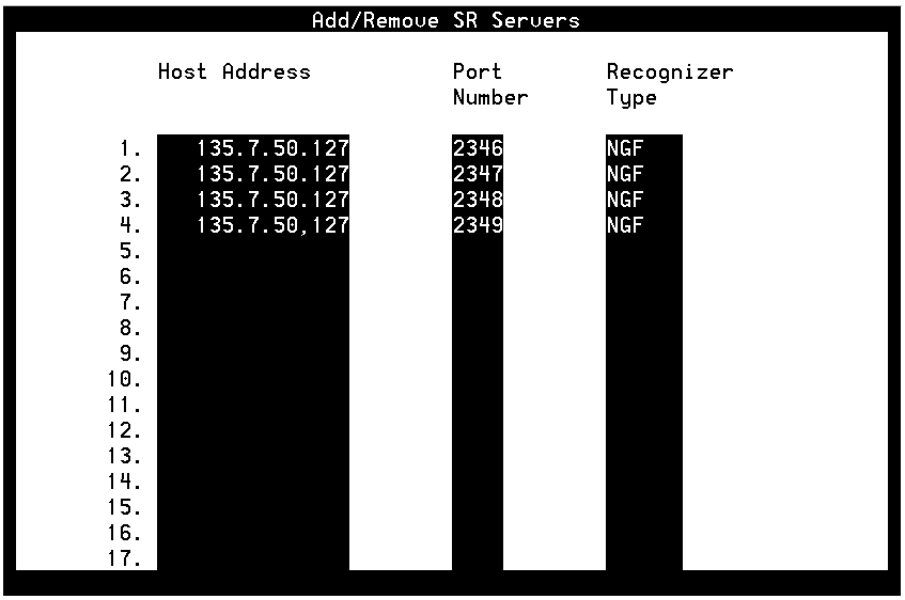
3 Select the following:

> SR Server Administration

> Add/Remove SR Servers

The system displays the Add/Remove ASR Servers window (Figure 8).

Figure 8. Add/Remove SR Servers Window



4 In the **Host Address** field, enter the IP address of the server to be added.

Note: Press **TAB** or **ENTER** to move to through the fields.

5 In the **Port Number** field, enter the channel number used by the server for recognition processing. Use a channel number between 2346–2349 to stay consistent with the default channel numbers used on the server.

6 In the **Recognize Type** field, enter **NGF**

Note: This field is case-sensitive. That is, you must enter the letters “NGF” in all uppercase letters. If you use lowercase letters, the server is not administered.

7 To save the information in this window, press **F3** (Save).

The system displays the following prompt:

This command will terminate ongoing calls for a few seconds. Do you want to continue?

8 Type **y**

9 Press **F1** (Acknowlg Message).

10 Press **F6** (Cancel) twice to return to the Voice System Administration menu.

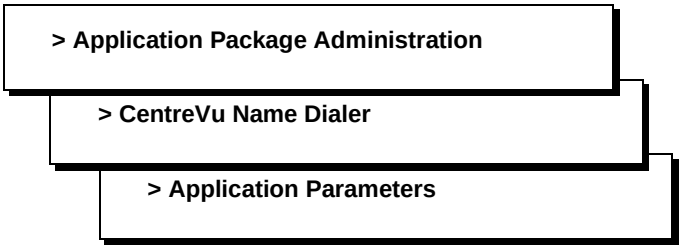
Administering the Name Dialer Application Parameters

Once you have installed the Name Dialer applications on the Intuity CONVERSANT system, you must administer the application parameters for the Name Dialer service.

To administer the application parameters for the Name Dialer service on the Intuity CONVERSANT, do the following:

Note: The following procedure assumes you are proceeding directly from the previous section.

1 From the Voice System Administration menu, select the following:



The system displays the Application Parameters window (Figure 9).

Figure 9. Application Parameter Window

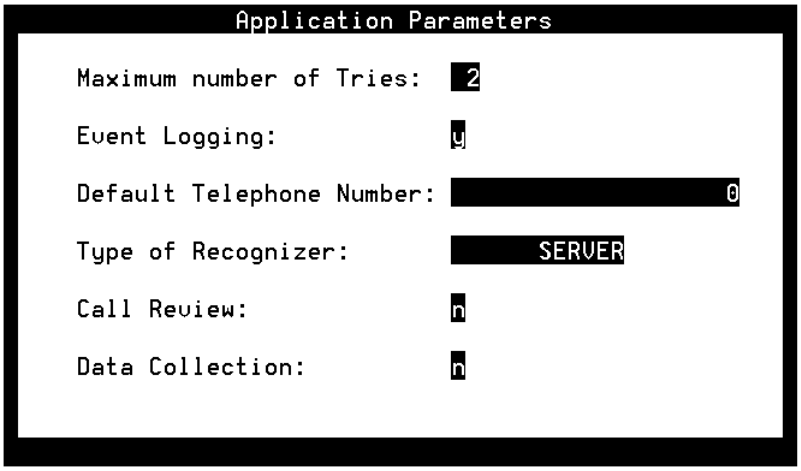


Table 8 on page 28 describes the fields in this window, including valid entries and a description of the fields.

Table 8. Name Dialer Application Parameters Window

Field Name	Valid Entries	Description
Maximum number of Tries	two-digit number, not to exceed 10 (**2** default)	This parameter specifies the maximum number of failures allowed by the recognizer before the call is transferred to an operator.
Event Logging	**Y** (default) or **N**	This parameter specifies whether or not the call information is logged by the application in the **lcnd_event** table.
Default Telephone Number	No more than 20 numeric characters	This is the telephone number for the caller to reach the operator. When the recognizer fails more than the number of times specified in the **Maximum number of Tries** field, the call is transferred to this number.
Type of Recognizer	[1]**SERVER** (default) or **SSP**	This parameter specifies the type of voice recognition used by the system.
Call Review	**Y** or **N** (default)	This parameter specifies whether the call review option is on. If this option is on (**Y**), when the caller responds to the recognition result with "no," the call review data is inserted into the **lcnd_dc** table.
Data Collection	**Y** or **N** (default)	This parameter specifies whether the data collection option is on for all calls. Always set this field to **N**.

1.See CAUTION below.

2 Enter a value in each field, using **TAB** to move to through the fields.

3 Press **F3** (Save) to save the information in this window.

4 Press **F1** (Acknowlg Message).

5 Press **F6** (Cancel) three times to return to the Voice System Administration menu.

CAUTION:
In Step 2, if you set the recognition type to SSP, you *must* verify and install the LCND application before accepting calls into the system. This rule is particularly true when you change the recognition type from SERVER to SSP. For the procedure to verify and install the LCND application, see Verifying the Name Dialer Applications below.

Creating and Loading the Database

It is necessary to create and load the Name Dialer database tables before the system will function correctly. The format for the entries in the Name Database source data file is described in The Names Database in Chapter 4, Using the Name Dialer Feature.

Database tables must be created and loaded before verifying Name Dialer applications. These database tables should be created and loaded during off-hours, because of possible interruptions to the Name Dialer service.

To create and load database tables, do the following:

1. Log in to the Intuity CONVERSANT system as root.
2. For SSP-based systems, you must change the type of recognizer parameter from SERVER to SSP, as described in Administering the Name Dialer Application Parameters above.
3. Copy the names database source file to the **/lcnd/data** directory.
4. Enter **/lcnd/bin/LCND_load.sh /lcnd/data/*filename*** where *filename* is the names database source file.

Verifying the Name Dialer Applications

It is necessary to verify the Name Dialer applications when you install the LCND utility or when you change the server type from SERVER to SSP. The Name Dialer applications must be verified via Script Builder. It is assumed that Script Builder is already installed on your Intuity CONVERSANT system.

Verifying a Script Builder application involves two steps: verification and installation. You should therefore verify and install a Script Builder application while you are in the Script Builder program.

To verify and install the Name Dialer-related applications on your system, do the following:

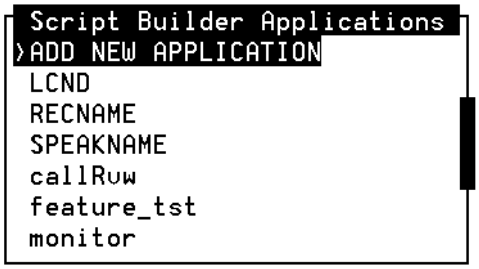
1. Log in to the Intuity CONVERSANT system as root.
2. Enter **cvis_menu**

   The system displays the Voice System Administration menu (Figure 6 on page 22).
3. Select:

   > Script Builder Applications

   The system responds with the Script Builder Applications menu (Figure 10 on page 30).

Figure 10. Script Builder Applications Menu



The following applications each need to go through the verification and installation process:

- LCND
- RECNAME
- SPEAKNAME
- callRvw

4 Select the application you want to verify and install and press **F8** (Chg-Keys).

The system displays new function key assignments at the bottom of the screen.

5 Press **F1** (Define).

The system displays the Define Application window.

6 Press **F3** (Verify).

The system displays the following message:

PASS 1: Invoking the TSM script assembler for *application_name*.

where *application_name* is the name of the application selected in Step 4.

Note: At this point, the system will probably display a number of warning messages. It is safe to ignore these warnings as long as the process is successful.

7 If your application successfully completes these passes, the system displays a **Verification successful** message. Press **F6** (Cancel) to return to the Define Application window and proceed with the installation.

8 From the Define Application window, press **F4** (Install).

The TSM script assembler starts, and the system displays the following message:

The TSM script assembler has finished without identifying any errors in your transaction definition. A complete list of output messages from the assembler can be found in the file /att/trans/sb/application_name/tas_output.

Viewing this file is optional. It may contain some warning messages about what the assembler found while successfully installing your application.

Then the system displays the following message:

PASS 2: Moving the files to the appropriate directories.

If any changes were made in the database component, the system automatically begins to update database tables.

The system displays an **Installation Completed** message.

9 Press **F6** (Cancel) to return to the Define Application window.

10 Press **F8** (Chg-Keys).

11 Press **F6** to return to the Script Builder Applications menu.

Repeat Steps 4-11 for each Name Dialer application.

If you have not assigned the application to a voice channel or host session, a warning message reminds you to do this. The application still can be installed even if a channel has not been assigned to it.

Note: The application must pass each phase of the installation process before it continues to the next step. If the transaction fails to pass, you must make corrections and start the installation process again, beginning with the verification step (6).

