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Solutions for DEFINITY Call Center

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- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

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- Electromagnetic Compatibility (89/336/EEC)
- Low Voltage (73/23/EEC)
- Telecommunications Terminal Equipment (TTE) i-CTR3 BRI and i-CTR4 PRI

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Acknowledgment
This document was prepared by Product Documentation Development, Lucent Technologies, Denver, CO.

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About This Book

Purpose

This book describes a powerful automated call-routing, announcement, storage, message-retrieval, and callback system: INTUITY™ CONVERSANT® System Solutions for DEFINITY® Call Center, or "CONVERSANT Solutions" for short. This book:

- Tells installers how to load the three software packages on a CONVERSANT Voice Information System (VIS)
- Gives administrators the basic steps to build pathways, or "vectors", for incoming calls
- Shows administrators how to create site-specific applications
- Tells administrators how to generate reports and how to troubleshoot problems

Intended Audiences

This book is written for call center agents, technicians, and system administrators responsible for using, installing, and maintaining the CONVERSANT Solutions.

Use

One good way to use the book is to start with the general overview in Chapter 1 and then read the summaries of the three modules. This will give you a feel for the system and suggest how you can shape it to meet your needs. Then you can go over the sample applications to get an idea of how call-handling instructions, or CONVERSANT vectors, work in practice to channel incoming calls. Chapter 7, *Application Quick Start*, provides helpful advice on port and vector allocation and worksheets that you can use in laying out your system.

NOTE:
It is important that you read this Chapter 7 before going on to the task of building your own applications using Chapter 5, *CONVERSANT Solutions Administration*.

Conventions

Keyboard keys are in capital letters, and are enclosed in boxes with rounded corners, like this:

Press ENTER

Function keys are in capital letters, followed by the function key number enclosed in square boxes, like this:

Press INSERT F2

CONVERSANT vector names are underlined. For example:

ADA start

Variables are in italic letters. For example:

%vdn

Words that you type are in bold letters. For example:

ccc

Words that appear on your monitor's screen are in this typeface:

```
At the prompt, type your login.
```

Assumptions

This book is written with the assumption that you have a CONVERSANT Voice Information System Version 5.0 or later running under the UnixWare® operating system, and that your hardware consists of at least one MAP/40 or MAP/100 computer and a DEFINITY G3 switch.

It is also assumed that you know at least a little about the G3 Call Vectoring and Call Prompting features.

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Related Resources

UnixWare Operating System and CONVERSANT Documentation

- *Novell UnixWare Documentation Set*, 585-350-908
- *INTUITY CONVERSANT VIS Version 5.0 Software Installation*, 585-310-151
- INTUITY *CONVERSANT VIS Version 5.0 Upgrade*, 585-310-152
- *INTUITY CONVERSANT VIS Version 5.0 Operations*, 585-310-550
- *INTUITY CONVERSANT VIS Version 5.0 Maintenance*, 585-310-153

DEFINITY G3 Documentation

- *AT&T DEFINITY Communications System Generic 3 Call Vectoring Guide*, 555-230-520
- *AT&T DEFINITY Communications System Generic 3 Feature Description*, 555-230-204

- *AT&T DEFINITY Communications System Generic 3i Implementation*, 555-230-650,

  AT&T DEFINITY Communications System Generic 3r Implementation, 555-230-651,

  AT&T DEFINITY Communications System Generic 3i-Global Implementation, 555-230-652,

  AT&T DEFINITY Communications System Generic 3 V2 and V3 Implementation, 555-230-653,

  or

  AT&T DEFINITY Communications System Generic 3 V4 Implementation, 555-230-655

Some knowledge of Call Vectoring and Call Prompting is necessary to make full use of the CONVERSANT Solutions. The most helpful document will probably be the Call Vectoring guide. If you are not familiar with Call Vectoring, review that book, especially its tutorial sections.

Read Chapter 7 of the feature description for a discussion of Call Prompting, Call Vectoring, and Automatic Call Distribution (ACD) groups. Read Chapter 3 of the implementation guide for an explanation of the forms for Call Prompting and Vectoring. Read Chapter 5 of this book for informaiton about the actual setup of announcements.

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Understanding CONVERSANT Solutions for DEFINITY Call Center

1

This chapter describes the main functions of the three CONVERSANT Solutions software packages and discusses the relationship between DEFINITY vectors and CONVERSANT vectors.

Overview of CONVERSANT Solutions

The CONVERSANT Solutions consist of interactive software packages that can speak to callers, store their messages, and guide their calls to live agents. They may be installed in a few minutes above the standard CONVERSANT Voice Information System software. This CONVERSANT software, in turn, resides above the UnixWare operating system.

Issue 4.0 of the CONVERSANT Solutions consists of three integrated software modules. Each offers a set of menus, screens, and commands called “actions” you can use to build applications for your call center.

- The Anouncement Package, or platform, enables you to design simple announcements to provide callers with information about their position in queue or their approximate wait time. You may also transfer their calls to other extensions or start other applications to serve them.
- Callback Messaging enables you to build a path so callers can leave messages for agents.
- Custom Call Routing helps you transfer calls to particular extensions and splits.

CONVERSANT Vectors

Like its counterpart on a G3 switch, a CONVERSANT vector is a series of commands or “actions” that dictates how the system treats an incoming call and what speech the caller hears. You may define as many as 256 CONVERSANT vectors. Each can contain up to 14 individual actions.

Because of the multitasking power of the UnixWare operating system, the CONVERSANT Solutions software can serve many callers at once. Plus, you can define or edit CONVERSANT vectors during vector processing without interrupting the system’s operation. This flexible design also lets you launch any certified CONVERSANT VIS application from the announcement platform.

DEFINITY Vectors

DEFINITY vectors reside on the DEFINITY G3 switch and resemble CONVERSANT vectors. They too consist of commands programmed to place a call in queue, play a recorded message to the caller, etc. You build and launch them in much the same way as CONVERSANT vectors by using on-screen menus to enter the actions you need. (See the *DEFINITY Call Vectoring Guide*, 585-230-520, Chapters 1 through 4, for a full treatment of the basics of DEFINITY call vectoring.)

A DEFINITY vector has precedence over its junior partner, a CONVERSANT vector. They receive all incoming calls to a call center and govern their movement. They dictate the playing of most forced announcements. They place calls in queue according to their arrival time and priority.They also stop messages played by CONVERSANT vectors in order to deliver calls to live agents. Every CONVERSANT vector takes its direction from a DEFINITY vector.

Vector Partnerships

Figure 1-1 shows a typical joint effort between two vectors.

a. If no agent is available, the DEFINITY vector passes the call to a CONVERSANT vector, which plays a standard announcement, such as a greeting and the request to wait until an agent can take the call.

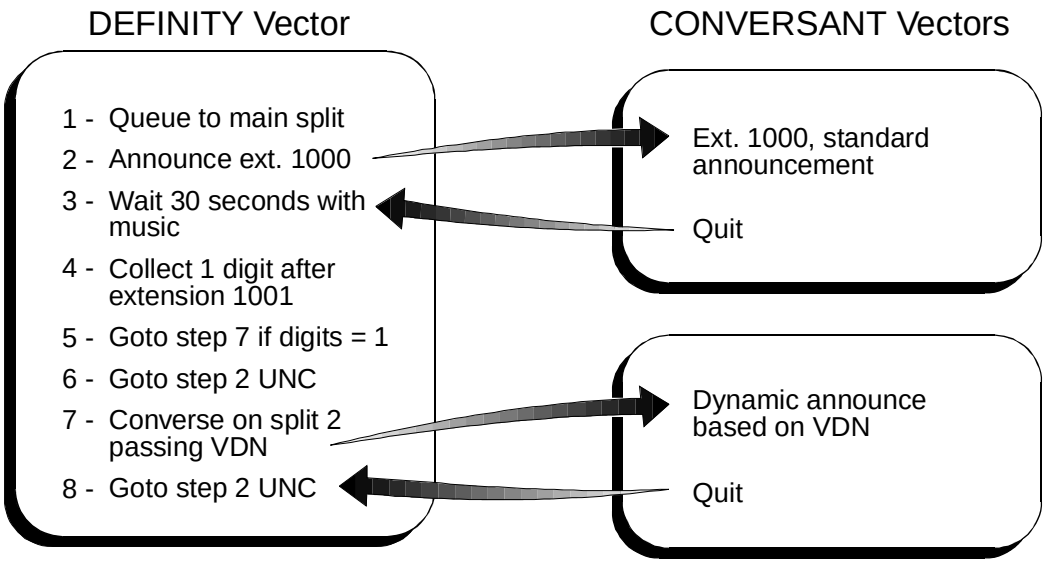


Figure 1-1. A Working Partnership

1. When the announcement ends, the QUIT action sends the call back to the DEFINITY vector, which looks again (as it does continuously as long as the call is in queue) to see whether an agent is available.
2. If not, the vector plays music for 30 seconds.
3. Then, if every agent is still busy, step 4 asks the caller to press a number on his touch-tone pad to hear, for instance, about a recent product update.
4. Callers who do not press a number return to step 2.
5. If the caller presses a number, the *converse* step passes the call, together with the caller's choice, back to the CONVERSANT vector, which plays a dynamic announcement that contains the information the caller requested.
6. The QUIT action, as before, sends the call back to the DEFINITY vector.

Cooperation between DEFINITY vectors and CONVERSANT vectors are essential to every CONVERSANT Solution.

Supported Hardware/Software

CONVERSANT Solutions Issue 4.0 applications are supported on these configurations:

Switch Release

- DEFINITY G3 V1[1] with Automatic Call Distribution (ACD)
- DEFINITY G3 V2 or greater with the Call Center Deluxe software package

CONVERSANT VIS Hardware

- MAP/40 (up to 48 incoming ports) or MAP/100 (up to 96 incoming ports)
- IVP6 analog or line-side T1[2] interface to G3 (The IVP4 is also supported when equipped with the AY6B TDM bus kit.)
- Color monitor

CONVERSANT VIS Software

- 5.0 CONVERSANT software
- Script Builder 5.0

> **NOTE:**
> Script Builder is not required to run CONVERSANT Solutions applications, but is supported for customers wanting to develop their own interactive voice-response applications.

Peripherals:

- AT&T printer
- AT&T modem

1. The DEFINITY G3V2 (or a later) switch is required for all applications that use the *converse* call vectoring step to communicate with the PBX. G3V1 supports standard announcements and callback messaging only.

2. Standard announcements (hard-allocated) are not available over digital (line-side T1) lines.

CONVERSANT Announcement Platform

2

This chapter describes hard- and dynamically-allocated ports, how DEFINITY vectors and CONVERSANT vectors handle calls, and most of the actions you can use to build CONVERSANT vectors.

Overview of CONVERSANT Announcement Platform

The announcement package module, or platform, provides the tools to build and execute CONVERSANT vectors that handle incoming calls. With the platform, you can design CONVERSANT vectors to:

- Play announcements to callers
- Transfer their calls to other extensions
- Execute other CONVERSANT vectors or Script Builder applications

But before the system can perform any of these functions, a DEFINITY vector must first connect a call to a CONVERSANT Solutions port. The platform answers through a single setup vector that ushers incoming calls to other CONVERSANT vectors you have built. These vectors allow the port to respond in one of two ways, as described below.

NOTE:
You build the setup vector previously mentioned by using the template described in Chapter 5, *CONVERSANT Solutions Administration*. Templates automatically create vectors to perform important and common call-handling tasks. Besides the setup template, the platform provides templates for:

- Dynamic port allocation
- Anticipated delay or estimated wait time announcements
- Queue-position announcements

Hard and Dynamic Port Allocation and the *Converse* Step

A hard-allocated port is generally restricted to playing only one standard announcement or launching only one specific application. But this port can play an announcement to a big audience, all the members of which are individually listening at once on their own phones, having each been routed and queued to a CONVERSANT vector containing the ANNOUNCE action. A call center where all calls are transferred to a customer-service line makes heavy use of hard-allocated ports. In this kind of environment, they are very economical.

A dynamically-allocated port, by contrast, has a wide repertoire. Unlike a hard-allocated port, which lies mute when there is no demand for it, a dynamically-allocated port can play a variety of different announcements or launch many different applications. But only one caller at a time can hear a given dynamic announcement.

One key element in the responsiveness of a dynamic port is, as we have seen in Chapter 1, the *converse* command. By passing a caller's choices from the switch to the CONVERSANT system, this feature plays an indispensable role in making dynamic ports efficient and economical over time.

The following figure gives an idea of the difference between hard and dynamic ports and of the vector action that channels calls to each. The announcement package, or platform, lies under a glass case that represents the CONVERSANT Solutions system.