Administering SSP Functions for the Name Dialer service

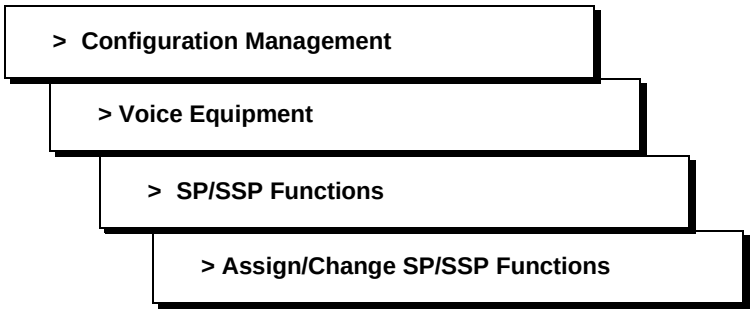
Before using the Name Dialer service, you must assign the SSP functions to the SSP circuit card. The required functions include the following:

- play
- code
- echocan
- flexword – Used for SSP-based configurations only
- text2speech
- wholeword

To administer the SSP functions, do the following:

Note: The following procedure assumes you are already logged in to the Intuity CONVERSANT system as root, and that you are already using the **cvis_menu** command.

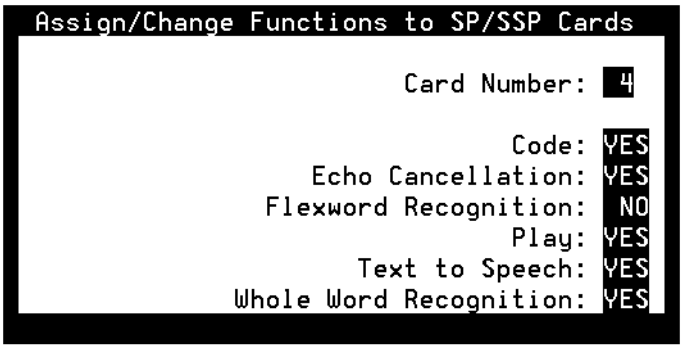
1 Starting from the **Voice System Administration** menu (Figure 6 on page 22), select the following:



The system displays the Assign/Change Functions to SP/SSP Cards window (Figure 11 on page 32).

Note: Other options in this window may appear or be selected, depending upon your system configuration.

Figure 11. Assign/Change Functions to SP/SSP Cards Window



2 In the **Card Number:** field, enter the SSP circuit card number.

If you do not know the number of the SSP circuit card, you can examine a list of the possible choices by clicking the **F2** (Choices) key.

CAUTION:
Do not attempt to use SP circuit cards for the Name Dialer feature.

You can also find out by using the Display Voice Equipment Information option. For details about using this option, see one of the following:

- For Version 6 systems: "Voice Equipment Administration" in Chapter 3, Configuration Management, in the *Intuity™ CONVERSANT® System Administration* book for your platform.
- For Version 7 systems: "System Control" in Chapter 3, Voice System Administration, in the *Intuity™ CONVERSANT® System Administration* book for your platform.

3 Set the SSP functions to the following values:

- **Code:** YES
- **Echo Cancellation:** YES
- **FlexWord Recognition:** NO
- **Play:** YES
- **Text to Speech:** YES
- **WholeWord Recognition:** YES

To change the value of a given function, select that function, press the **F2** (Choices) key, and use the directional arrows to highlight your choice. Press **ENTER** to confirm your choice.

4 Press **F3** (Save).

If the SSP circuit card is in service, the system displays the following warning:

The SP card needs to be put in a manual out of service state. Press 'y' to take the card out of service, assign the specified functions, and return the card to service. Press 'n' to abort.

WARNING: Taking a card out of service will cause any calls in progress to be dropped.

Note: If the SSP circuit card is *not* in service, it must be put in service before using an application. For the procedure to place an SSP circuit card in service, see Placing the SSP Circuit Card in Service in the Maintenance Administration for the Name Dialer Windows NT Server section of this chapter.

5 Enter **y**

6 If you are using an SSP-based configuration, go on to Step 7.

If you are using a server-based configuration, the system displays the following message:

WARNING: The list of functions should include all of the available recognizers for this card, as well as the echo canceler.

Original assignment list requested is:

code, echocan, play, text2speech, wholeword

Suggested assignment list is:

code, echocan, play, text2speech, wholeword, flexword

Is it OK to use the suggested assignment list (y or n) [y]?

Enter **n**

7 Watch for the system to display the following message:

Assignment made.

Press Enter to continue.

8 Press **ENTER**.

9 Press **F6** (Cancel) twice to return to the Voice Equipment menu.

Administering Name Dialer Services

There are four Name Dialer services that must be administered on the Intuity CONVERSANT system before using Name Dialer applications. Table 9 names and describes these services.

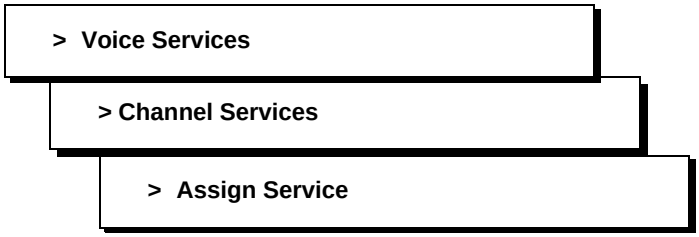
Table 9. Name Dialer Services

Service Name	Description
LCND	This service runs the actual Name Dialer application. It is typically assigned to multiple channels.
RECNAME	This service allows subscribers to digitally record their own names for use with the confirmation prompt. It is typically assigned to multiple channels.
SPEAKNAME	This service is used for viewing and editing name pronunciations specified in the LCND_MODSAY table. It is typically assigned to a single channel for the system administrator's use.
callRvw	The Call Review service causes data about a call to be collected whenever a caller provides a negative response to the confirmation prompt. It is typically assigned to a single channel for the system administrator's use.

To assign a service to selected channels, do the following:

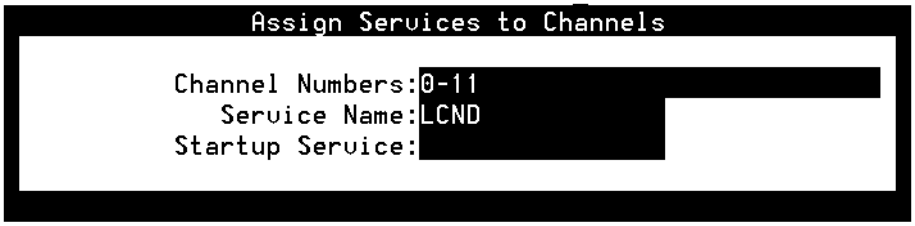
Note: The following procedure assumes you are proceeding directly from the previous section (Administering SSP Functions for the Name Dialer service).

1 From the Voice Equipment menu, select:



The system displays the Assign Services to Channels window (Figure 12).

Figure 12. Assign Services to Channels Window



2 In the **Channel Numbers:** field, assign a channel or a range of channels to which you want to assign the designated service. Channels are numbered starting with zero (0).

Note: For the LCND and RECNAME services, you will typically assign multiple channels, because a number of callers may need to access these utilities simultaneously. For the SPEAKNAME and callRvw services, you will typically assign only one channel for the system administrator to use because, typically, only the system administrator will need to use these utilities.

Once a channel is assigned, you cannot reuse it for another service. For example, if channels 0-6 are assigned to the LCND service, you must assign channels numbered 7 or higher to other services.

The number of channels you can assign depends on your system configuration.

3 In the **Service Name:** field, enter the name of the service you are assigning (LCND, RECNAME, SPEAKNAME, or callRvw).

4 Press **F3** (Save).

Repeat steps 2-4 to assign additional services to channels as required.

Note: In step 3, substitute the appropriate service name (**RECNAME**, **SPEAKNAME**, or **callRvw**) for **LCND** in the **Service Name:** field.

5 Press **F6** (Cancel) three times to return to the Voice Equipment menu.

Administering Voice Equipment Options

The Voice Equipment options you must administer depend on the type of circuit card you are using. If you are using a tip/ring circuit card, see Administering Tip/Ring Circuit Cards for the Name Dialer Feature below. If you are using a Line Side T1 circuit card, see Administering Line Side T1 Circuit Cards for the Name Dialer Feature below.

Administering Tip/Ring Circuit Cards for the Name Dialer Feature

If you are using a tip/ring circuit card for the Name Dialer service, you must assign the Time Division Multiplex (TDM) option to the appropriate channels.

To assign TDM to Name Dialer channels, do the following:

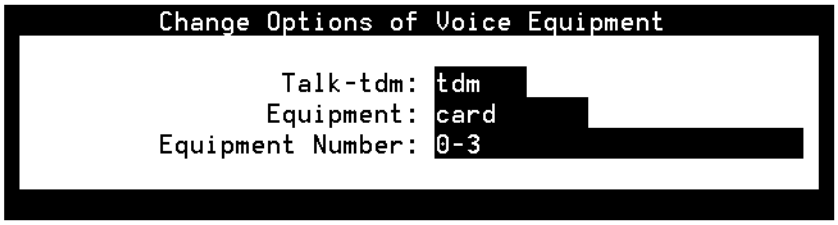
Note: The following procedure assumes you are proceeding directly from the previous section (Administering Name Dialer Services).

1 From the Voice Equipment menu, select:

```
> Equipment Options
```

The system displays the Change Options of Voice Equipment window (Figure 13).

Figure 13. Change Options of Voice Equipment Window



2 In the **Talk-tdm:** field, enter **tdm**

3 In the **Equipment:** field, enter **card**

4 In the **Equipment Number:** field, enter a number or a range of numbers corresponding with the tip/ring or T1 circuit card numbers to which you want to assign the TDM function.

5 Press **F3** (Save).

6 Press **F6** (Cancel) twice to return to the Configuration Management menu.

Administering Line Side T1 Circuit Cards for the Name Dialer Feature

If you are using a Line Side T1 circuit card for the Name Dialer feature, you must first administer the card on the Intuity CONVERSANT system using the procedures given in the *Intuity™ CONVERSANT® System Administration* book for your system.

Once the T1 circuit card has been administered and the card has been assigned on the Intuity CONVERSANT system, you must change the MINTIME parameter in order for the system to function properly.

Note: In addition, *for Version 6.0 Update 1 systems only*, you must obtain and load the patch named **DTMFVRU** on top of the V6.0 **rfu+f** patch, if you do not already have it loaded on your system.

To change the MINTIME parameter, do the following:

1 Log in to the Intuity CONVERSANT system as root.

2 To stop the voice system, enter **stop_vs**

For more information about stopping the voice system using either the Intuity CONVERSANT windows or the **stop_vs** command, see one of the following:

~ For V7.0 systems: See Stopping the Voice System in *Intuity™ CONVERSANT® System Version 7.0 System Reference*, 585-313-205.

- For V6.0 systems: See Stopping the Voice System in the *Intuity™ CONVERSANT® System Maintenance* book for your system.

Note: If the voice system is already stopped, the system displays a message stating that the action failed because the voice system is not running.

3 At the system console prompt, enter the following:

vi /vs/switches/digital/pkgs/t1def/us/d1Parms

The system displays the **d1Parms** file contents.

4 To find the MINTIME entry, enter **/MINTIME**

Note: This command is case-senstive. If you do not use all capital letters, the command fails.

The system goes to the line containing the MINTIME entry.

5 Change the value for the **D1_E_MINTIME** from **350** to **150**.

6 Save the file and exit.

7 To start the voice system, enter **start_vs**

For more information about starting the voice system using either the Intuity CONVERSANT windows or the **start_vs** command, see one of the following:

- For V7.0 systems: See Starting the Voice System in *Intuity™ CONVERSANT® System Version 7.0 System Reference*, 585-313-205.
- For V6.0 systems: See Starting the Voice System in the *Intuity™ CONVERSANT® System Maintenance* book for your system.

If the voice system is already started, the system displays a message stating that the action failed because the voice system is already running.

Administering the Data Collection Toolkit (SSP-Based Configurations Only)

For SSP-based configurations, it is necessary to administer the Data Collection Toolkit before the Call Review utility can be used. To administer the Data Collection Toolkit, do the following:

⚠ CAUTION:
This procedure should not be performed while the system is actively taking calls.

1 Log in to the Intuity CONVERSANT system as root.

2 Enter **dc_status -c #**
where # is the channel number or numbers assigned to the LCND application (0-11).

If data collection is disabled, the system displays the following message:

The Data Collection Toolkit has not been enabled.
Use the command "dcpkgEnable" to enable it.

3 To enable Data Collection, enter **dcpkgEnable**

The system displays the following message:

Added Data Collection usage.data file
Turned on the DC processes for inittab
Attempted to rebuild inittab
SP/SSP boards need to be removed and restored.

Is it OK to remove and restore SP/SSP boards now? [y/n]

4 Enter **y**

The system displays the following message:

Remove card 4. Asking for equipment...
Card 4 changed to state MANOOS.
Card 4 changed to state INSERV.

5 To set the data file destination directory, enter the following:
dc_param -d /voice1/testdata/tmp

The system displays the following message:

Set the parameters as -
File destination: /voice1/testdata/tmp
Maximum number of files for each subdirectory on one channel: 500
Maximum file length: 30 seconds
Maximum initial EC impulse length: 2 seconds
Minimum disk space under /voice1/testdata/tmp: 2048

Maintenance Administration for the Name Dialer Windows NT Server

Once the Name Dialer service is running, use the procedures in this section to check the status, stop and start the service, or remove the service for maintenance purposes. Subtopics in this section include the following:

- Verifying the Name Dialer Service Status in the Windows NT Task Manager Window
- Verifying the Server Connection Status on the Intuity CONVERSANT System
- Placing the SSP Circuit Card in Service
- Removing the SSP Circuit Card from Service
- Starting and Stopping the Name Dialer Service in the Windows NT Services Window
- Removing the Name Dialer Service on the Windows NT Server (not required)
- Restoring the Name Dialer Service on the Windows NT Server
- Disabling the Data Collection Toolkit

Verifying the Name Dialer Service Status in the Windows NT Task Manager Window

To verify the state of the Name Dialer service on a server, do the following:

1. Right-click a blank area on the taskbar (the bar on your desktop that has the **Start** button on it), and click **Task Manager**.

   The system displays the Windows NT Task Manager window.

2. Click the **Processes** tab.

   The system displays a list of all processes running on the Name Dialer server.

3. Verify in the **Image Name** column that the following processes are running continuously:

   - **AsrSrvMsg.exe** (1 process should be running)
   - **flexword.exe** (2-4 processes should be running)

Note: If these processes are displayed intermittently, the system may be respawning them.

4. Click the **Performance** tab.

   Check the percentage displayed in the **CPU Usage** field.

   If the percentage is greater than 90%, and the processes appear to be respawning (Step 3), there may be a problem with installation of the NT server software or the Name Dialer engine. See Name Dialer Troubleshooting Guidelines in Chapter 5, Troubleshooting for the repair procedure.

5. Close the Windows NT Task Manager window.

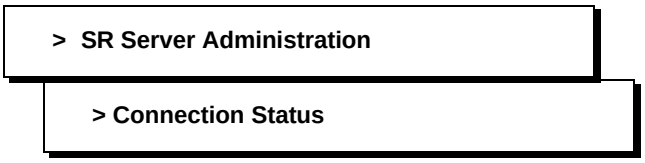
Verifying the Server Connection Status on the Intuity CONVERSANT System

To check the Name Dialer server connection status on the Intuity CONVERSANT system, do the following:

1. Log in to the Intuity CONVERSANT system as root.
2. Enter **cvis_menu**

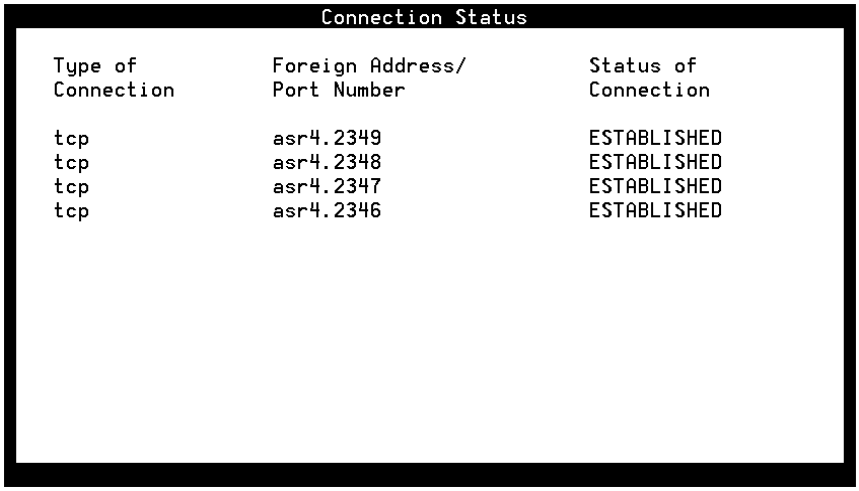
   The system displays the Voice System Administration window (Figure 6 on page 22).

3. Select the following:



   The system displays the Connection Status window (Figure 14).

Figure 14. Connection Status Window



This window lists only the TCP/IP connections and their status.

4 Press **F6** (Cancel) twice to return to the Voice System Administration menu.

Placing the SSP Circuit Card in Service

There are times when an SSP circuit card must be removed from service to allow you to administer other features or functions on the Intuity CONVERSANT system. Before you can use the Name Dialer service, you must place the SSP circuit card back in service.

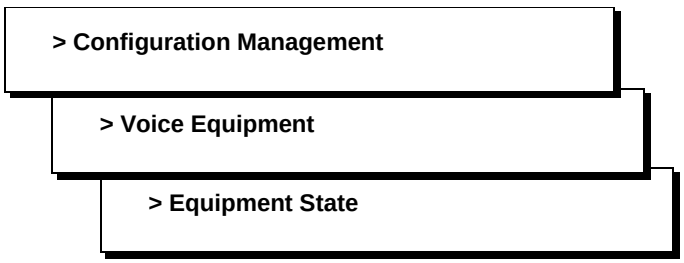
To place an SSP circuit card in service, do the following:

1 Log in to the Intuity CONVERSANT system as root.

2 At the system prompt, enter **cvis_menu**

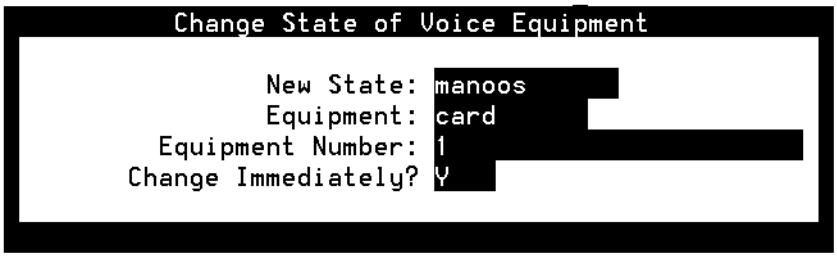
The system displays the Voice System Administration menu (Figure 6 on page 22).

3 Select the following:



The system displays the Change State of Voice Equipment window (Figure 15).

Figure 15. Change State of Voice Equipment Window



Note: To move between the fields, use the **TAB** or the **ENTER** key. To see and select possible choices for any of the following fields, you can use the **F2** (Choices) key, directional arrow keys, and the **ENTER** key.

4 Set the fields of the Change State of Voice Equipment window to the following values:

- **New State: inserv** (in service)
- **Equipment: card**
- **Equipment Number: #** (SSP card number)

Note: If you do not know the number of the SSP circuit card, you can examine a list of the possible choices by clicking the **F2** (Choices) key.

You can also find out by using the Display Voice Equipment Information option. For details about using this option, see one of the following:

- For Version 6 systems: "Voice Equipment Administration" in Chapter 3, Configuration Management, in the *Intuity™ CONVERSANT® System Administration* book for your platform.
- For Version 7 systems: "System Control" in Chapter 3, Voice System Administration, in the *Intuity™ CONVERSANT® System Administration* book for your platform.

- **Change Immediately? Y**

5 Press **F3** (Save).

The system displays the following message:

Card 1 changed to state INSERV.

Press ENTER to continue.

6 Press **ENTER**

7 To return to the Voice Administration Menu, press **F6** (Cancel) three times.

Removing the SSP Circuit Card from Service

There are times when an SSP circuit card must be removed from service to allow you to administer other features or functions on the Intuity CONVERSANT system.

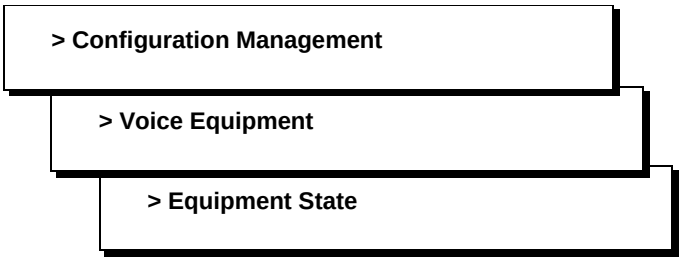
To remove an SSP circuit card from service, do the following:

1 Log in to the Intuity CONVERSANT system as root.

2 At the system prompt, enter **cvis_menu**

The system displays the Voice System Administration menu (Figure 6 on page 22).

3 Select the following:



The system displays the Change State of Voice Equipment window (Figure 15 on page 41).