Above and outside the case, two DEFINITY vectors pass an incoming call to the CONVERSANT setup vector. The DEFINITY vector on the left, not carrying any specific information that sets the call apart to distinguish it from hundreds of others, simply passes its call to a CONVERSANT vector that contains an ANNOUNCE action that plays a standard announcement.

But the DEFINITY vector on the right receives, through the *converse* step, instructions from the caller to play a specific announcement containing information tailored for the caller. It passes its call to a CONVERSANT vector that contains the DYN_ANNOU action. This action, in turn, plays the dynamic announcement. Similarly, the DYNAMIC, EXECUTE, and SWITCH actions can respond dynamically with applications or vectors.

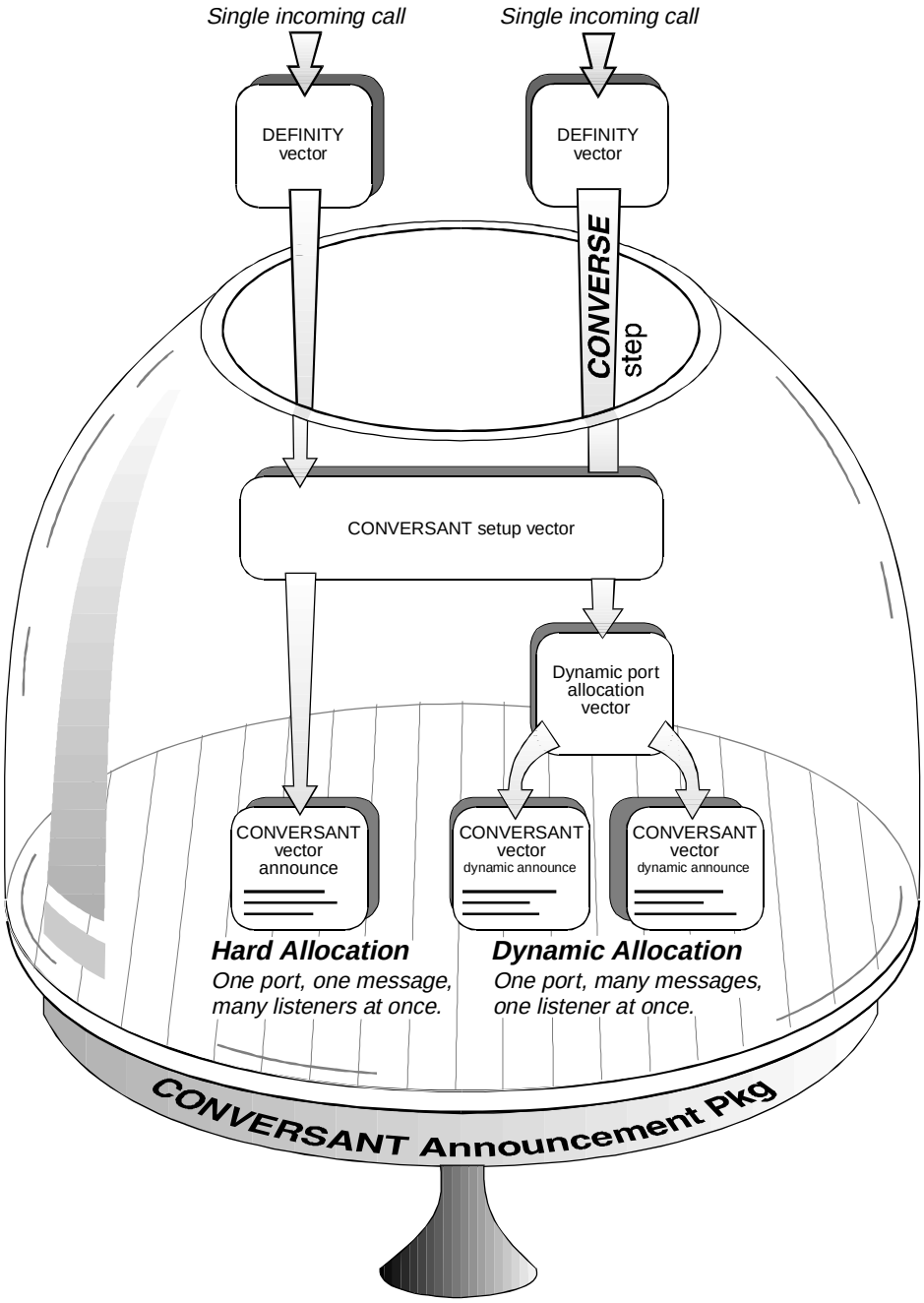


Figure 2-1. Hard Allocation vs. Dynamic Allocation (for Announcements)

Major CONVERSANT Vector Actions for the Platform Module

This section describes the 23 actions associated with CONVERSANT vector administration on the platform. For more information about actions, refer to Chapter 8, *Index of Actions and Variables*.

ADA_CALC Action

Estimates how long a caller must wait for an agent.

Available preferably with DEFINITY G3V3 and earlier switches, ADA_CALC uses the caller's position in queue, received from the switch, in conjunction with your estimates of the average duration of a call and the number of agents available, to estimate how long a caller must wait in queue.

Use the Anticipated Delay Announcement (ADA) template described in Chapter 5, *CONVERSANT Solutions Administration*, for help building your announcements. Another version of this template, the Announce Queue Position template, can speak a caller's relative position in queue. ADA and Queue Position templates, like every other CONVERSANT Solutions template, automatically create CONVERSANT vectors to perform important call-handling tasks.

NOTE:
If you use ADA, you cannot use estimated wait time (EWT).

ANNOUNCE Action

Plays a specific recorded message. You can use ANNOUNCE anywhere in a CONVERSANT vector to:

- Speak information
- Prompt a caller for input

or

- Play a forced first message and other standard announcements to many callers at once in an Automatic Call Distribution (ACD) queue.

To provide a standard announcement, a DEFINITY vector first connects every call in a queue to an announcement extension corresponding to an analog CONVERSANT port. In turn, the CONVERSANT Solutions system takes this port off-hook and launches a hard-allocated vector that you have configured with at least one ANNOUNCE action. After the queued callers hear the recorded message, call control returns to the DEFINITY vector.

You can record announcements by using the SPCH_ADMN action in a CONVERSANT vector, or by:

- Pressing a function key at the CONVERSANT terminal
- Entering a phone extension
- Pressing any touch-tone key when the platform calls you.

Later, you can update your phrases from any touch-tone phone by dialing a vector containing the SPCH_ADMN action and entering a valid number and password. (See Chapter 5, *CONVERSANT Solutions Administration*, for more about Speech Administration.)

NOTE:
Standard announcements are not available over digital (line-side T1) lines.

CHAN_ASN Action

Used typically in the setup vector to assign existing CONVERSANT vectors to ports.

CONVERSE Action

NOTE:
Before using the CONVERSE action for line-side T1s, access the Systems-Parameters Features form on the G3-MT switch and set the Converse First and Second Data Delay fields to 1.

Accepts information that the DEFINITY switch sends along with a call. To accept the both items of information a DEFINITY switch can send with a single call, use two CONVERSE actions. Information can include:

- A string of touch-tone digits collected through call prompting
- A caller's position in queue
- The switch's estimate of how long a caller will wait in queue (beginning with G3V4)
- Vector directory number (VDN)
- Automatic Number Identification (ANI) information

It is important to distinguish between the CONVERSE *action*, which is part of the CONVERSANT Solutions system and only receives data passed to it by the DEFINITY G3V2 (or greater) switch, and the *converse* step, which resides on the DEFINITY G3V2 (or greater) and performs the actual handoff to the CONVERSANT vector.

To configure the CONVERSANT vector, you use an on-screen form to assign a variable name to each item of information to accept. Other actions can use these

variables to respond to callers with announcements or other actions. (See Chapter 7, *Application Quick Start*, for guidelines for using the CONVERSE action. For examples of how call center applications can benefit from this action, see Chapter 6, *Sample Applications*.)

DATA_RTN Action

Sends information to the DEFINITY switch. Subsequently, this information can be used to route calls, remove calls from queue, or to populate agents' telephone or computer displays.

The DATA_RTN action complements the CONVERSE action by providing a way to return data to a DEFINITY vector. You specify a feature access code (FAC) and a series of variables or strings to pass.

DYNAMIC Action

Transfers call control to one of up to 10 Script Builder applications, depending on the value of a variable, such as a vector directory number (VDN). Using an on-screen form, you associate this action with a single variable name and then link three possible arguments with Script Builder applications to execute.

DYN_ANNOU Action

Plays one of many different messages to a single caller. Through the *converse* step, a DEFINITY vector can send one or two items of information about a call that a CONVERSANT vector can use to select an announcement to play.

Within a DEFINITY vector, for example, you might use call prompting to ask callers if they would rather hear an informational message or speak with an agent. Your DEFINITY vector could then deliver callers who choose the announcement to a CONVERSANT port, along with the number they dialed. The platform, in turn, can use this value to determine which message to play. When a dynamic announcement ends, call control returns to the DEFINITY vector.

DEFINITY vectors can also place calls in an ACD queue before directing them to the CONVERSANT Solutions platform. This allows the DEFINITY vector to interrupt dynamic announcements and regain call control when agents become available.

NOTE:
The DEFINITY G3 can direct only one caller at a time to a CONVERSANT port when the CONVERSE action is used. Call centers wishing to speak standard messages to many callers should hard allocate a CONVERSANT port for each message to play standard announcements. Simple call-volume calculations can help you determine the call-handling capacity of dynamically-allocated ports.

EWT Action

Converts the switch's estimate of how long a caller must wait for an agent. Available only for use beginning with the DEFINITY G3V4 PBX, the EWT action provides the option to increase or decrease the switch's estimate by a percentage you specify, round the result up, down, or to the nearest whole number, and at your option, convert it from seconds to minutes. You can use the SET action after the EWT action to perform additional calculations.

Use the CONVERSE action in your CONVERSANT vector to acquire the switch's wait-time estimate in seconds. After using the EWT action to recalculate this estimate, use the SET action to recalculate it further, or use the ANNOUNCE and SPEAK_NUM actions to communicate it to the caller.

Use the Estimated Wait-Time template described in Chapter 5, *CONVERSANT Solutions Administration*, for help building your announcements. Another version of this template, the Announce Queue Position template, can speak a caller's relative position in queue. Estimated Wait Time and Announce Queue Position templates, like all those supplied with the CONVERSANT Solutions system, automatically create CONVERSANT vectors to perform important call-handling tasks.

EXECUTE Action

Unconditionally ransfers control of a call to a Script Builder application on the CONVERSANT platform. Because of the multitasking nature of the UnixWare operating system, many applications can operate coresidently on the same CONVERSANT system.

GET_DIGT Action

Aquires touch-tone input from callers. For example, by using GET_DIGT with ANNOUNCE, you can prompt callers to choose from a menu of options in your CONVERSANT vector. You use an on-screen form to choose a variable with the caller's response. Other actions can use this variable to make call-handling decisions.

GLOBAL Action

Appears in the setup vector to initialize CONVERSANT Solutions system variables and establish global parameters.

GOTO Action

Moves call control to another step or another vector in the current vector, either unconditionally or if a specific condition is met. To specify a condition, you enter a comparison and the number of a step or vector to "go to." Call control will pass

to this step or vector if your comparison proves true. Comparisons consist of a single variable, value, and relational operator (=, !=, <, <=, >, or >=). The GOTO action evaluates both arguments in the relationship as strings if either argument is 10 or more characters long. The resulting comparison is alphabetic, not numeric.

HANG_ACT Action

Identifies a CONVERSANT vector to launch if the caller leaves the call prematurely. A caller activates the HANG_ACT action by exiting at any point in a CONVERSANT vector after the HANG_ACT action and before the QUIT action.

The HANG_ACT action is used following a hang-up or other wink activity from the DEFINITY switch.

MENU Action

Prompts caller for touch-tone input and moves call control to one of up to 13 CONVERSANT vectors, depending on the value of the input.

You can configure the MENU action to respond differently to callers who delay, enter too few digits, or enter values not on a list of acceptable values. Callers may have more than one attempt to enter a valid value.

MENU simplifies the design of bulletin boards and automated attendants.

OFF_HOOK Action

Used in the setup vector to take a voice port off-hook and answer a call.

QUIT Action

Releases the call currently under the CONVERSANT vector's control. When used in conjunction with the *converse* step, control of calls released using QUIT returns to the DEFINITY switch.

REPORT Action

Immediately records, for reporting purposes, the current value of a variable.

SCHEDULE Action

Moves call control to a CONVERSANT vector associated with the current date and time. By scheduling vectors, you can respond to calls differently on holidays, after hours, or during other periods without reassigning applications manually.