Note: To move between the fields, use the **TAB** key. To see and select possible choices for any of the following fields, you can use the **F2** (Choices) key, directional arrow keys, and the **ENTER** key.

4 Set the fields of the Change State of Voice Equipment window to the following values:

~ **New State: manoos** (manual out-of-service)

~ **Equipment: card**

~ **Equipment Number: #** (SSP card number)

Note: If you do not know the number of the SSP circuit card, you can examine a list of the possible choices by clicking the F2 (Choices) key.

You can also find out by using the Display Voice Equipment Information option. For details about using this option, see one of the following:

- For Version 6 systems: “Voice Equipment Administration” in Chapter 3, Configuration Management, in the Intuity™ CONVERSANT® System Administration book for your platform.
- For Version 7 systems: “System Control” in Chapter 3, Voice System Administration, in the Intuity™ CONVERSANT® System Administration book for your platform.

~ **Change Immediately? Y**

5 Press **F3** (Save).

The system displays the following message:

Immediate mode will disconnect any calls in progress on this card.

Press <y> to confirm.
Press <n> to cancel.

6 Type **y**

The system displays the following message:

Remove card 1. Asking for equipment...
Card 1 changed to state MANOOS.

Press ENTER to continue.

7 Press **ENTER**.

8 To return to the Voice Administration Menu, press **F6** (Cancel) three times.

Starting and Stopping the Name Dialer Service in the Windows NT Services Window

The Name Dialer service must be started on the Windows NT servers before the Name Dialer service can be used. In certain maintenance situations, the Name Dialer service must be stopped. It is recommended that you do not stop the Name Dialer service during normal business hours.

Note: You do not need to start the Name Dialer service immediately after installing the Name Dialer server software if you reboot the Name Dialer server as directed in the installation procedure (see Installing the FlexWord™ Server Software on the Windows NT Server in Chapter 2, Software Installation and Removal). Rebooting the server automatically starts the Name Dialer service. Thereafter, you can stop and restart the service as necessary.

To stop or start the Name Dialer service on the server, do the following:

1 Click the **Start** button on the Windows NT taskbar, point to **Settings**, and click **Control Panel**.

The system displays the Control Panel window.

2 Double-click the **Services** icon.

The system displays the Services window. The **Status** column indicates the current status of the services listed as either **Started** or blank (stopped).

3 In the scrolling list, select **AsrSrvMgr**.

4 If you want to:

~ Start the Name Dialer service, click **Start**.

The system displays the Service Control window with the following message:

Attempting to start the AsrSrvMgr service.

When the service is started, the **Status** column shows the current status of AsrSrvMgr as **Started**. The Task Manager window displays the Name Dialer processes as running (see Verifying the Name Dialer Service Status in the Windows NT Task Manager Window above).

~ To stop the Name Dialer service, do the following:

[1] Click **Stop**.

The system displays the Services dialog box with the following prompt:

Are you sure you want to stop the AsrSrvMgr service?

[2] Click **Yes**.

The system displays the Service Control window with the following message:

Attempting to stop the AsrSrvMgr service.

When the service is stopped, the Status column shows the AsrSrvMgr as stopped (blank). The Task Manager window does not show any Name Dialer processes as running (see Verifying the Name Dialer Service Status in the Windows NT Task Manager Window above).

5 Close the Services dialog box.

Removing the Name Dialer Service on the Windows NT Server (not required)

In certain maintenance situations, support staff may want the Name Dialer service to be removed from the Windows NT servers.

To remove the Name Dialer service on a Windows NT server, do the following:

1 Log in to the Windows NT server as administrator.

Note: You *must* be logged in as administrator to use this procedure.

2 Stop the Name Dialer service.

See Starting and Stopping the Name Dialer Service in the Windows NT Services Window above.

3 Click the **Start** button on the Windows NT taskbar, point to **Programs**, and click **Command Prompt**.

The system displays the Command Prompt window.

4 At the system prompt, enter the following:

c:\winnt\flexword\instServ AsrSrvMgr remove

Note: This example assumes the Name Dialer installation path is on drive C: of your system. If you installed the Name Dialer software on a drive other than drive C: use the appropriate letter.

The system displays the following message and removes AsrSrvMgr from the list of services in the Services dialog box:

Delete Service SUCCESS

Note: If the Services dialog box was already displayed on your desktop before you removed the Name Dialer service, the AsrSrvMgr service is still listed. You must close and then reopen the Services dialog box to refresh the display and confirm that AsrSrvMgr has been removed from the list of services.

5 Close the Command Prompt window.

Restoring the Name Dialer Service on the Windows NT Server

In certain maintenance situations, support staff may want the Name Dialer service to be removed from the Windows NT servers. Before the Name Dialer service can be used, it must be restored on the Windows NT servers.

To restore the Name Dialer service on a Windows NT server, do the following:

1 Log in to the Windows NT server as administrator.

Note: You *must* be logged in as administrator to use this procedure.

2 Click the **Start** button on the Windows NT taskbar, point to **Programs**, and click **Command Prompt**.

The system displays the Command Prompt window.

3 At the system prompt, enter the following:

c:\winnt\flexword\instServ AsrSrvMgr c:\winnt\flexword\AsrSrvMgr.exe

Note: This example assumes the Name Dialer installation path is on drive C: of your system. If you installed the Name Dialer software on a drive other than drive C: use the appropriate letter.

The system displays the following message and restores AsrSrvMgr to the list of services displayed in the Services dialog box:

Create Service SUCCESS

Note: If the Services dialog box was already displayed on your desktop before you restored the Name Dialer service, the AsrSrvMgr service is not listed. You must close and then reopen the Services dialog box to refresh the display and confirm that the AsrSrvMgr has been restored to the list of services.

4 Close the Command Prompt window.

Disabling the Data Collection Toolkit

If the Call Review option is to be unused for a long period of time, it is recommended that you disable the Data Collection Toolkit.

To disable the Data Collection Toolkit, do the following:

1 Enter **dcpkgDisable**

The system displays the following message:

Removed Data Collection usage.data file
Turned off DC processes for inittab.
Attempted to rebuild inittab
SP/SSP boards need to be removed and restored.

Is it OK to remove and restore SP/SSP boards now? [y/n]

2 Enter **y**

The system displays the following message:

Remove card 4. Asking for equipment...
Card 4 changed to state MANOOS.
Card 4 changed to state INSERV.

Name Dialer Reports

The Name Dialer service provides access to call data through several reports. These reports are helpful in improving your service's performance as well as monitoring the success of your service.

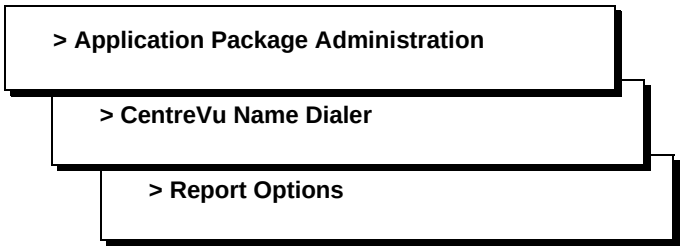
These reports include:

- Directory Entries by Name — Lists all the names stored in the ORACLE database in alphabetical order. All recorded names are preceded by an asterisk (*).
- Directory Entries by Location — Lists all the names stored in the ORACLE database by location.
- FlexWord Performance — Reports on the performance of the FlexWord recognizer. Lists a count of each event type from the LCND_EVENT table in ORACLE for a chosen range of dates.
- Transfer Activity by Name — Reports the number of calls received by each person in the database for a chosen range of dates.

Directory Entries by Name Report

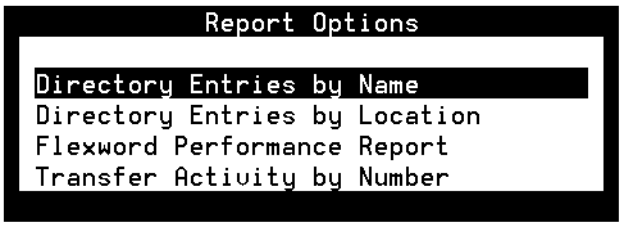
To create the Directory Entries by Name report, do the following:

1 From the Voice System Administration menu (Figure 6 on page 22), select the following:



The system displays the Reports Options menu (Figure 16).

Figure 16. Reports Options Menu



2 Select **Directory Entries by Name** and press **ENTER.**

The system displays the Directory Entries by Name window (Figure 17 on page 47).

Figure 17. Directory Entries by Name Window

Directory Entries by Name

NAME	TYPE	Tel #	LOCATION
ADAMS, ANDREW	OFFICE	917084908001	CHICAGO
DOE, JOHN	OFFICE	5000	TIMBUKTU
GIBSON, MILES	OFFICE	0147	GREENWOOD VILLAGE
*JANE, MARY	OFFICE	916145001234	GREENWOOD VILLAGE
LEE, CHRISTOPHER	OFFICE	913035013345	WESTMINSTER
SMITH, CATHY	OFFICE	913035386666	WESTMINSTER
SMITH, KATHIE	OFFICE	3333	GREENWOOD VILLAGE
*SMITH, WILLIAM	OFFICE	2222	WESTMINSTER

This window displays all the names in the database, including the corresponding telephone number or extension, and the location of the person.

To move through the list of names, use the function keys at the bottom of the screen.

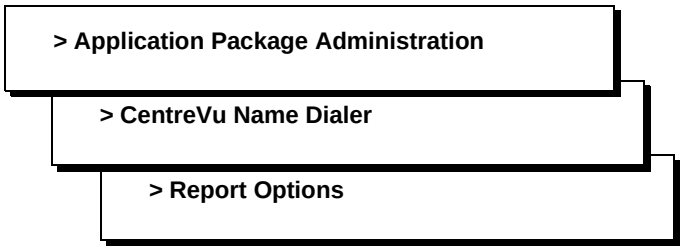
Note: Function key assignments are labeled at the bottom of each Intuity CONVERSANT screen.

3 Press **F6** (Cancel) four times to return to the Voice System Administration menu.

Directory Entries by Location Report

To create the Directory Entries by Location report, do the following:

1 From the Voice System Administration menu (Figure 6 on page 22), select the following:



The system displays the Reports Options menu (Figure 16 on page 47).

2 Select **Directory Entries by Location** and press **ENTER.**

The system displays the Directory Entries by Location window (Figure 18 on page 48).