For each application you want to schedule, you enter a specific date and time, or use the asterisk (*) as a wildcard character in combination with days or months to indicate time periods or recurring times. You also choose whether to “start” routing at that time and continue for the duration of the greater (largest specified time unit) hour, day, week, month, or year, or whether instead to route callers only “during” the minute, hour, day, week, month, or year represented by your entry.

By using the wildcard character or by leaving spaces on the action definition form blank, you can easily schedule applications to run at many different times. For example, by choosing to “start” routing to a vector at 10:01 on Thursday and not specifying a specific date or year, you direct the system to route to your vector every week, from 10:01 a.m. on Thursday to 12:00 a.m. on Friday, the following day. By choosing route “during” this time instead, you would direct the system to route to your vector every Thursday, for the minute between 10:01 and 10:02 a.m. (See Chapter 5, *CONVERSANT Solutions Administration*, for more information about Schedule Action administration).

NOTE:
To represent holidays and other times that deviate from your every-day schedule, use a separate SCHEDULE action and position it before any other SCHEDULE action in your vector.

SET Action

Performs a mathematical operation on the value of a numeric variable and replaces the original value with the resulting value. See the text under the *SET* action in Chapter 8, *Index of Actions and Variables*, for more information.

SPCH_ADMN Action

Allows you to administer, with a touch-tone phone, phrases defined for vectors, mailboxes, and standard speech.

When you add this action to a vector, you can also define the talkfile and phrase numbers to use. Alternatively, you can leave these spaces blank to have the system prompt callers for these numbers.

You can also use a variable to represent a phrase number to administer. With a variable, you can administer speech dynamically the same way you can play speech dynamically with the DYN_ANNOU action.

CAUTION:
To protect the integrity of your talkfiles, do not use this action in vectors that communicate with external callers and be sure to always use a Speech Administration password.

(See Chapter 5 for more about this password and other settings you can administer from the CONVERSANT Solutions terminal.)

SPEAK_NUM Action

Speaks a number to a caller. You enter the number to speak or the variable that represents it. You also choose whether to speak the value as a whole number (for example, 52) or digit-by-digit (for example, 5 2) as a string of characters. SPEAK_NUM will never speak a fractional value because the system removes any value to the right of a number's decimal point before it associates that number with a variable name.

SWITCH Action

Moves call control to one of up to 11 vectors, depending on current conditions (for example, EWT, queue positions, caller touch-tone input, and VDNs). Using an on-screen form, you associate the SWITCH action with a single variable name and link possible values with destination vectors. SWITCH is similar to DYNAMIC, but it launches vectors, not Script Builder applications.

TRANSFER Action

NOTE:
Before using the TRANSFER action for line-side T1s in a CONVERSANT vector, use the ANNOUNCE action at least once. This is because in line-side T1 configurations, the DEFINITY switch requires a pause before a transfer is attempted immediately after a call is connected to the CONVERSANT. Without the pause, the transfer will fail. The ANNOUNCE action provides a sufficient pause.

Transfers the caller to any extension you specify. Call Management System (CMS) reports do not document calls transferred by this action. For more accurate CMS reporting, use the DATA_RTN action to return an extension number to a DEFINITY vector that you configure to transfer the call.

CONVERSANT Callback Messaging

3

This chapter describes the main features of Callback Messaging and how the MSG_DROP and TRANSRIBE actions help call center agents handle incoming and outgoing messages. It also discusses the Agent Access feature.

Overview of CONVERSANT Callback Messaging

The optional Callback Messaging module responds to callers who want to leave a message. To review messages and return customer calls, agents can call a CONVERSANT vector that contains the TRANSRIBE action. Alternatively, you can configure the Agent Access feature to search for free agents and call them automatically.

Two actions add Callback Messaging functions to CONVERSANT vectors:

- MSG_DROP
- TRANSRIBE (TRANSCRIBE)

This section describes each. (For more about creating mailboxes and defining global parameters, see Chapter 5, *CONVERSANT Solutions Administration*.)

MSG_DROP

This action activates a mailbox that you configure with up to 15 prompts for information. You define each prompt by choosing a speech phrase to play and the type of information to accept: data, schedule, or record.

- Data-type information

  This information is entered on the Data Configuration form, and allows you to collect touch-tone information from the caller such as an account number, ID, or callback telephone number. Data whose value is a passed parameter is selected on this form by making it an argument of type A, B, or C (see *Passed Parameters* in this chapter).

- Schedule-type information

  This informaiton is entered on the Schedule Configuration form, and allows you to prompt callers to schedule a time to be called back by an agent (see *Schedule a Callback*, in this section).

- Record-type information

  This information is entered on the Record Configuration form and allows you to prompt callers to speak or record information such as name, address, or reason for the call.

A mailbox can prompt for a mixture of touch-tone and verbal responses, one telephone number to call back, one string of touch tones to deliver to the agent's display phone along with the call, and a requested time for callback. After prompting for verbal input, the system uses a beep to signal caller's responses. The system will not beep after prompting for touch tones. You can record and update prompts from any touch-tone phone.

To respond to prompts, callers either speak into the handset's speaker or press touch-tone digits. The system stores their responses on the system's hard disk drive for transcription later. The Speech Space Available report and the Audit Mailbox, both described in Chapter 5, *CONVERSANT Solutions Administration*, can help you monitor disk space available for prompts and messages.

Passed Parameters

CONVERSANT vectors can pass values to a mailbox using optional argument segments of the MSG_DROP action and passed parameter input options on the Data Configuration form of the target mailbox. Each argument may be associated with a variable defined to hold that information (see Figure 3-4). These variables can be populated by:

- Prompting callers for a response
- Using information obtained through integration such as Automatic Number Identification (ANI) or Dialed Number Identification Service (DNIS)

For example if a passed parameter for ANI is available, the associated variable %ANI may be used to populate a mailbox with a caller's telephone number automatically (see Chapter 8, *Index of Actions and Variables*).

Once this information is collected, the MSG_DROP action activates a mailbox that you configured and loads the parameters. The mailbox has the provisions to

prompt the caller to confirm any values passed. If there are no values passed, the system assumes a touch-tone field and prompts for it using the specified phrase.

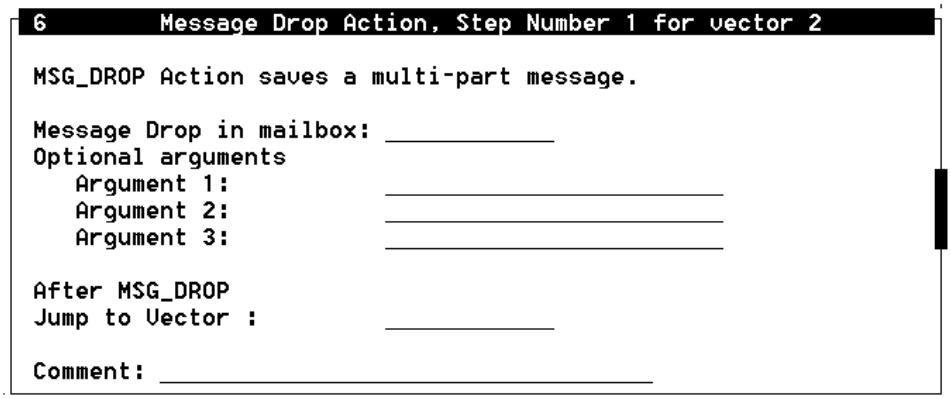


Figure 3-1. MSG DROP Action Definition Form

Jump-To Vector

If the caller completes amessage drop and a “jump-to” vector is defined, the system saves the caller’s message and activates another vector. You specify the vector to activate on the MSG_DROP Action Definition form.

NOTE:
To prevent callers from hanging up early, the first in a series of prompts for a mailbox should advise callers to stay on the line for additional questions.

At your option, the system can signal agents when it receives new messages by lighting Message Waiting lamps on their AT&T phones [using the G3Leave Word Calling (LWC) feature], or by calling them as directed by settings you define either globally or for each mailbox.

Schedule Callback Option — Callers

If callers choose to leave a message, the system allows callers to schedule a time to be called back by an agent. Prompts are provided as a part of the speech talkfiles for Mailbox Standard Speech Administration (see Chapter 5, *CONVERSANT Solutions Administration*). The system may offer callers three possible options (see Figure 3-1 on page 3-3), to be called back

- Immediately
- Later that same day
- To schedule a date up to 11 months in advance.

Option two, Callback Later the Same Day, has the following restrictions:

- The system will not display this option if the current time is equal to or greater than 11 p.m. The time is too close to 12 a.m. for callers to schedule a callback time for same day.
- Callers can only enter future hours for the same day. For example, if the time is 11 a.m., the system will not accept 10 a.m. as a valid callback time.

Option three, Schedule Future date, also has the following restriction. Callers can enter future date only for the current month. For example, if September 11 is a previous date for the month, the system will not accept the entry.

You should also include in the prompts the format of the time, day, and dates the system expects:

- The hour between 0 and 12
- The day between 1 and 31
- The month between 1 to 12.

The system does not accept wrong calender days such as February 30.

NOTE:
Since thesoftware checks entered times and dates against the system's time/date clock, be sure to mention that your business hours and days of operation are based on your time zone, for example, EST, when recording the prompts.

You can restrict these options by turning the prompts on or off at the Mailbox Global Settings menu (see Chapter 5, *CONVERSANT Solutions Administration*). If a schedule option is not provided, the default is immediate callback.

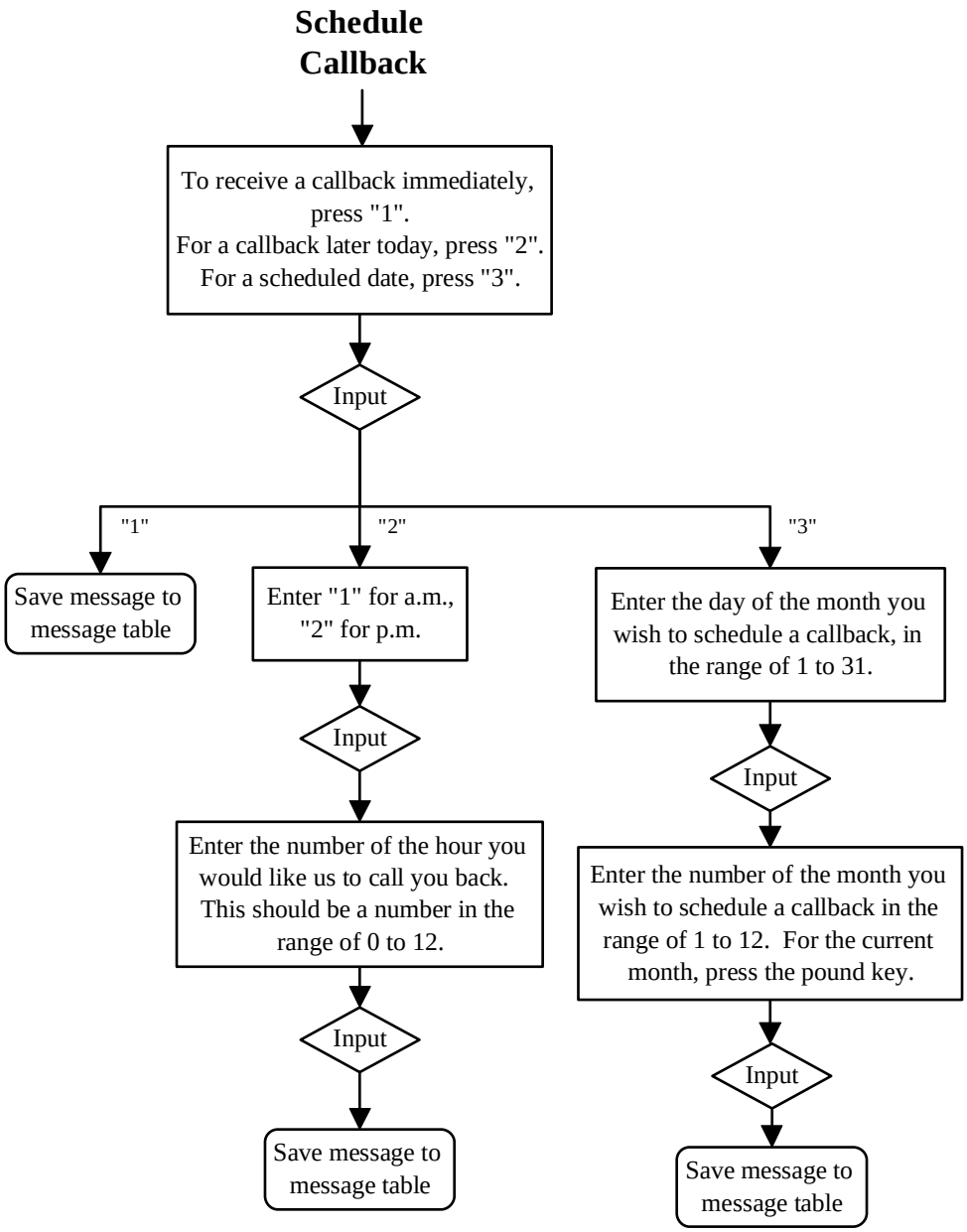


Figure 3-2. Schedule Callback Menu

TRANSRIBE (TRANSCRIBE)

Agents use this action to access voice mailboxes and return customer calls automatically.

When agents reach this action in a CONVERSANT vector, the system prompts them for a password (if a password was assigned to the mailbox). If you have not associated the TRANSRIBE action with a mailbox number on the TRANSRIBE action definition form shown in Figure 3-3, the system will also prompt for a mailbox number.

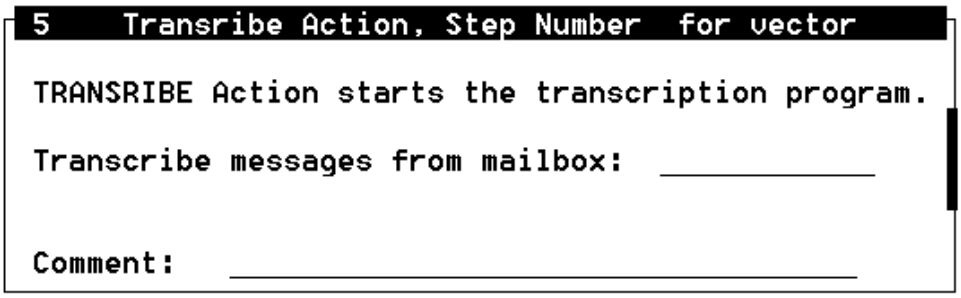


Figure 3-3. TRANSRIBE Action Definition Form

The system then speaks the number of new messages, saved messages, and messages being transcribed. New messages include messages that are scheduled for a later callback or Callback Retry Mode. This total does not include messages being transcribed, held in callback mode, or messages that have been transcribed and saved during the current call. You can choose to review all new and saved messages or access specific messages. For this last option, enter the number of the message to replay.

CAUTION:

To ensure that only authorized users have access to messages in mailboxes, do not use this action in vectors that communicate with external callers, and be sure to configure every mailbox with a password. (See Chapter 5, CONVERSANT Solutions Administration, for more about this password and other settings you can administer from the CONVERSANT Solutions terminal.)

While listening to messages, agents can replay and skip both spoken and touch-tone responses, and they can pause and advance or retreat in 4-second increments through spoken responses (Figure 3-4). You can configure the system to replay both the prompts and responses or only the responses. In both cases, the system replays spoken responses exactly and uses prerecorded system speech to play touch tone responses. Several agents can access messages in the same mailbox, but safeguards prevent two agents from listening at once to the same message.

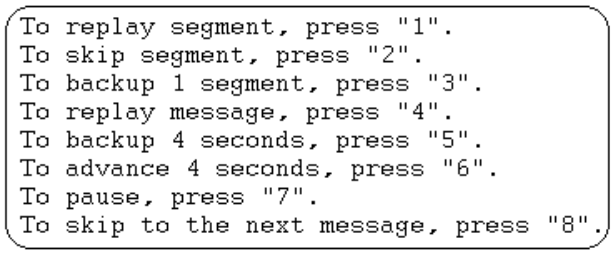


Figure 3-4. Message Listening Options

NOTE:
Pressing any key continues playing back a message part (a response to a prompt) after playback has been paused (touch tone “7”). To replay a message part from the beginning, choose *Replay Current Segments* (touch tone “1”). To replay the message from the first message part, choose *Replay Message* (touch tone “4”).

After each message, the system offers a playback menu of options:

- Replay
- Save
- Delete
- Launch a callback and save the message just heard
- Launch a callback and delete the message just heard
- Skip to the next message
- Pause and restart

- Skip
- Exit
- Help
- Additional options: Forward, Prepend, and Schedule

NOTE:
When transcribing messages from mailboxes configured with automatic outdial, agents can press any touch-tone key during the prompt “Please hold for callback” to interrupt the callback process and invoke the previous menu.

These relationships are shown graphically in Figure 3-5. The graphic is the first in a series of four (the others are Figures 3-6, 3-7, 3-8) illustrating how Callback Messaging typically works: plays back messages to agents, launches automatic callbacks, allows agents to classify callback attempts, schedules callbacks, forwards calls, and prepends messages.

To launch a callback, the system places the agent on hold and dials the caller's telephone number (see Figure 3-5). The system uses the conference call function to return the agent to the call, and it remains on the line for an amount of time specified in the Mailbox Global Settings menu. When it leaves the call, it either deletes or saves the message, depending on the option the agent chose previously.

If a caller left an incomplete number, the system will abort the callback attempt and tell the agent why. If the caller did not include his number, or if you configured the mailbox without a prompt for a telephone number to call back, the system will report that the attempt was unsuccessful. Attempts are also unsuccessful if they result in a busy signal or no answer. After either an unsuccessful attempt or if the called party hangs up before the system leaves the conference call, the system automatically offers the menu that the agent can use to reclassify the call.

Alternatively, the agent can reclassify the call as unsuccessful from this menu by entering ***99** at any time until the CONVERSANT Solutions system leaves the conference call. This permits the agent to override the system's evaluation of the call's success when, for example, an answering machine is reached. After a callback attempt, an agent can choose to replay, delete, save, or skip the current message.

NOTE:
Pressing any touch tone doubles the length of time that the administrator has configured the CONVERSANT to remain on the line. These features should be used selectively because called parties will hear the touch tones the agent presses.

After agents review all messages in a mailbox's "new" or "saved" category, they return to the main menu of options.

Schedule Callback Option —Agents

From the main menu, agents can schedule a callback time in the same manner as callers do as a part of a message drop, which was explained earlier in this section (see Figure 3-2). However, in this case, agents schedule a callback when transcribing a message. To schedule a time to retry a callback, agents can press t[*] to select the Additional Options menu (see Figure 3-7). Once a scheduled time is selected, the message is saved to the message table as a "new" message until it is ready to be delivered by the system to the callback extension.

Forward Message and Prepend Options

During a period of high-volume calling or if an agent decides that a message needs the attention of a supervisor, the system allows messages to be forwarded to another mailbox. Agents can prepend a message as a note to an existing message before forwarding it. Prepending is also an option for messages that are not forwarded.

Prepended messages can provide details about the callback attempt for subsequent transcribers of that message. To prepend a message before forwarding, agents can press [*] to select the Additional Options menu. When the forward option is selected, the system will prompt the agent for an existing mailbox number. A voice prompt will notify agents that they have 30 seconds to record a message.

NOTE:
Messages that are forwarded to other mailboxes are still "linked" to the original mailbox even though they cannot be retrieved from the original mailbox. Therefore, if forwarded messages exist, neither the original nor the destination mailbox should be deleted since these messages will be unretrievable.

To prepend a message without forwarding it, agents can press [*] to select the Additional Options menu and choose the Prepend option. A voice prompt will notify agents they have 30 seconds to record a message.

The main menu includes an option to quit, but agents can exit the system at any time simply by hanging up. Afterwards, their extensions are again eligible to accept calls from Automatic Call Distribution (ACD).