Figure 18. Directory Entries by Location Window

Directory Entries by Location

LOCATION	NAME	TYPE	Tel #
CHICAGO	ADAMS, ANDREW	OFFICE	917084908001
GREENWOOD VILLAGE	GIBSON, MILES	OFFICE	0147
GREENWOOD VILLAGE	JANE, MARY	OFFICE	916145001234
GREENWOOD VILLAGE	SMITH, KATHIE	OFFICE	3333
TIMBUKTU	DOE, JOHN	OFFICE	5000
WESTMINSTER	LEE, CHRISTOPHER	OFFICE	913035013345
WESTMINSTER	SMITH, CATHY	OFFICE	913035386666
WESTMINSTER	SMITH, WILLIAM	OFFICE	2222

This window displays all the names in the database by their location, including the corresponding telephone number or extension.

To move through the list of names, use the function keys at the bottom of the screen.

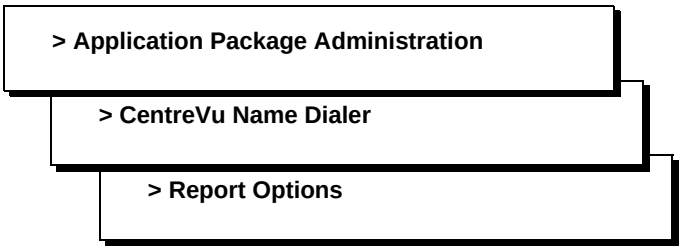
Note: Function key assignments are labeled at the bottom of each Intuity CONVERSANT screen.

3 Press **F6** (Cancel) four times to return to the Voice System Administration menu.

FlexWord Performance Report

To create the FlexWord Performance report, do the following:

1 From the Voice System Administration menu (Figure 6 on page 22), select the following:

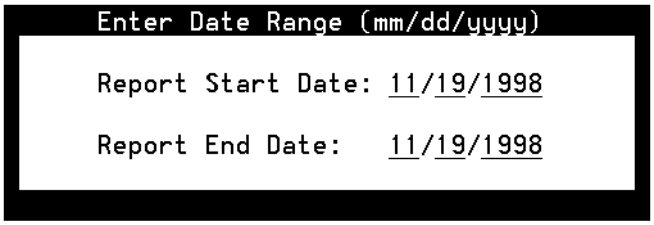


The system displays the Reports Options menu (Figure 16 on page 47).

2 Select **FlexWord Performance Report** and press **ENTER.**

The system displays the Enter Date Range window (Figure 19 on page 49).

Figure 19. Enter Date Range Window



3 Enter the range of dates for which you want the report to collect data. The default entry in the window is the current date.

4 Press **F3** (Save) to generate the report for the specified dates.

The system displays the FlexWord Performance Report (Figure 20).

Figure 20. FlexWord Performance Report

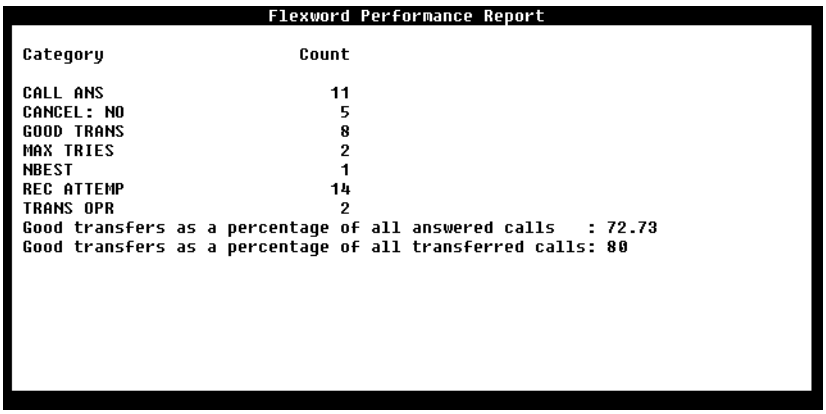


Table 10 on page 50 describes the data shown in this report for all event types.

Note: Not all event types appear in each generation of this report because it displays only non-zero counts for each event type.

5 (Optional) To print this report, press **F7** (Print).

6 (Optional) To return to the Enter Date Range window to create a report for a different date range, press **F6** (Cancel).

7 Press **F6** (Cancel) five times to return to the Voice System Administration menu.

Table 10. Description of the FlexWord Performance Report Data

Category (Field)	Description
ASR REJECT	This is the number of rejections made by the recognizer.
CALL ANS	This is the total number of calls answered by the Name Dialer application.
CANCEL: NO	This is the number of transfers cancelled. This event is logged when a caller responds to the recognition result with “no”.
CANCEL LST	This is the number of transfers cancelled by callers when a list of names was offered as a choice. This event occurs when there is more than one entry with the same name in the database.
GOOD TRANS	This is the number of successful transfers. This event is logged when the caller responds to the recognition result with “yes”.
MAX REJECT	This indicates that the MAX TRIES number was reached due to ASR REJECT conditions. The call is transferred to the operator at this point. See the definitions of MAX TRIES and ASR REJECT.
MAX TRIES	This indicates that the maximum number of attempts allowed has been reached. The call is transferred to the operator at this point.
MULT LST	This is the total number of times more than one choice with the same or same-sounding names was offered to the caller. The MULT LST count is equal to the sum of CANCEL LST and SAID NUM. See also CANCEL LST and SAID NUM.
NBEST	This is the total number of times the application used the next-best name choice.
NO REC AVL	This is the number of times the recognizer was not available. This may point to insufficient resources or trouble with the recognizer(s).

1 of 2

Table 10. Description of the FlexWord Performance Report Data

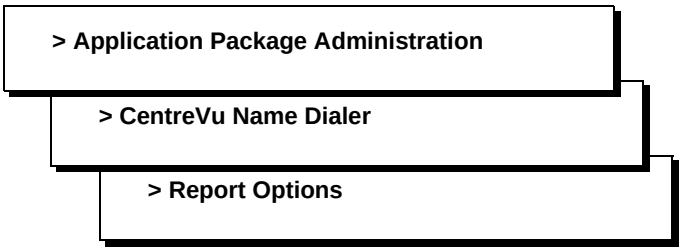
Category (Field)	Description
REC ATTEMP	This is the total number of recognition attempts.
SAID NUM	This is the total number of times the caller selected the correct number from the multiple list names (MULT LST). See also MULT LST and CANCEL LST.
TRANS OPR	This is the number of times that calls were transferred to operators.
Good transfers as a percentage of all answered calls:	This is a percentage representing the ratio of successful transfers to all answered calls.
Good transfers as a percentage of all transfers:	This is a percentage representing the ratio of successful transfers to all transferred calls.

2 of 2

Transfer Activity by Name Report

To create the Transfer Activity by Name report, do the following:

1 From the Voice System Administration menu (Figure 6 on page 22), select:

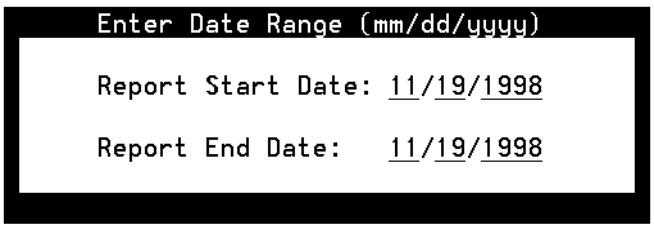


The system displays the Reports Options menu (Figure 16 on page 47).

2 Select **Transfer Activity by Name** and press **ENTER.**

The system displays the Enter Date Range window (Figure 21).

Figure 21. Enter Date Range Window

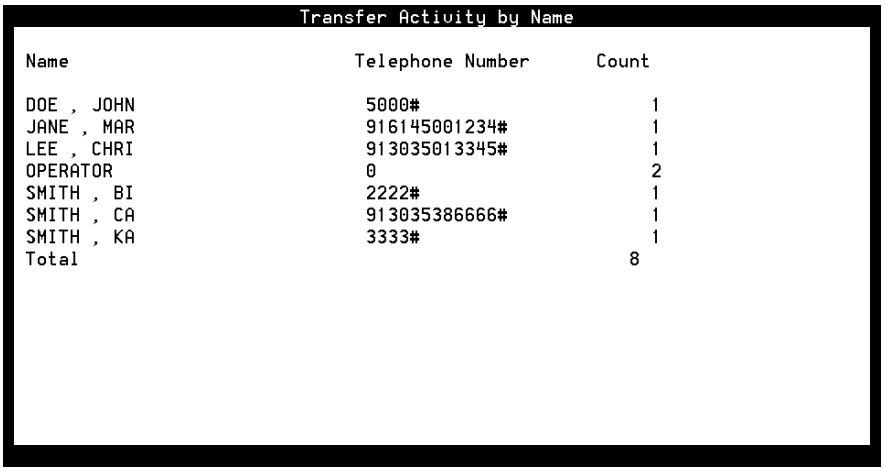


3 Enter the range of dates for which you want the report to collect data. The default entry in the window is the current date.

4 Press **F3** (Save) to generate the report for the specified dates.

The system displays the Transfer Activity by Name report (Figure 22 on page 52).

Figure 22. Transfer Activity by Name Report



Transfer Activity by Name

Name	Telephone Number	Count
DOE , JOHN	5000#	1
JANE , MAR	916145001234#	1
LEE , CHRI	9130350133345#	1
OPERATOR	0	2
SMITH , BI	2222#	1
SMITH , CA	913035386666#	1
SMITH , KA	3333#	1
Total		8

The report lists each name and how many transferred calls that name received from the Name Dialer application. **Total** represents the total number of calls transferred for the specified date range.

5 (Optional) To return to the Enter Date Range window to create the report for a different date range, press **F6** (Cancel).

6 Press **F6** (Cancel) five times to return to the Voice System Administration menu.

4 Using the Name Dialer Feature

Overview

This chapter describes how to use the Name Dialer feature.

Purpose

This chapter provides information on using the Name Dialer feature, including procedures to modify the database information, as well as how to store call data for review. Topics include the following:

- The Names Database
- Using the Name Dialer Feature
- Sample Database Conversion Script
- Using the Name Recording Application
- Using the Pronunciation Application
- Data Collection and Call Review
- Customizing Greetings

The Names Database

In order for the Name Dialer service to recognize the names spoken by callers, the database must be populated with all the subscriber names.

Note: It is recommended that you use Lucent Technologies Professional Services or a third-party provider to create your database.

The names, also known as “data records,” appear as a line in the database and must be provided to the database in a source data file using a predefined format as described in Table 11 on page 54.

There are no field delimiters used for this format. It requires each field to contain a set number of characters, with blank spaces used to “fill out” a field. If, for example, a last name for a record entry was Smith, the **Last name** field would contain the name “Smith” followed by 20 spaces, because this field requires 25 characters.

The only fields absolutely required by the Name Dialer application are the **Last name**, the **First name**, and the **Telephone number** fields. If you plan to use the Name Recording application (RECNAME), the **HRID** field is also required. All other fields, while recommended, are not required.

All the fields in the source data file are in ASCII format.

Table 11. Format for Line Entries in the Name Database

Field Name	Populated with...	Required Field Size (characters)
Last name	Subscriber's last name	25 (01-25)
First name	Subscriber's first name	25 (26-50)
Nickname	Subscriber's nickname	25 (51-75)
Title	Subscriber's title	10 (76-85)
Location/Dept	Subscriber's location	50 (86-135)
reserved[1]		12 (136-147)
Dialer prefix	Dialing prefix to be used during call transfer	5 (148-152)
Telephone number	Subscriber's telephone number used for call transfer	20 (153-172)
OK to transfer	Y or N If set to "N," call will not be transferred	1 (173)
OK to speak number	Y or N If set to "Y," the application will speak the subscriber's number	1 (174)
reserved[1]		8 (175-182)
HRID	Unique Human Resource ID used for identifying recorded phrase	15 (183-197)
PIN	Personal Identification Number used for validating authenticity of subscriber name for recording	10 (198-208)

[1]Field reserved for future use.

⚠ CAUTION:
If you plan to use the Name Recording application (RECNAME), it is very important that you populate the HRID field in the names database. If you do not, subscribers will not be able to record their names using the Name Recording application.

While you can use any name you want for the names database source data file, it is recommended that you save the source data file with the filename **names.lst**, and store the file in the **/lcnd/data** directory.

In addition, the Name Dialer application uses two other files to assist in the building of the runtime database table. These files are **namesay.dat** and **nicknames.dat**. Both files are located in the **/lcnd/data** directory.

All files in this directory are backed up during the standard Intuity CONVERSANT system backup.

The namesay.dat File

The **namesay.dat** file contains predefined phonetic translations (the name as said rather than the name as spelled) of about 57,000 names. These phonetic translations are used to build the runtime database. The database load process uses the phonetic translations provided in the **namesay.dat** file if it matches with the first or last name. This file is also used for TTS name playback.

⚠ CAUTION:
Only a qualified person should change this file. Otherwise, it can severely impact recognition and pronunciation accuracy.

The nickname.dat File

The **nickname.dat** file contains about 1,100 commonly known nicknames. These nicknames are inserted automatically into the runtime database by the database load process for those names that do not have a predefined nickname specified in the source database (as shown in Table 11 on page 54).

You can use a text editor, such as vi, to add or modify nickname entries in the **nickname.dat** file.

⚠ CAUTION:
Only a qualified person should change this file. Otherwise, it can severely impact recognition and pronunciation accuracy. Note also that the more nicknames that are added to this file, the more quickly the runtime database grows, because nicknames are inserted for each name entry that does not have a predefined nickname specified in the source data file.

It is possible for one name to be translated into more than one nicknames. For example, the name *Robert* could have nicknames of *Bob* or *Rob*. To avoid these multiple entries, provide the preferred nickname in the source data file.

Note: Since the database load process automatically inserts nicknames only for those name entries which have no predefined nickname listed in the source data file, it is recommended that you provide nicknames for each entry in the source data file. This can help reduce the size of your final runtime database dramatically.

Using a Second Source Data File

You can provide additional names with a second source data file. A second source data file is a way to provide the Name Dialer application with additional names without modifying the entire main source data file. The second source data file may be used to add temporary or short-term names.

The second source data file, if you use it, *must* be named **secondsource.dat** and placed in the **/lcnd/data** directory. Use the same format for each line as described for the main source data file (in Table 11 on page 54).

When you load the database, the **secondsource.dat** file is also loaded.

Loading the Database

Use the **LCND_load.sh** script to load the source data file containing all the names, telephone numbers, and other relevant information into the ORACLE database used for call processing. This script requires the source data file name with the full path as an argument. The database load procedure is designed to minimize the system down time. However, the application may not be able to process calls for a brief time.

Using the Name Dialer Feature

Once the applications are verified and installed, and the database is loaded, use the following steps to use the Name Dialer feature.

If you have an SSP server configuration, you must have at least one wordlist file active before you assign the FlexWord functionality to the SSP. Activating a wordlist means creating all of the data files necessary to perform FlexWord speech recognition.

To activate a wordlist when the wordlist file already resides on the voice system, do the following:

1. If there are no wordlists currently activated, make sure the FlexWord function is *not* assigned to the SSP circuit card.

   To verify that the FlexWord function is not assigned to the SSP circuit card, use the SP/SSP Functions option (see Administering SSP Functions for the Name Dialer service in Chapter 3, Administration).

Note: If you have the FlexWord option assigned to the SSP circuit card and no wordlist is assigned to it, the SSP appears to be “broken” and does not function until at least one wordlist is assigned.

2. (For SSP-based configurations only:) Assign the FlexWord function to the SSP circuit card.

   For the procedure, see Administering SSP Functions for the Name Dialer service in Chapter 3, Administration.

3. To diagnose the FlexWord speech recognition SSP circuit card after activating your wordlists, enter **diagnose card**

For more information about the **diagnose card** command, see the *Intuity™ CONVERSANT® System Administration* book for your system.

4 Verify and install the application associated with the active wordlist before you call up the application. For the procedure to verify and install the LCND application, see Administering SSP Functions for the Name Dialer service in Chapter 3, Administration.

If necessary, you can now assign the LCND service to a channel using the information in Administering Name Dialer Services in Chapter 3, Administration.

Sample Database Conversion Script

The sample database conversion script in this section is for the following Name Dialer directory, similar to what you might receive from a Human Resources database:

```
John|Doe|John|Timbuktu|1234567|+1 303 800 5000
Mary|Jane|Mary|Greenwood|1111111|+1 614 500 1234
William|Smith|Bill|Westminster|2222444|+1 303 800 2222
Christopher|Lee|Chris|Westminster|3322445|+1 303 501 3345
Andrew|Adams|Andy|Chicago|7788991|+1 708 490 8001
Susan|Sommers|Susan|Westminster|LC98876610|
Robert|Smith|Robert|Westminster|5708532|
Miles|Gibson|Miles|Greenwood|LC10000999|+1 303 800 0147
Kathi|Smith|Kathi|Greenwood|2070012|+1 303 800 3333
Cathy|Smith|Cathy|Westminster|5700032|+1 303 538 6666 x86666
```

The following sample database conversion script takes the above data file and converts it into a form that the Name Dialer service can use, by stripping out the pipe (|) characters, inserting the appropriate number of spaces for each field, and inserting spaces for any missing fields.

Note: The source files for both this conversion script and the sample database above can be found in the **/lcnd/convert** directory where you installed the Name Dialer software package on your Intuity CONVERSANT system. You can, if you want, open these files and edit to customize them for use on your own system.

```
# Create temporary file
# In this example, $1 represents the filename
# of the source data file.
TMP=/home/lcnd/tmp
cp $1 ${TMP}/f0

# Delete the line marked with "DELETED" entry in the
# data file.
sed "/DELETED/D" <${TMP}/f0 >${TMP}/f1.dat

# Add "1" in front of the area code if it is missing in
# the database.
sed "s/+ 303/+1 303/" <${TMP}/f1.dat >${TMP}/f2.dat

# Strip the "303 80" prefix from telephone numbers.
sed "s/+1 303 80//" <${TMP}/f2.dat >${TMP}/f3.dat
```

```
# Convert other |91|+1 to |91|.
# sed "s/|91|+1 /|91|/" <${TMP}/f2.dat >${TMP}/f3.dat

# Replace +1 with 91.
sed "s/+1 /91/" <${TMP}/f3.dat >${TMP}/f4.dat

# Strip the leading "LC" from the ID numbers of contractors.
sed "s/LC//" <${TMP}/f4.dat >${TMP}/f5.dat

# Load the data into an ORACLE table so that the table
# output can be created in the required format.

if [ "${ENV_SET}"  != "YES" ]
then

    ENV_SET="YES"
    ORACLE_HOME=/oracle
    ORACLE_BIN=${ORACLE_HOME}/bin
    ORACLE_SID="A"

PATH=:/bin:/usr/bin:/usr/lbin:/vs/bin:/vs/bin/util:${ORACLE
_BIN}::

    export PATH ORACLE_SID ORACLE_BIN ORACLE_HOME ENV_SET
fi

PKGHOME=/lcnd
BIN=${PKGHOME}/bin
SQL=${PKGHOME}/sql
E_CODE=2

USAGE="usage:  ${MYNAME} [-f] [-d] file\n\tf=fixed
format\n\td=character delimited\n\n"


# cleanup(tablename): Remove the table.

cleanup()
{
    sqlplus -s sti/sti <<-[]
    whenever sqlerror exit failure;
        DROP TABLE ${1};
        COMMIT;
        quit;
[]
}


# exist(tablename): Determine if the table exists.
#                    1 = TRUE
#                    0 = FALSE
# If the table exists, first write to the file and
# get the last 2 lines to ignore warning messages - LCND

exist()
{
sqlplus -s sti/sti >${TMP}/$$.exists <<-[]
    whenever sqlerror exit failure;
    set head off;
    SELECT COUNT(*) FROM USER_TABLES WHERE TABLE_NAME =
'${1}';
```

```
    quit;
[]

exists=‘cat ${TMP}/$$.exists|tail -2‘

rm -f ${TMP}/$$.exists
echo "${exists}"
}

# START
# If a temporary table already exists, remove it.

if [ ‘exist CNV_LCND_TMP‘ -eq 1 ]
then
    cleanup CNV_LCND_TMP
fi


# Create a working table.
# The fields should match the format required by the
# CentreVu Name Dialer application.

sqlplus -s sti/sti <<-[]
    whenever sqlerror exit failure;
    CREATE TABLE CNV_LCND_TMP
    (LN VARCHAR2(25),
    FN VARCHAR2(25),
    PN VARCHAR2(25),
    TITLE VARCHAR2(10),
    LOC VARCHAR2(50),
    RESERVE1 (12),
    PREFIX VARCHAR2(5),
    TEL VARCHAR2(20),
    TRANSFER VARCHAR2(1),
    SPEAK VARCHAR2(1),
    RESERVE2 (8),
    HRID VARCHAR2(15),
    PIN VARCHAR2(10));
    quit;
[]

if [ ${?} -ne 0 ]
then
    echo "Cannot create temporary table CNV_LCND_TMP\n"
    exit ${E_CODE}
fi


# Load the formatted input data in the CNV_LCND_TMP table.

# echo " Loading directory data in the CNV_LCND_TMP table"

${BIN}/load_tbl.sh /home/lcnd/del_dir.ctl ${TMP}/f5

if [ ${?} -eq 0 ]
then
    echo "File loaded by SQL*PLUS without reported error."
else
    echo "${MYNAME}: error loading temporary directory
table."
    exit ${E_CODE}
```

```
fi

echo "Edit table"


# The following table operations accomplish the following:
#  1. They remove the entries that do not have telephone
#     numbers.
#  2. They trim the white spaces before and after the first
#     names, last names, and preferred names.
#  3. They set the preferred name (nickname) field to NULL
#     if it is same as the first name.
#  4. They set the SPEAK field to N (no), and the TRANSFER
#     field to Y (yes) for all records, as values for these
#     fields are not available from the source database.
#  5. They set all PIN fields to NULL. They could be set to
#     extensions, if desired.

#  6. They remove spaces and hyphens (-) from each telephone
#     number.
#  7. They remove the extra extension field (x12345)
#     contained in the source database.

sqlplus -s sti/sti  <<-[]
    whenever sqlerror exit failure;

    DELETE from CNV_LCND_TMP where TEL is NULL;
    commit;
    update CNV_LCND_TMP set FN = LTRIM(RTRIM(FN));
    update CNV_LCND_TMP set PN = LTRIM(RTRIM(PN));
    update CNV_LCND_TMP set LN = LTRIM(RTRIM(LN));
    commit;

    update CNV_LCND_TMP set
PN = NULL where CNV_LCND_TMP.ROWID in
(select CNV_LCND_TMP.ROWID from CNV_LCND_TMP where FN=PN );
    commit;
    UPDATE CNV_LCND_TMP set SPEAK = 'N';
    UPDATE CNV_LCND_TMP set TRANSFER = 'Y';
    commit;
    UPDATE CNV_LCND_TMP set PIN = NULL;
    commit;
    update CNV_LCND_TMP set TEL = REPLACE(TEL, '-');
    commit;
    update CNV_LCND_TMP set TEL = REPLACE(TEL, ' ');
    commit;
    update CNV_LCND_TMP set TEL =
SUBSTR(TEL,1,INSTR(TEL,'x')-1)
where CNV_LCND_TMP.TEL in
    (select TEL from CNV_LCND_TMP where
      INSTR(TEL,'x') > 0 );
    commit;
    quit;
[]

if [ ${?} -ne 0 ]
then
    echo "Cannot create STRING entries in table CNV_LCND_
TMP\n"
    exit ${E_CODE}
fi
```

```
echo "Output file ASR for the runtime database load"

sqlplus -s sti/sti  > ${TMP}/spooler <<-[]
    whenever sqlerror exit failure;
    set NEWPAGE 0
    set SPACE 0
    set PAGESIZE 0
    set ECHO OFF
    set FEEDBACK OFF
    set HEADING OFF
    set TERMOUT OFF
    set LINE 240
    spool /lcnd/data/names.lst
select LN,
  FN ,
  PN ,
  TITLE ,
  LOC ,
  RESERVE1 ,
  PREFIX ,
  TEL ,
  TRANSFER ,
  SPEAK ,
  RESERVE2 ,
  HRID ,
  PIN from CNV_LCND_TMP;
    spool off;
    quit;
[]

if [ ${?} -ne 0 ]
then
    echo "Cannot create STRING entries in table CNV_LCND_
TMP\n"
    exit ${E_CODE}
fi
```