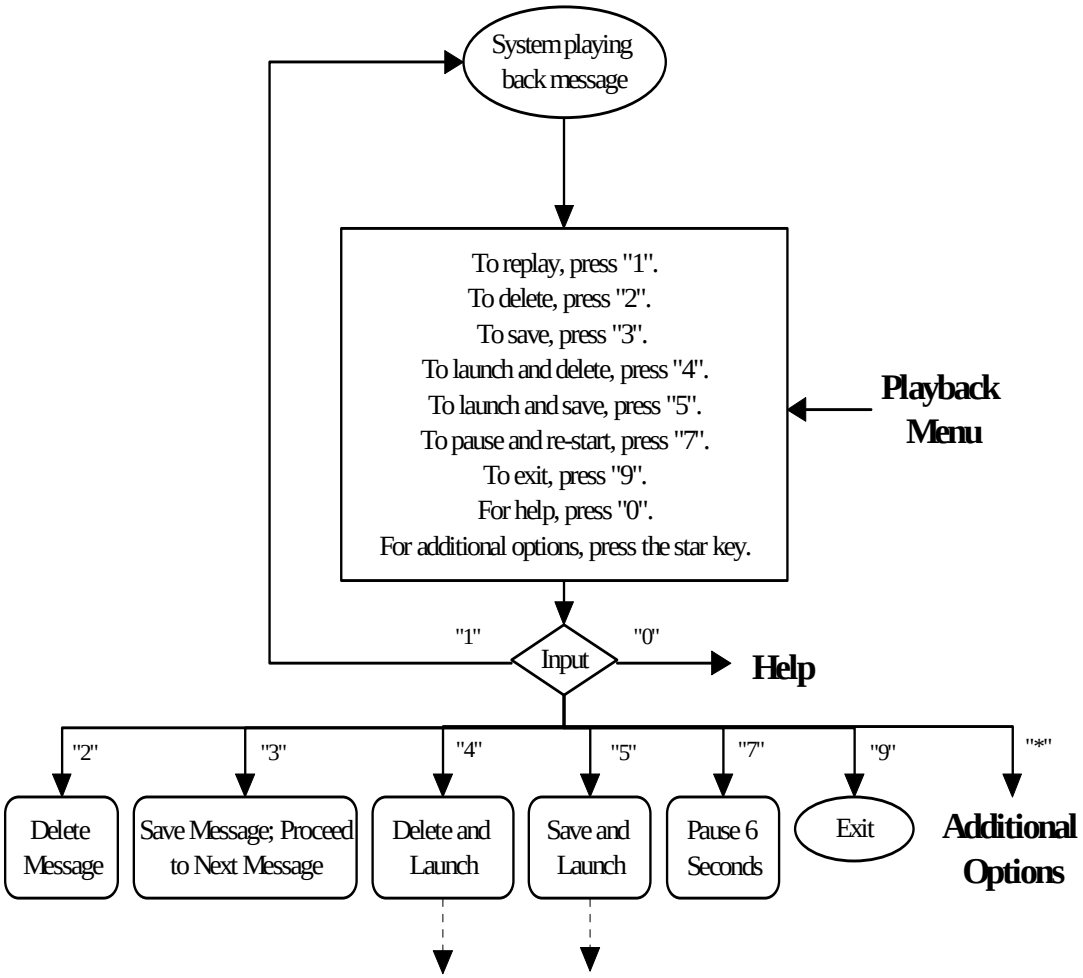


Figure 3-5. Message Handling Options

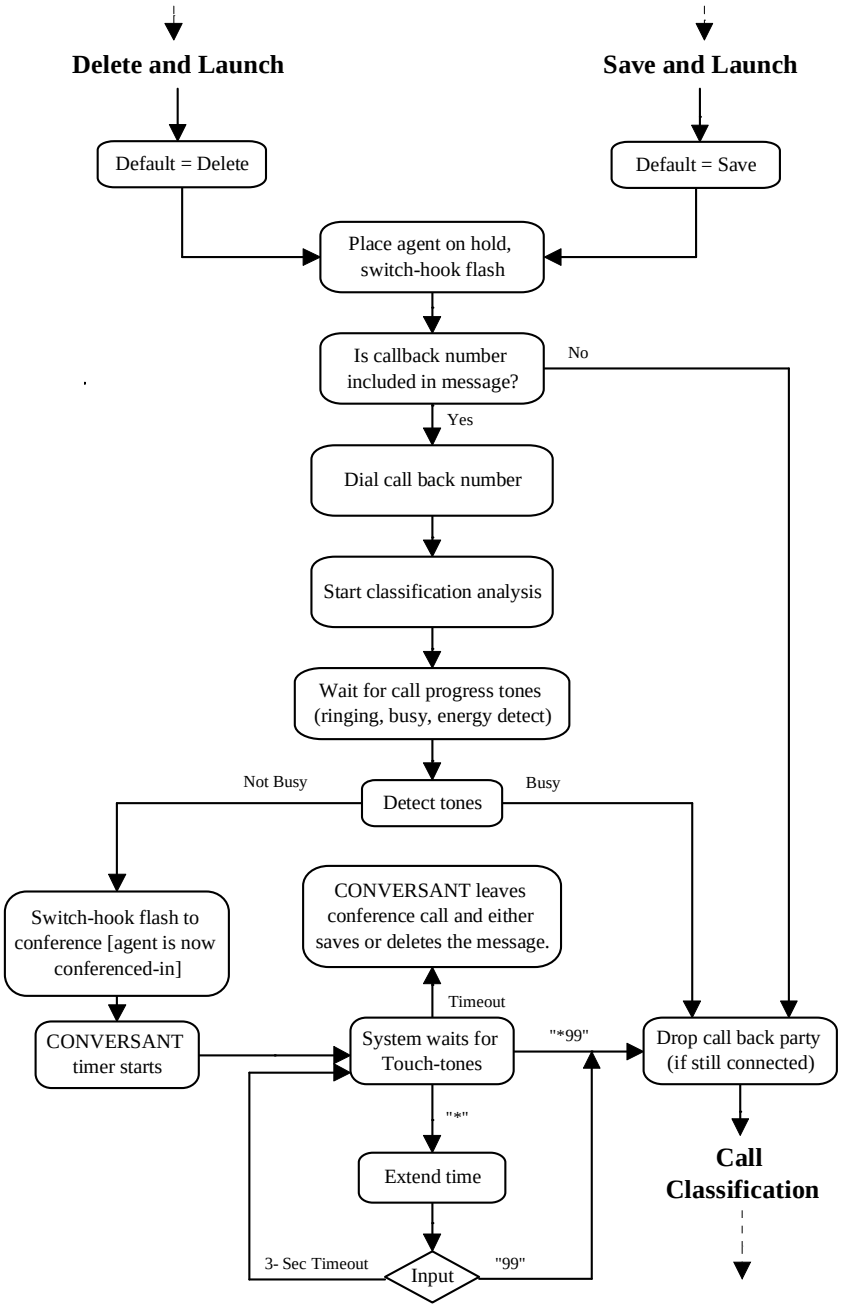


Figure 3-6. Customer Callback Tree

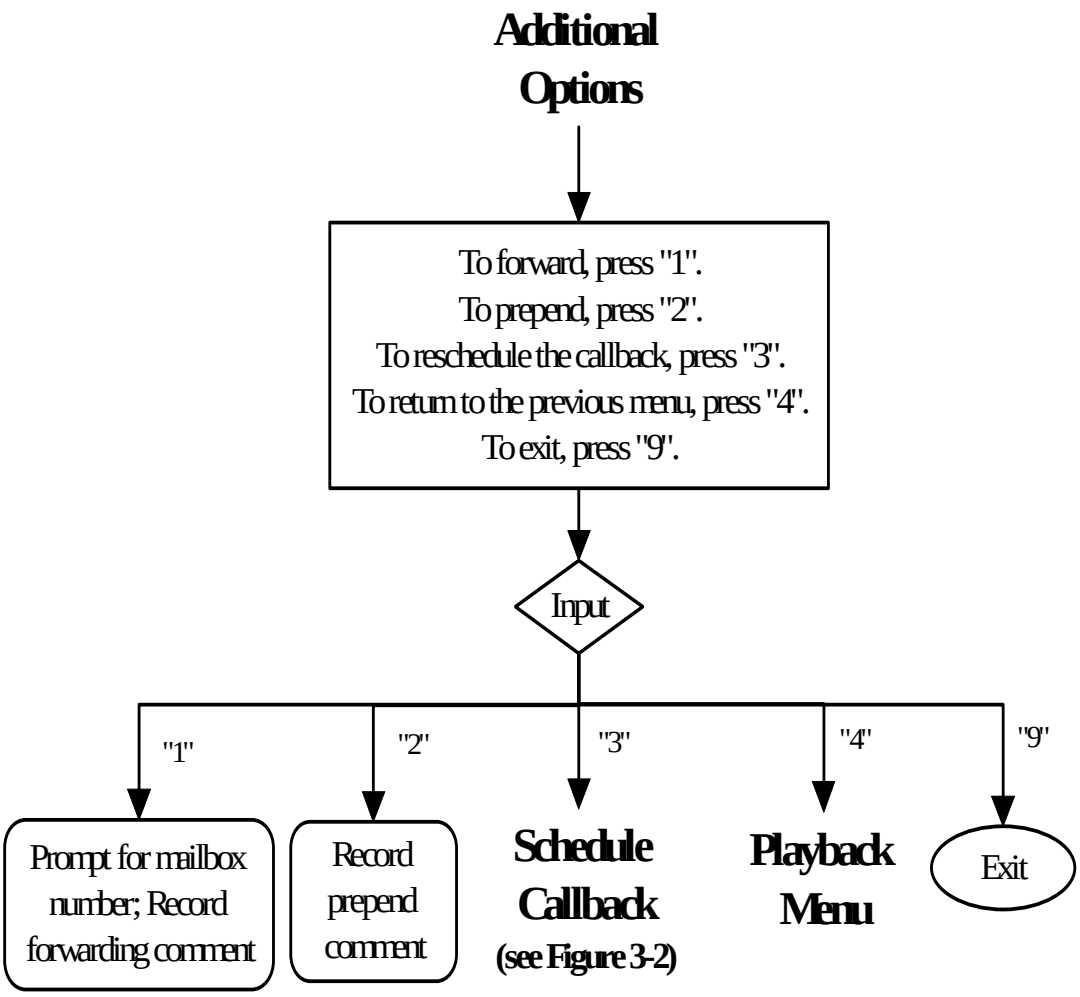


Figure 3-7. Additional Options Menu

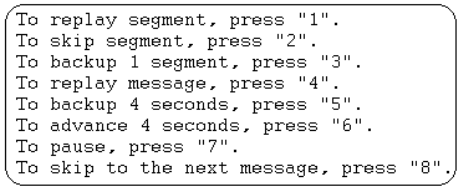


Figure 3-8. Message Handling Options After Callback

Using the Agent Access Feature

The Agent Access feature delivers messages to agents automatically. You administer Agent Access by adjusting Callback Messaging parameters, not by creating CONVERSANT vectors.

You can direct the system to dial an extension or, alternatively, a VDN that accesses a DEFINITY vector designed to gauge collective agent availability before attempting a callback. You may design this optional vector to return a busy signal whenever agent activity exceeds a set threshold. (Refer to *AT&T DEFINITY Communications System Generic 3 V2 Call Vectoring Guide*, 555-230-653.)

From the Mailbox Global Settings menu, identify the ports to use for out-dialing; from the Mailbox Definition form, identify the extension or VDN to dial. To prevent Agent Access from over-using CONVERSANT ports for redialing, take care not to set the channel access time.

When agents are available, CONVERSANT Solutions monitors the telephone connection for voice energy and, when an agent answers, delivers the call and invokes a transcription routine. As previously described, this can guide agents through the components of the message in the mailbox and allow them to return calls automatically. By configuring the mailbox to prompt for data (one field per mailbox), you can also deliver a number to the DEFINITY vector along with the call. Agents can view these numbers as calls arrive by pressing the CALLER INFO button on their display telephones.

To review additional messages after calls conclude, agents must redial the system.

Special Instructions for Line-Side T1 Users

The CONVERSANT system cannot dial an agent, transfer a caller, complete a conference call, or return data to a DEFINITY vector until resources become available on the DEFINITY switch. In an analog configuration, the CONVERSANT monitors the connection for a dial tone. However, in a digital (line-side T1) configuration, the CONVERSANT pauses for an amount of time represented by the Dial Tone Delay parameter on the CONVERSANT system's Digital Protocols screen. Whenever the DEFINITY switch cannot respond with resources in time (for example, during a period of high call volume) the CONVERSANT's attempt will fail. Remedies include increasing either the dial tone delay or the number of touch-tone receivers on the DEFINITY switch. When used with T1 lines, the Agent Access feature continuously prompts agents to press any touch-tone button to invoke the TRANSRIBE action. Conversely, the Agent Access software monitors analog connections for speech energy.

CONVERSANT Custom Call Routing

4

This chapter describes how CONVERSANT vectors work with DEFINITY vectors to route calls to extensions, based on information from the DEFINITY switch.

Overview of CONVERSANT Custom Call Routing

The Custom Call Routing module is an optional package that routes incoming calls to extensions or splits, based on Automatic Number Identification (ANI) or other information.

The Custom Call Routing module adds one action to the CONVERSANT Solutions system:

- LOOK_UP

This section describes LOOK_UP and explains how to use it with CONVERSE and DATA_RTN to custom-route incoming calls.

NOTE:
CONVERSANT Solutions templates, described in Chapter 5, *CONVERSANT Solutions Administration*, automatically create vectors to perform important and common call handling tasks. Use the Custom Call Routing template to help build vectors for your Custom Call Routing applications.

LOOK_UP

This action refers to an internal database table for values associated with a given key value. Custom call routing applications typically use LOOK_UP with a database table of account or ANI numbers associated with agent extensions. Because you can associate up to two values with each key value in a database, your applications can also transfer information to an agent's display telephone along with each call.

Routing Calls

To custom-route incoming calls, first use the *converse* step in a DEFINITY vector to transfer each call to the CONVERSANT Solutions system, together with an identifying item of information, such as ANI. ANI digits are the same as the caller's telephone number.

You must create a database table on the CONVERSANT Solutions system to associate this data with agent extensions. If the CONVERSANT vector, through the LOOK_UP action, finds an extension or split in the database to associate with the call, it sends the feature access code (FAC) for DATA_RTN and the extension number to the DEFINITY vector. Then, the DEFINITY vector can route the call.

Other call treatment can be defined for cases where the CONVERSANT vector either cannot find information corresponding to the data identifying the call or finds more than one match.

A custom call-routing template (described in Chapter 5, *CONVERSANT Solutions Administration*) makes this type of application easy to build. Using this template, you can develop other applications that use the LOOK_UP action in cooperation with other actions. For example, by defining a table of item numbers, you can access a local database of product information, such as the quantity of a given item in stock, and use the SPEAK_NUM action to communicate this information to callers.

Populating an Agent's Telephone Display

You can also use Custom Call Routing with the DATA_RTN action to send information to an agent's AT&T telephone display. As they respond to calls, agents can press the CALLER-INFO buttons on their telephones to view, for example, a caller's account number or account status.

To deliver information to agents along with calls, you must create a database table to associate each ANI or other look-up value with *two* items of information: a vector directory number (VDN) to dial (not an agent extension) and information to send to the agent's display. *You must also create a DEFINITY vector (accessed using a VDN) for each agent extension or split you plan to use.*

Consider the following example.

1. A DEFINITY vector uses the *converse* step to deliver both a call and its ANI information to a CONVERSANT vector.
2. The CONVERSANT vector, through the LOOK_UP action, finds a record in its database, and retrieves the VDN and account number corresponding to the ANI.
3. The vector then uses the DATA_RTN action with the FAC for Data Return to pass the VDN and the account number to the DEFINITY switch.

   NOTE:
   Specify the account number on the next line of the definition form for the DATA_RTN action and follow it with the field delimiter "#" to eliminate interdigit time-out delay.

4. The DEFINITY switch collects the VDN from the CONVERSANT vector and uses it to access a DEFINITY vector especially configured to route the call to the extension or split specified in the vector. Before transferring the call, however, this second DEFINITY vector uses a second collect step to receive the account number from the CONVERSANT vector's DATA_RTN action. An agent with a telephone display can view the digits acquired by this second collect step before answering the call.

   NOTE:
   Since this method was an individual DEFINITY vector for each extension or split to dial, these vectors should be answered by only implementing the method for a small number of splits or individual agent extensions.

CONVERSANT Solutions Administration

5

This chapter describes in detail how to administer the CONVERSANT Solutions system. It covers logging in, configuring CONVERSANT vectors, administering speech and agent mailboxes, and generating reports.

Getting Started

Logging In

To begin administering your CONVERSANT Solutions system, first enter an authorized user name and password.

1. At the `console login` prompt, type **ccc** and press ENTER.
2. At the `password` prompt, type your password and press ENTER.
3. You will then be prompted for the system's root password. Type the password and press ENTER.

The CONVERSANT Solutions main menu will appear. It presents the main options for administering the CONVERSANT Solutions system.

NOTE:
To ensure security, change the default password soon after you log into the system for the first time and periodically thereafter. (For instructions, refer to Appendix A of *INTUITY CONVERSANT VIS Version 5.0 Upgrade Manual,* 585-310-152.)

Status Lines on Screens

While administering the CONVERSANT Solutions system, refer to the status line at the bottom of your screen, shown in Figure 5-1, for various options. This line displays the functions assigned to the numbered function keys (F1 through F8) on the CONVERSANT keyboard.

Instructions in this chapter will refer to these functions both by name and corresponding function key, like this:

Press CLOSE F3.

NOTE:
Not all of the functions described below are available at all times.