Using the Name Recording Application

By default, the Name Dialer feature uses Text-to-Speech (TTS) to say a subscriber's name during the confirmation prompt. For example, in the following confirmation prompt: "Calling John Smith; say 'no' to cancel," the name John Smith is, by default, spoken using TTS.

The Name Recording application gives subscribers the option to digitally record their names using their own voices. The Name Dialer application then uses these recorded names in place of the TTS renderings.

The Name Recording application is called RECNAME. It is listed in the Script Builder application menu. Assign the RECNAME application to a channel using the procedure in "Administering Name Dialer Services" in Chapter 3, Administration.

When subscribers call the application to record their own names, it prompts them to enter their unique ID and PIN numbers. The ID number corresponds to the HRID field in the database field (as described in Table 11 on page 54).

Using the Pronunciation Application

The Pronunciation application is named SPEAKNAME. This utility allows system administrators to enter, view and edit names in the LCND_MODSAY table. The LCND_MODSAY table is used both for TTS name pronunciations in prompts and for name recognition using FlexWord speech recognition.

Editing names in this table is sometimes necessary because TTS does not always pronounce names correctly and FlexWord speech recognition does not always recognize names correctly. For example, when the name “Stephen” is entered, TTS reads it and FlexWord speech recognition recognizes it as “Steffen”. An administrator could use SPEAKNAME to change the spelling to “Steven”, which TTS can pronounce correctly and FlexWord speech recognition can recognize correctly.

To modify the pronunciation of names in the Name Dialer names database, do the following:

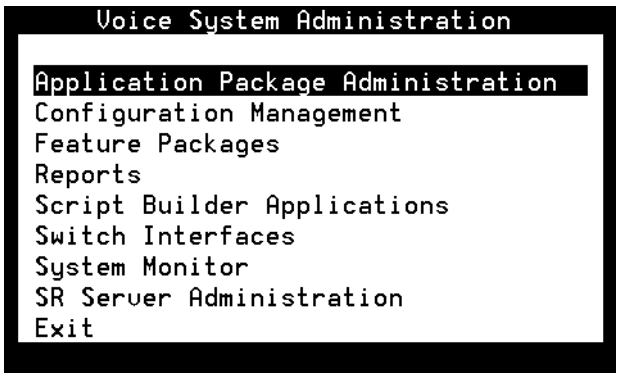
1. If the SPEAKNAME service has not been assigned to a channel, do so now.

   For the procedure to assign the SPEAKNAME service to a channel, see Administering Name Dialer Services in Chapter 3, Administration.

2. At the UNIX system prompt, enter **cvis_menu**

   The system displays the Voice System Administration menu (Figure 23).

Figure 23. Voice System Administration Menu

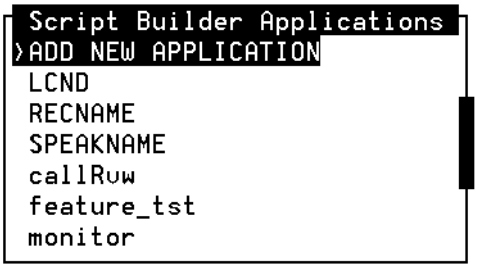


3 Select the following:

```
> Script Builder Applications
```

The system responds with the Script Builder Applications menu (Figure 24).

Figure 24. Script Builder Application Menu



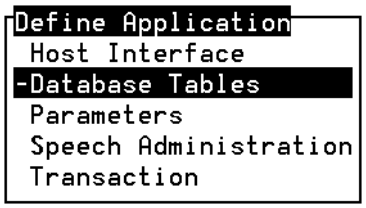
4 Highlight **SPEAKNAME** and press **F8** (Chg-Keys).

The system displays new function keys at the bottom of the screen.

5 Press **F1** (Define).

The system displays the Define Application menu (Figure 25 on page 63).

Figure 25. Define Application Menu



6 Highlight **Database Tables** and press **ENTER**.

The system displays the database tables for this application.

7 Highlight **LCND_MODSAY** and press **F6** (Edit).

8 If the name does not already exist in the LCND_MODSAY table, skip to step 9.

If the name already exists in the LCND_MODSAY table, do the following:

a Press **F6** (Next) repeatedly until you find the name you want to edit.
b To edit the information for the name, press **F4** (Change).
c Make the desired changes.
d Set the **SPEAK_RECORD** field to **Y** (see Table 12 on page 64).

Note: This field is case-sensitive. That is, you must enter an uppercase “Y”, and not a lowercase “y”, or the system ignores it. Anything other than an uppercase “Y” in this field causes the name to be ignored when playing the names.

e Press **F3** (Save).
f Skip to step 10.

9 If the name does not already exist in the LCND_MODSAY table, do the following:

a To create a new record, press **F1** (Add).
b Add the actual and "phonetic" spellings for the subscriber's first name, nickname, and last name (see Table 12 on page 64).

Note: For a complete definition of these fields, see Table 11 on page 54.

c Set the **SPEAK_RECORD** field to **Y** (see Table 12 on page 64).

Note: This field is case-sensitive. That is, you must enter an uppercase "Y", and not a lowercase "y", or the system ignores it. Anything other than an uppercase "Y" in this field causes the name to be ignored when playing the names.

d Press **F3** (Save).

10 Make a call to the telephone number that has been assigned to the SPEAKNAME application.

If the system does not pronounce the name correctly, repeat step 7, step 8, and step 10 above until you get a satisfactory pronunciation.

11 When you have finished making desired changes, clear the **SPEAK_NAME** field by pressing any touchtone key while the SPEAKNAME application is running.

12 Press **F6** (Cancel) repeatedly until you are returned to the UNIX prompt.

Note: Changes to the LCND_MODSAY table do not take effect until the next time the database tables are loaded. For the procedure to load database tables, see Creating and Loading the Database in Chapter 3, Administration.

Table 12 on page 64 describes the fields of the LCND_MODSAY table.

Table 12. Name Dialer Application Parameters Window

Field Name	Description
FIRST_SPELL	This is the true spelling of the subscriber's first name, for example, "Stephen".
FIRST_SAY	This is the spelling of the subscriber's first name as it should be spoken (the phonetic spelling). For example, the TTS recognizer pronounces "Stephen" as "steffen". To get the recognizer to pronounce the name correctly, you must enter "Steven" in this field.
PREF_SPELL	This is the true spelling of the subscriber's nickname.
PREF_SAY	This is the spelling of the subscriber's nickname as it should be spoken (the phonetic spelling).

1 of 2

Table 12. Name Dialer Application Parameters Window

Field Name	Description
LAST_SPELL	This is the true spelling of the subscriber's last name.
LAST_SAY	This is the spelling of the subscriber's last name as it should be spoken (the phonetic spelling).
SPEAK_RECORD	This field determines whether the name is spoken during play checks of the database. Anything other than an uppercase "Y" in this field causes the name entry to be ignored.

2 of 2

Data Collection and Call Review

When the call review option is on (that is, set in the Application Parameters window), the Name Dialer service collects the following data during each call:

- Recognition results, as a FlexWord string
- The data collection file, containing the spoken utterances
- Talkfile and phrase file numbers of the recorded name, if applicable

At the end of a call, if the caller rejects the recognition result by saying "no," or by hanging up before the call is transferred, the Name Dialer application saves the call data in the **LCND_DC** (ORACLE data collection) table. The application also saves the data if the caller accepts the second recognition attempt. In this case, data for both attempts are saved in the **LCND_DC** table.