Figure 5-1. Status Line

ADD-PHR	Allows you to create a new phrase tag to an ANNOUNCE action during call vector configuration.
CANCEL	Discards all unsaved entries and returns you to the previous screen (menu or form).
CHANGE	Changes a record in a routing table.
CHG-KEYS	Offers an alternative set of functions on the status line. Pressing CHG-KEYS again recovers the previous functions.
CHOICES	Lists possible responses to a prompt for input. When three or fewer choices are available, you must repeatedly press CHOICES until the item you want appears. The status line will indicate if no choices are available.
CLOSE	Exits a definition form and saves all input. Also saves during mailbox administration.
CMD-MENU	Provides a menu of standard options, including some described in this section.
CONT	Allows you to continue administering the CONVERSANT Solutions system after you encounter a warning or error.
DEFINE	Allows you to associate new parameters with actions or define message segments in the mailbox forms. Definition forms automatically appear on-screen after you choose new CONVERSANT vector actions.

DELETE	Deletes a record from a routing table.
DIAL	Lets you identify the telephone and channel to use for recording speech phrases.
ENTER	Acts just like the RETURN key to register a menu choice or typed entry.
HELP	Provides context-sensitive on-screen help information.
INDEX	Available at the main menu. It provides context-sensitive on-screen help information by keyword.
INSERT	Inserts a new line wherever you position the cursor on the CONVERSANT vector worksheet. Also allows you to insert prompts within mailbox forms.
LAUNCH	Dials any telephone to record speech phrases.
MARK	Selects a CONVERSANT vector, phrase, mailbox, or routing table to delete.
NEXT-FRM	Moves your cursor forward through option frames.
NEXTPAGE	Moves your cursor forward through a single multipart definition form.
PREV-FRM	Moves your cursor to previous option frames.
PREVPAGE	Moves your cursor backwards through a single multipart definition form.
RECORD	Selects a speech phrase to record.
REFRESH	Reprints the screen after it is disordered by a faulty modem transmission or another cause.
REMOVE	Deletes an action from a vector or a message segment in the mailbox forms.
SAVE	Saves a new or changed CONVERSANT vector or database table.

CAUTION:

The following characters and key commands are recognized as invalid in CONVERSANT Solutions administration and should not be used. They may cause the menu system to lock up.

- CTRL
- | (Pipe symbol)
- \ (Backslash, except as delimiter when importing data from diskette)

CONVERSANT Solutions Main Menu

After you log in to the CONVERSANT Solutions system, the main menu appears, as shown in Figure 5-2.

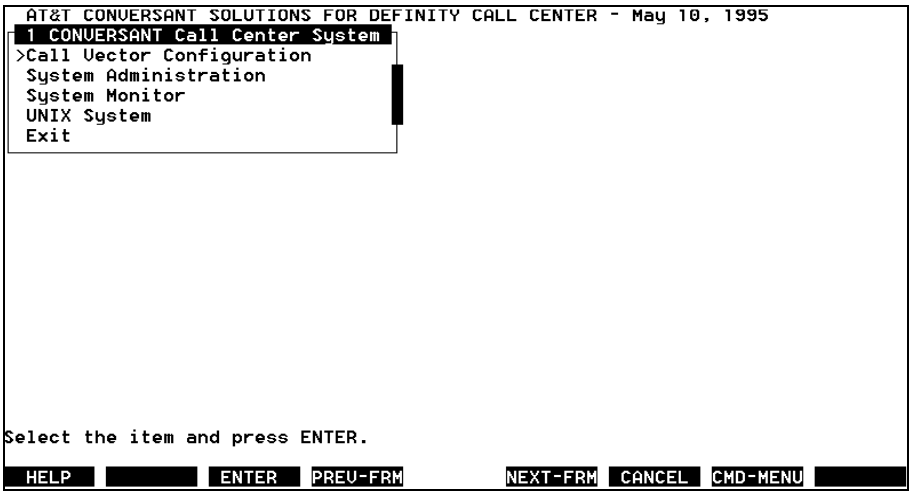


Figure 5-2. CONVERSANT Solutions Main Menu

You begin all system activities by highlighting one of the following options and pressing ENTER.

- Call Vector Configuration
- System Administration
- System Monitor
- UNIX System
- Exit

Call Vector Configuration

Use this menu, shown in Figure 5-3, to create, delete, and modify CONVERSANT vectors. The menu also allows you to place new or modified vectors into service.

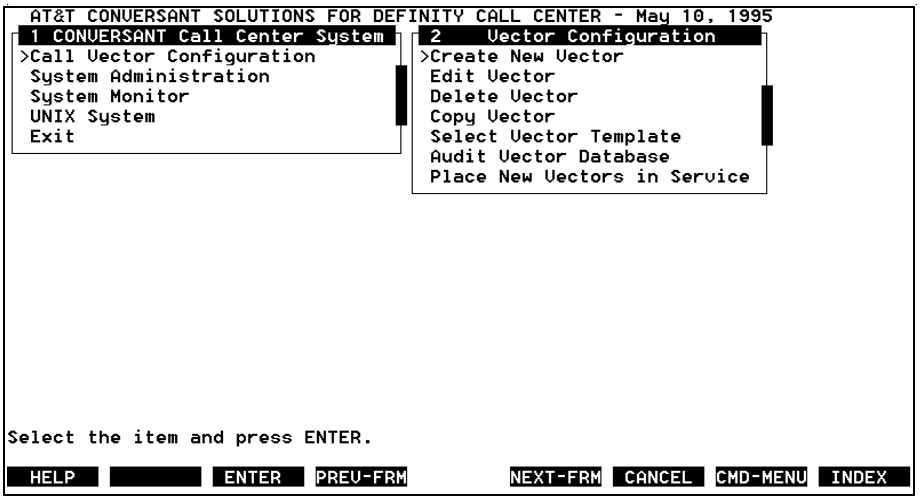


Figure 5-3. Vector Configuration Menu

When you place new vectors in service, the system retains a copy of every vector and its parameter settings in a database used exclusively for development. This permits you to create and modify CONVERSANT vectors without immediately influencing the way the system handles calls. Options at this menu are:

- Create New Vector
- Edit Vector
- Delete Vector
- Copy Vector
- Select Vector Template
- Audit Vector Database
- Place New Vectors in Service

Creating a New CONVERSANT Vector

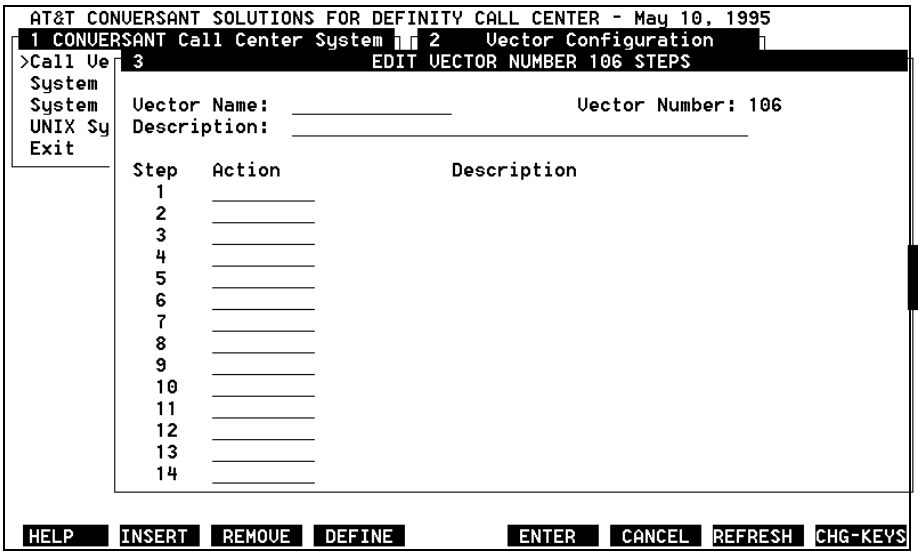


Figure 5-4. CONVERSANT Vector Worksheet

1. Choose `Create New Vector` from the Vector Configuration menu. Press ENTER.

   A CONVERSANT vector worksheet, seen in Figure 5-4, will appear.

   Action step numbers appear under the first column, labeled `Step`. Corresponding action steps appear in the second column, labeled `Action`. The third column, `Description`, summarizes the parameters specified for each action.

2. Name your vector in the `Vector Name` field. Press ENTER.

3. Optionally, enter a description of this vector in the `Description` field.

   NOTE:
   Vector names and descriptions are for reference only; they do not affect the handling of calls.

4. Move to the column marked Action.

   Action step numbers appear under the first column, labeled Step.

5. On the first available line, press CHG-KEYS F8 and INSERT F2, and select an action from the list.

6. Complete the definition form that appears.

7. Press CLOSE F3.

8. Move to the next available line and repeat steps 5 through 7 for each additional action you want this vector to perform.
9. Press CHG_KEYS F8 and SAVE F3 to save your CONVERSANT vector.

NOTE:
See Chapter 8, *Index of Actions and Variables*, for more information about defining actions and their parameters.

Editing a CONVERSANT Vector

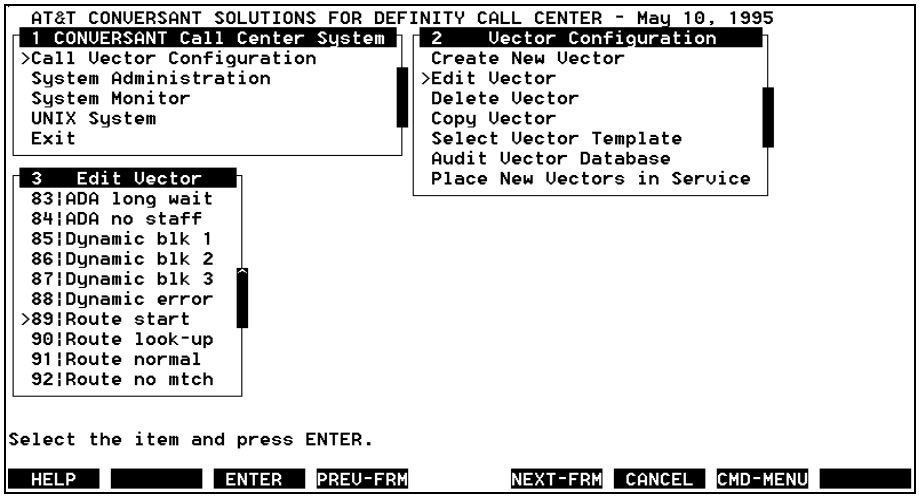


Figure 5-5. Edit Vector Menu

1. Choose `Edit Vector` from the Vector Configuration menu and press ENTER.

   A menu of CONVERSANT vectors, sorted by vector number, will appear, as shown in Figure 5-5.
2. Highlight the name of the vector you want to edit, or enter the vector number that appears before the name.
3. Press ENTER.

The worksheet for this vector, like the sample shown in Figure 5-6, will appear with the vector name, number, and any description entered originally.

Action step numbers appear under the first column, labeled Step. Corresponding action steps appear in the second column, labeled Action. The third column, Description, summarizes the parameters specified for each action.

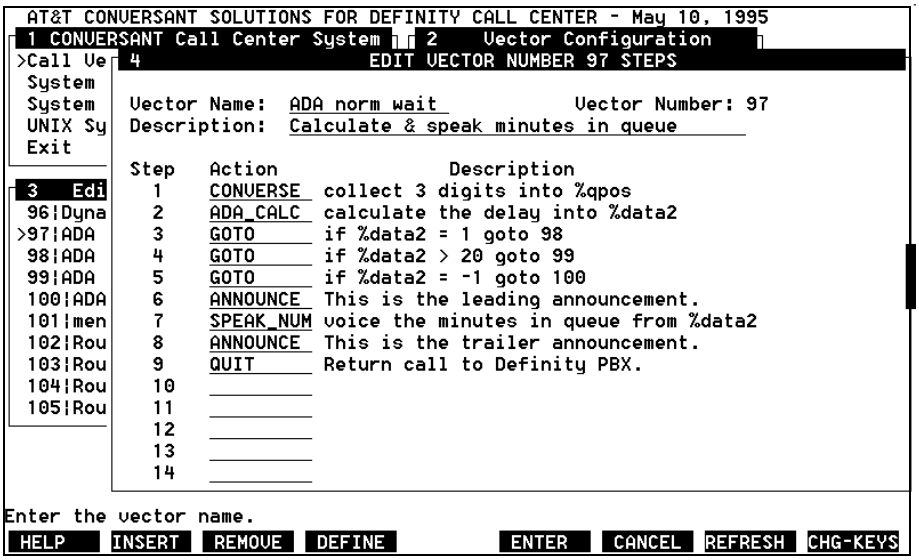


Figure 5-6. Worksheet for ADA norm wait Vector

Adding an Action Step to a CONVERSANT Vector

1. Move the cursor to the line on the vector worksheet where you want the new action to appear and press INSERT F2. There must already be an action on this line.