Only negative results are collected for call review. The call review application is designed to collect data on the first two recognition results of the Name Dialer application. Thus, if you have set the **Maximum Number of Tries** parameter in the CentreVu Application Parameter window (Figure 9 on page 27) for any number greater than two, you can only review call data for the first two attempts.

Data Collection and System Configuration

Depending on your configuration, call review data is collected using two different methods:

- For server-based systems, data collection of the spoken utterances is done automatically by the Proxy Server processes. It is a function of the Name Dialer (LCND) application to remove the data collection files when the call review option is turned off or the call is successfully transferred.
- For SSP-based systems, data collection of the spoken utterances is done by a request to the Data Collection DIP (Data Interface Process), **dciodip**, also known as the Data Collection Toolkit. It is a function of the Name Dialer (LCND) application to request that data collection occur when the Call Review option is turned on and to remove the data collection file when the call is successfully transferred.

Using the Call Review Option

Assign the call review (**callRvw**) application to a channel using the information in Administering Name Dialer Services in Chapter 3, Administration.

Once the application is assigned, call the assigned telephone number to hear the call review data. The application prompts you for a date and time range for which you want to hear call review data.

After each call is reviewed, you have the following options (Table 13):

Table 13. Call Review Follow-up Options

If you want to:	Press Touchtone Key:	Comments:
Delete the Call Review record	1	Use this option when you do not want to review the Call Review record again. This option removes the record from the system, and no further review is possible.
Save the Call Review record	2	Use this option when you want to review the record again at a later time. Call review records are only available for seven days after their creation.
Review the Call Review record again	3	Use this option to review the record again immediately.

If no touchtone key is pressed, the call is reviewed again automatically after a brief delay.

Customizing Greetings

You can use Script Builder to customize the greeting message callers hear when they reach the Name Dialer application.

1. Log in to the Intuity CONVERSANT system as root.
2. Enter **cvis_menu**

   The system displays the Voice System Administration menu (Figure 23 on page 62).
3. Select the following:

> **> Script Builder Applications**

The system responds with the Script Builder Applications menu (Figure 24 on page 63).

4 Highlight **LCND** and press **F8** (Chg-Keys).

The system displays new function key assignments at the bottom of the screen.

5 Press **F1** (Define).

The system displays the Define Application menu (Figure 25 on page 63).

For the procedures to record custom speech, see The Speech Administration Window in Chapter 9, Speech Administration, in the *Intuity™ CONVERSANT® System Application Development with Script Builder* book for your system.

5 Troubleshooting

Overview

Intuity™ CONVERSANT® system messages alert you to problems, potential problems, or a change in the state of the system. This chapter contains the messages specific to the Name Dialer feature. This chapter also tells you how to view information about the status of the Windows NT servers and how to troubleshoot problems that are not associated with system messages.

Note: All other Intuity CONVERSANT system messages are described in Alarms and Log Messages in the *Intuity™ CONVERSANT® System Reference* book for your system.

Also, for information on using the **logCat** command to see a list of alarms and on using the **explain** command to get information about how to respond to an alarm or log message, see Appendix A, Summary of Commands, in the *Intuity™ CONVERSANT® System Administration* book for your system.

Purpose

Refer to this chapter to determine the action to take regarding troubles for the Name Dialer. Topics include the following:

- Name Dialer Alarms and Log Messages
- Checking Server Connectivity
- Name Dialer Troubleshooting Guidelines

Name Dialer Alarms and Log Messages

If a repair procedure for a message does not effectively correct the problem experienced, escalate the problem to the next level of support.

The **lcnddip** generates three types of error log messages, described in the following subtopics.

LCND001 (ND_PARAM_INITERR)

Description There was an error in loading a parameter.

Repair procedure Make sure the parameters as defined in the **/lcnd/data/lcnd_params** file are correct.

LCND002 (ND_BAD_MSG)

Description An unknown IPC (Inter-Process Communication) message was received by **lcnddip**.

Repair procedure There are no procedures the user can perform. Contact your customer service center for assistance.

LCND003 (ND_MSGSND)

Description **lcnddip** failed to return a message to the process that requested the action.

Repair procedure There are no procedures the user can perform. Contact your customer service center for assistance.

Checking Server Connectivity

Use the following procedure to check connectivity to a Name Dialer server from the Intuity CONVERSANT system:

Enter **ping *serverName***

where *serverName* is the DNS name of the Name Dialer server.

If the Intuity CONVERSANT system and the Name Dialer server are both running and connected via the LAN, the system displays the following message:

***serverName* is alive.**

For a more in-depth procedure, you can use the procedure given in Verifying the Server Connection Status on the Intuity CONVERSANT System in Chapter 3, Administration.

Name Dialer Troubleshooting Guidelines

To troubleshoot problems with the Name Dialer, use the guidelines in Table 14.

Table 14. Name Dialer Troubleshooting

Problem:	Possible Solutions:
The system plays the "Sorry, we did not understand; please try again" prompt immediately after the "Name, please" prompt	• Verify that the server connection status is valid (see Verifying the Server Connection Status on the Intuity CONVERSANT System in Chapter 3, Administration) • System resources may be out of sync with the application. Try the following: **a** Load the database tables (see Creating and Loading the Database in Chapter 2, Software Installation and Removal). **b** Verify and install the LCND application (see Verifying the Name Dialer Applications in Chapter 3, Administration). • The Right-to-Use license may not be administered correctly (see Verifying the Right-to-Use Licensing in Chapter 3, Administration).
A subscriber's recorded name is not played during the confirmation message.	The talkfile being used for the RECNAME application may not be the default talkfile. To make the RECNAME talkfile use the default talkfile, do the following: **1** At the UNIX prompt, enter **pg /speech/talk/RECNAME.pl** **2** If the talkfile number is not **225**, do the following: **a** Enter **sb RECNAME** **b** Select **Transaction** **c** Scroll down the application code to: **21. External Action: Msg_Code** **d** Press **F4** (Define) **e** Change the talkfile number from 225 to *XXX* where *XXX* is the talkfile number of the **RECNAME.pl** file. **f** Press **F3** (Close) **g** Press **F8** (Chg-Keys) **h** Press **F3** (Save) **i** Press **F6** (Cancel) **j** Press **F8** (Chg-Keys) **k** Press **F4** (Verify) **l** Press **F6** (Cancel) **m** Press **F4** (Install) **n** Press **F6** (Cancel) **o** Press **F8** (Chg-Keys) **p** Press **F6** (Cancel) **3** Examine talkfile 225 and copy any Name Dialer recorded phrases to talkfile XXX. To determine which phrases were recorded in Name Dialer, you can look at the date/time stamp.

1 of 4

Table 14. Name Dialer Troubleshooting

Problem:	Possible Solutions:

Calls to the Name Dialer application receive a "System resources are not available" message.	***For server-based configurations:*** There may not be a connection to the server(s). To find out whether there is a valid server connection, check the server connection status (see Verifying the Server Connection Status on the Intuity CONVERSANT System in Chapter 3, Administration).
	
	If connections are not established, do the following:
	
	1 Verify that the LAN cables are connected between the Intuity CONVERSANT, the server(s), and LAN hub.
	
	2 Verify that all recognizers are running (see Verifying the Name Dialer Service Status in the Windows NT Task Manager Window in Chapter 3, Administration).
	
	3 Verify that the Intuity CONVERSANT is administered correctly (see Administering the Windows NT Server on the Intuity CONVERSANT System in Chapter 3, Administration).
	
	4 Verify that TCP/IP is administered correctly on all servers (see Administering TCP/IP on the Windows NT Server (Server-Based Systems Only) in Chapter 3, Administration).
	
	5 Verify that all servers are administered correctly, by doing the following:
	
	a Click the **Start** button on the Windows NT taskbar.
	b Point to **Programs** and click **Command Prompt**.
	c At the DOS prompt, enter **cd:winnt\flexword**
	d Enter **type servers**
	e Verify that the following four lines exist and are correct:
	
	`CND2;D:\WINNT\flexword;\WINNT\flexword\flexword.exe; -C -p2346 -R0`
	
	`CND3;D:\WINNT\flexword;\WINNT\flexword\flexword.exe; -C -p2347 -R0`
	
	`CND4;D:\WINNT\flexword;\WINNT\flexword\flexword.exe; -C -p2348 -R0`
	
	`CND5;D:\WINNT\flexword;\WINNT\flexword\flexword.exe; -C -p2349 -R0`

2 of 4

Table 14. Name Dialer Troubleshooting

Problem:	Possible Solutions:
(continued) Calls to the Name Dialer application receive a "System resources are not available" message.	**f** Close all open windows. **g** Verify that **Simple TCP/IP Services** is installed on all servers. For help with this, see your Windows NT documentation. ***For SSP-based configurations:*** Verify that the SSP circuit card is assigned the correct functions. The functions must include FlexWord speech recognition. For details, see Administering SSP Functions for the Name Dialer service in Chapter 3, Administration.
The SSP circuit card appears to be broken and fails diagnostic tests.	***For server-based configurations:*** Make sure that FlexWord speech recognition is not assigned to the SSP circuit card. For information about administering SSP functions, see Administering SSP Functions for the Name Dialer service in Chapter 3, Administration. ***For SSP-based configurations:*** Make sure that at least one word list exists for FlexWord speech recognition, even if it is an empty list. If FlexWord is assigned to the SSP circuit card and no word list exists for it, the SSP circuit card appears to be broken, even though it is not. For information about creating and installing FlexWord lists, see Chapter 5, Recognizing FlexWord™ Speech Input in the *Intuity CONVERSANT System Speech Development, Processes, and Recognition* book for your system. If the above solutions do not work, you may have to replace the SSP circuit card.
The Call Review utility does not have any records to review.	Do the following: • Verify that the records you are trying to review are not more than seven days old. • Verify that the Call Review data collection option is turned on (see Administering the Name Dialer Application Parameters in Chapter 3, Administration). ***For SSP-based configurations:*** Verify that the Data Collection Toolkit has been administered (see Disabling the Data Collection Toolkit in Chapter 3, Administration).

3 of 4

Table 14. Name Dialer Troubleshooting

Problem:	Possible Solutions:
LCND database doesn't load.	Make sure that the HRID field in the names database is populated. This HRID is required by the RECNAME application when subscribers call to record their names. For more information, see The Names Database and Using the Name Recording Application in Chapter 4, Using the Name Dialer Feature.
There is too much silence at the end of a name recording made using SPEAKNAME.	Instruct subscribers to press the # key as soon as they are finished saying their names. This terminates the recording and helps eliminate any dead silence at the end.

4 of 4

Index

Symbols

A

C

D

E

F

G

H

I

L

M

N

O

P

R

S

T

U

V

W