   The system will prompt you to confirm the insertion; press CONT F3 to proceed.

   NOTE:
   Adding an action to a line on the CONVERSANT vector worksheet that already contains an action replaces the original action with the new. Do not attempt to insert a blank line where one exists already, as you may distort the worksheet.

2. Return your cursor to the new line and press CHG-KEYS F8 and CHOICES F2.

   A list of vector actions, shown in Figure 5-7, will appear.

   NOTE:
   Before presenting its list of actions, the system evaluates the CONVERSANT vector's size and warns you if another action might exceed its storage capacity. If you encounter this warning, consider using the GOTO action to continue your application on a new vector

worksheet. Then, either press CANCEL F6 to return to the CONVERSANT vector worksheet, or CONT F3 to proceed.

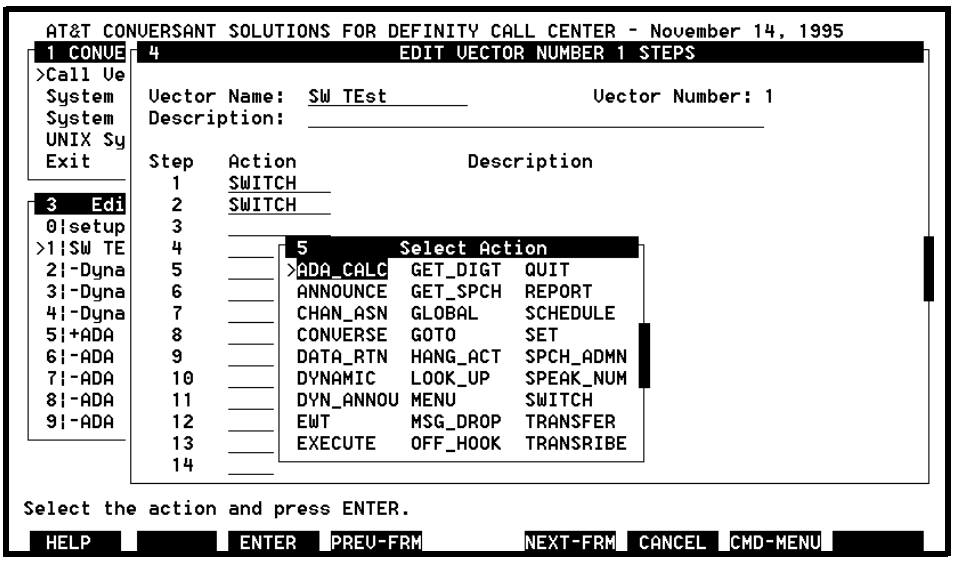


Figure 5-7. Worksheet for the ADA norm wait Vector and Select Action Menu

3. Highlight the name of the action you want to add. Press ENTER, and complete the action-definition form that appears.

   NOTE:
   See Chapter 8, *Index of Actions and Variables*, for more information about actions and action-definition forms.

4. Press CLOSE F3.

   If the system would exceed the CONVERSANT vector's capacity by adding this action, it will prompt you to remove the action or reduce the number of actions in the vector. Consider using the GOTO action to continue your application on a new vector worksheet.

5. Press CHG_KEYS F8 and SAVE F3 when you have finished adding or deleting actions.

   NOTE:
   The system does not apply changes to call handling until you place new vectors in service at the Vector Configuration menu.

Removing an Action Step from a CONVERSANT Vector

1. Highlight on the vector worksheet the action step you want to delete.
2. Press REMOVE F3.
3. Press CONT F3 to confirm.
4. Press CHG_KEYS F8 and SAVE F3 to save this modified CONVERSANT vector when you have finished adding or deleting actions.

NOTE:
The system does not apply changes to call handling until you place new vectors in service at the Vector Configuration menu.

Deleting a CONVERSANT Vector

1. Choose `Delete Vector` from the Vector Configuration menu and press ENTER.

   A menu of CONVERSANT vectors like the one in Figure 5-5 will appear.
2. Highlight the name of the vector you want to delete, or enter the number that appears before the name.
3. Press MARK F2.

   To remove more than one vector, return to step 2. To unmark a vector, highlight its name and press MARK F2 again.
4. Press ENTER.
5. Press CONT F3 to confirm.

NOTE:
After you delete a CONVERSANT vector in this fashion, you can no longer select it for editing. However, to stop a deleted vector from handling calls, you must also place new vectors in service at the Vector Configuration menu.

Copying a CONVERSANT Vector

1. Choose `Copy Vector` from the Vector Configuration menu and press ENTER.

   The Copy Vector form, shown in Figure 5-8, will appear.
2. After `Copy from Vector`, enter the number of the vector you want to copy, or press CHOICES F2 for a list.
3. After `To Vector`, enter an available vector number, or use the default value that appears. Optionally, on the line to the right, enter a name for your new vector.

4. Optionally, enter a description.
5. Press CLOSE F3.

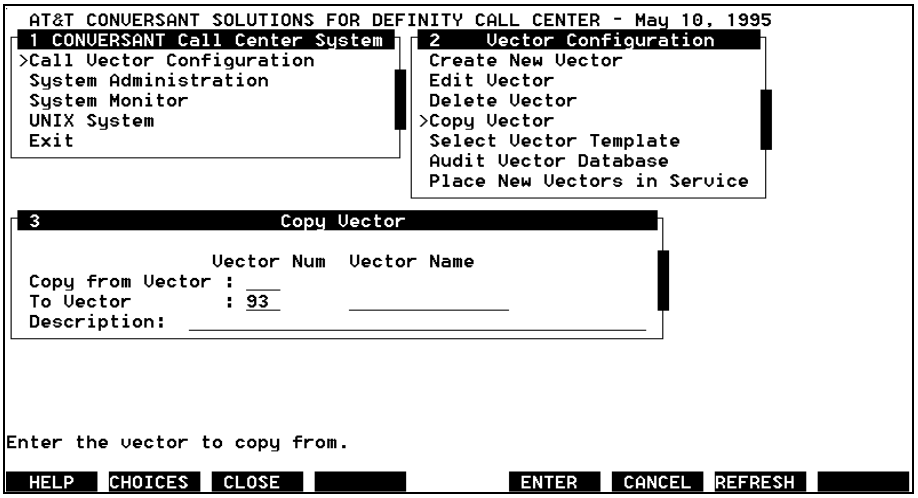


Figure 5-8. Copy Vector Form

Selecting a Vector Template

As an alternative to the `Create New Vector` option, you can choose one of the five vector templates supplied with the system to create partial CONVERSANT vectors that you can customize to perform common call handling tasks.

Each time you use a template, the system creates a new CONVERSANT vector for you. Because each vector (except the Setup template) has a unique number, it can operate independently from other CONVERSANT vectors with the same name. This allows you to use the same template to build new vectors for different applications.

Use this section to help you decide when to use a template as the foundation for an application. Chapter 8, *Index of Actions and Variables*, will also serve as a useful reference as you work with the actions in these CONVERSANT vectors.

By using the Speech Administration utility described later in this chapter, you can define speech phrases before you select a template, or you can define them while you edit the CONVERSANT vectors that these templates create.

NOTE:
You do not need to record speech for phrases you define until you are ready to place your template vectors in service.

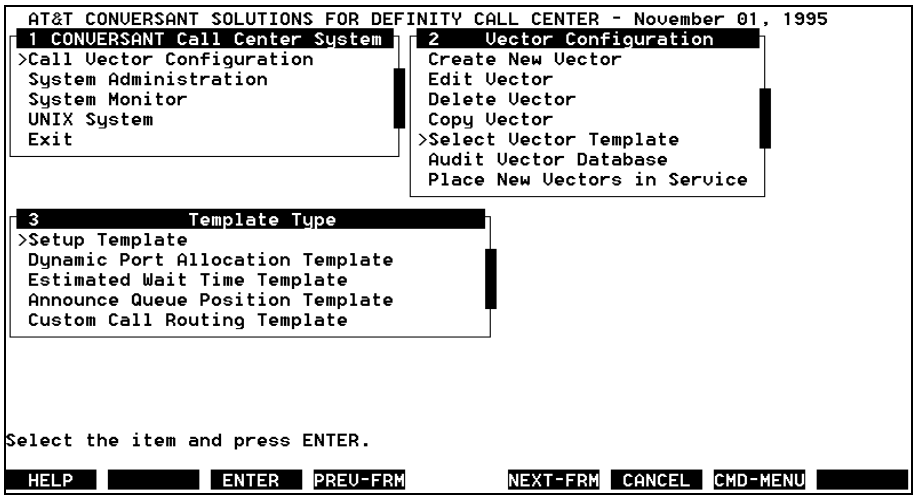


Figure 5-9. Template Type Menu

To Use a Template:

1. Choose `Select Vector Template` from the Vector Configuration menu and press ENTER.

   A menu of templates, shown in Figure 5-9, will appear.

2. Highlight the name of the template you want, or type the first few letters of its name.

3. Press ENTER.

   The system will create and display a single template vector. This primary vector delivers callers to other vectors as appropriate.

4. Consult the following template editing guidelines.

Using the Setup Template to Assign CONVERSANT Vectors to Ports

This template overwrites the setup vector that routes all incoming calls to CONVERSANT vectors.

By default, your vector database includes a blank setup vector. You must configure this vector to take each dialed port “off hook” and launch the CONVERSANT vector assigned. Although the setup vector uses the CHAN_ASN action to attach specific CONVERSANT vectors to ports, you can use actions such as DYNAMIC and SWITCH in the targeted vectors to respond dynamically to arguments they receive with calls.

⚠ CAUTION:

You must configure the setup vector before callers can use other CONVERSANT vectors, because the system uses the setup vector to respond to every call. When you create a new setup vector, you overwrite the original.

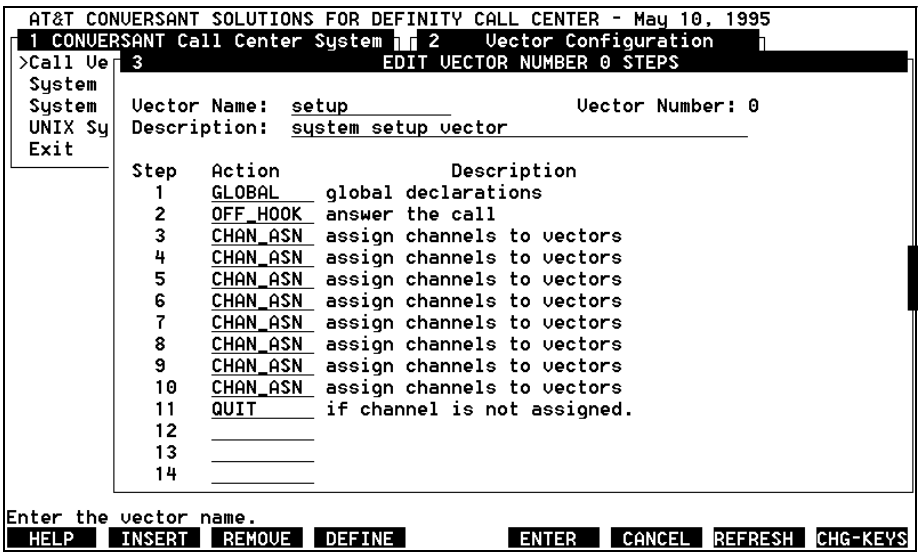


Figure 5-10. Setup Vector Worksheet

To assign CONVERSANT vectors to channels:

1. To create a new setup vector, choose the Setup template from the Template Type menu shown in Figure 5-9. To make changes to the setup vector without overwriting it, choose the Edit Vector option instead.

   The Setup Vector worksheet, shown in Figure 5-10, will appear. The setup vector in Figure 5-10 corresponds to a 96-port CONVERSANT Solutions configuration. (Each CHAN_ASN action can represent 12 channels.) The number of CHAN_ASN actions in your setup vector corresponds to the capacity of the configuration you purchased.

2. Move your cursor to the first CHAN_ASN action and press DEFINE F4.

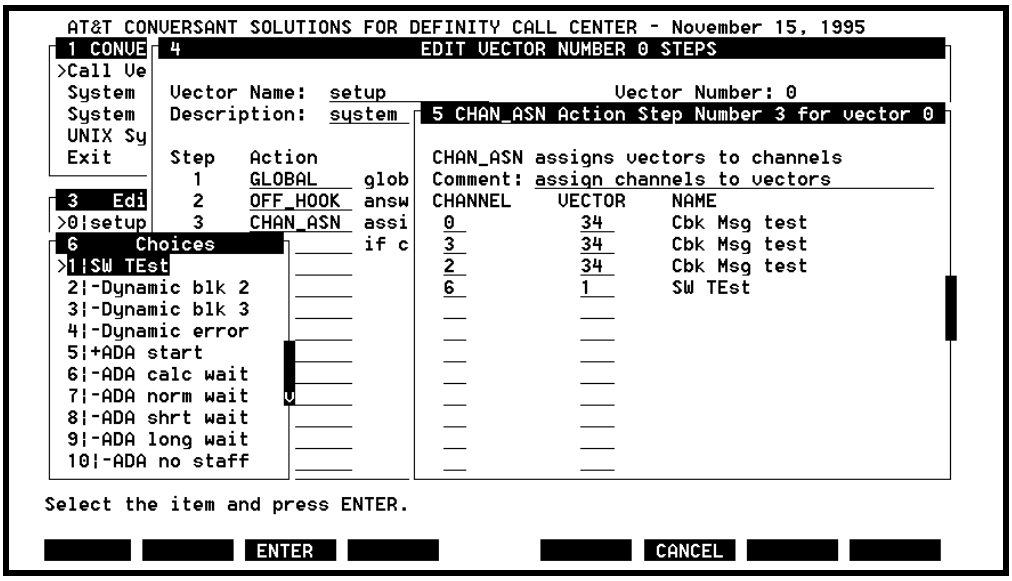


Figure 5-11. Channel Assignment Definition Form and Vector List

The channel assignment definition form, shown in Figure 5-11 with a list of choices (see step 4 below), will appear. Optionally, enter a comment.

3. Move your cursor to an available line under the channel column, type the number of an active channel, and press ENTER.
4. Type the number of the CONVERSANT vector to associate with calls to this channel in the vector column

   or

   Press CHOICES F2 and a numbered list of existing CONVERSANT vectors will appear, as shown in Figure 5-11. Select your vector.
5. Press ENTER.

   If a CONVERSANT vector with this number exists, its name will appear in the name column.
6. Press CLOSE F3, CHG-KEYS F8, and SAVE F3.
7. Repeat steps 3 through 6 for every active port on your CONVERSANT Solutions system. Use additional CHAN_ASN actions to assign more than 12 ports.

Using the Dynamic Port Allocation Template

This template's vector routes callers to CONVERSANT applications based on the value of any variable you specify.

The system will create a new vector each time you select this template. With this vector, called Dynamic Templ., you can execute any CONVERSANT application from any port on the CONVERSANT Solutions system.

Follow these steps to configure the dynamic port allocation vector correctly:

1. Choose `Dynamic Port Allocation Template` from the Template Type menu shown in Figure 5-9.

   The CONVERSANT Solutions system will generate a vector called Dynamic Templ. The worksheet for Dynamic Templ. appears in Figure 5-12.

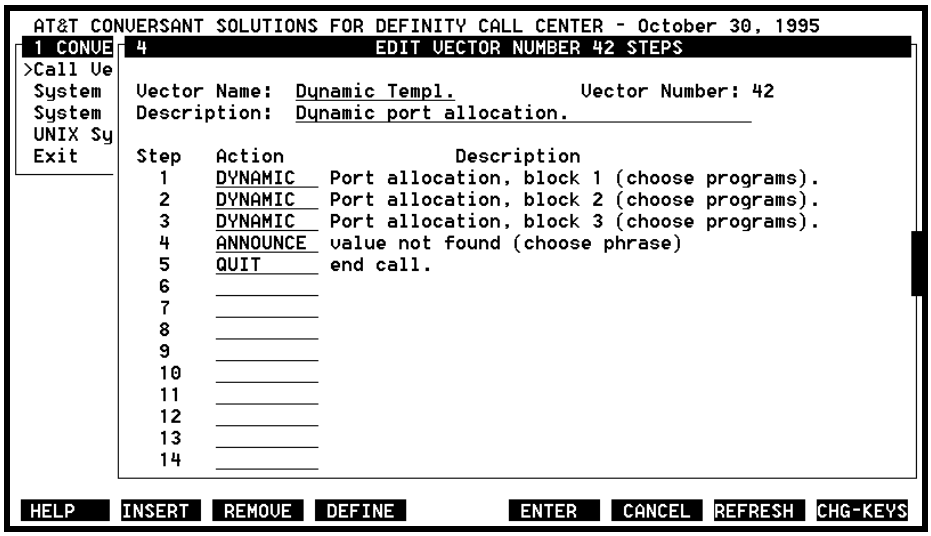


Figure 5-12. Dynamic blk1 Vector Worksheet

2. Move your cursor to the first DYNAMIC action and press DEFINE F4. The Dynamic Port Allocation Definition form will appear, as shown in Figure 5-13.
3. Move your cursor to the variable field and press CHOICES F2.
4. Select a variable.

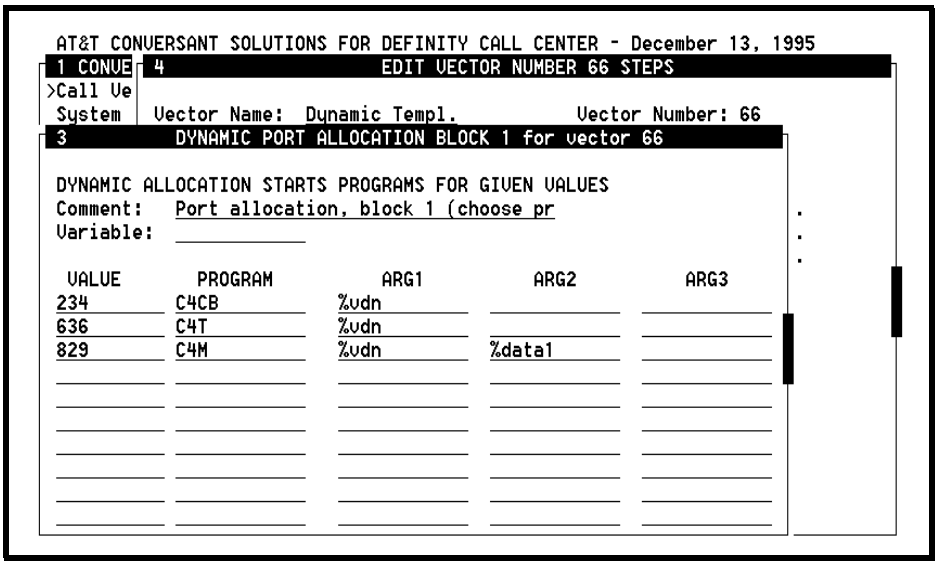


Figure 5-13. Dynamic Templ. Vector Worksheet with the DYNAMIC Action Definition Form

5. List on the DYNAMIC Action Definition form in Figure 5-13:
   - Possible values
   - Corresponding CONVERSANT applications (programs)
   - Arguments to pass

   NOTE:
   The variable you select must be assigned a value before the DYNAMIC action uses it to decide which CONVERSANT application to execute. You may use the CONVERSE, SET, GET_DIGT, or MENU actions to assign values to variables.

6. Press CLOSE F3.

   NOTE:
   You can use the other DYNAMIC actions in the same way to accommodate additional variable names, values, and CONVERSANT applications to target, up to a maximum of 30.

7. Move your cursor to the ANNOUNCE action and press DEFINE F4.

   The ANNOUNCE action Phrase Tag form, shown in Figure 5-14, will appear.

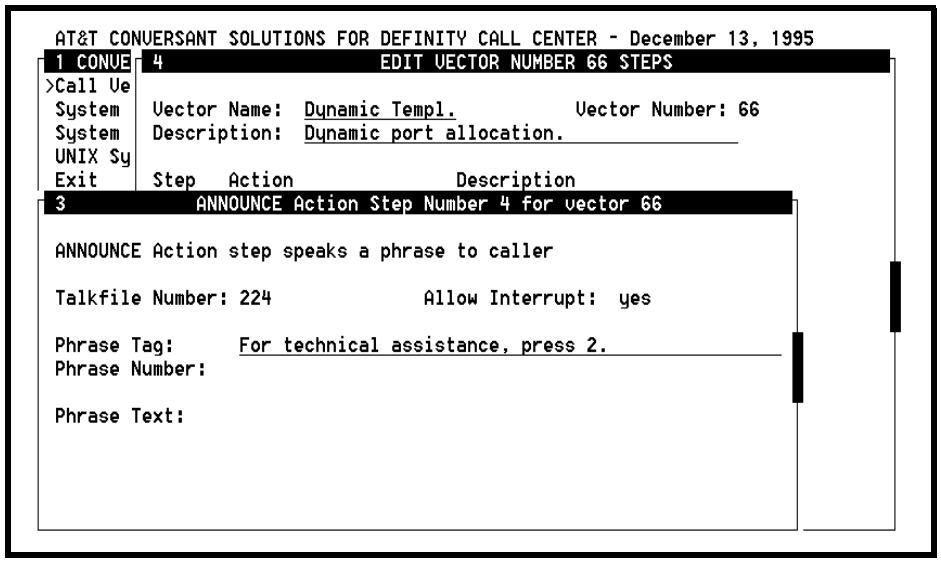


Figure 5-14. Dynamic Templ. Vector Worksheet with the ANNOUNCE Action Definition Form

8. After Phrase Tag, enter the name of the speech phrase you defined to notify callers that their entry does not match any valid choices

   or

   Press CHOICES F2 to select from a list.

   NOTE:
   To create a new phrase tag for this action instead, press ADD-PHR F8. A phrase definition form will appear. Use this form to define your new phrase tag and press SAVE F3. Although you cannot record speech at this time, you can assign the phrase to your ANNOUNCE action immediately.

9. Press CLOSE F3, CHG-KEYS F8, and SAVE F3 to return to the Vector Configuration menu.

   NOTE:
   Dynamic Templ. uses the QUIT action to end the session and return call control to the DEFINITY vector. Replace this action if you do not want Dynamic Templ. to end the session.

Using the Estimated Wait Time Template (Beginning with the DEFINITY G3V4 Switch)

This template's vector tells each caller how long he or she can expect to wait for an agent, based on wait time estimates from the G3V4 switch.

The system creates one new CONVERSANT vector each time you select this template.

Follow these steps to configure the estimated wait time template correctly:

1. Select `Estimated Wait Time Template` from the Template Type menu.

   The CONVERSANT Solutions system will generate the vector shown in Figure 5-15.

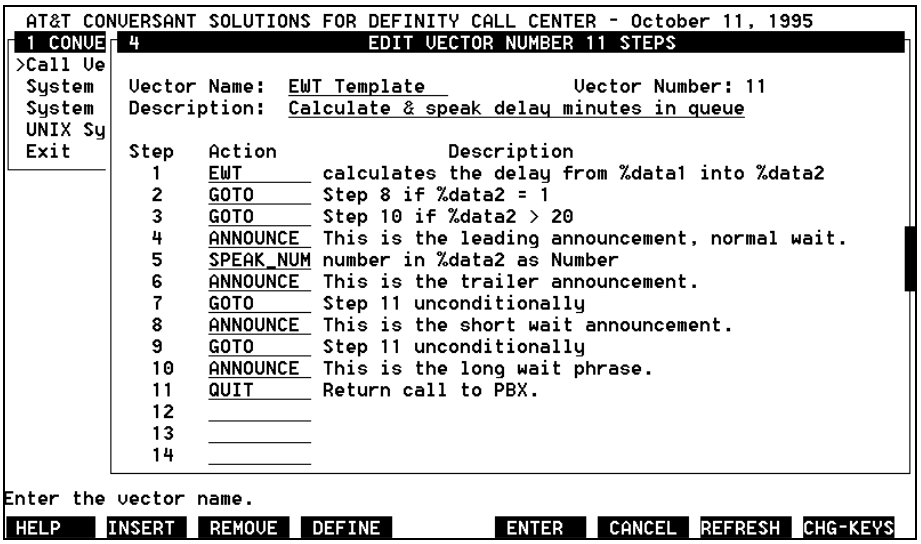


Figure 5-15. Vector Created by the Estimated Wait-Time Template

This vector can use the CONVERSE action with the variable *%data1* to acquire the estimated wait time from a *converse* step in a DEFINITY vector. Then, it can use the EWT action to convert this estimate and the ANNOUNCE and SPEAK_NUM actions to speak the new estimate to the caller. After each estimated wait time announcement, call control reverts to the DEFINITY vector.

NOTE:
The template does not automatically include the CONVERSE action in the vector it creates for you. You must create another vector that

uses CONVERSE to acquire this information and GOTO to jump to the EWT vector.

To configure the EWT vector correctly:

2. Move your cursor to the EWT action and press DEFINE F4.

   The EWT definition form will appear, as shown in Figure 5-16.

   a. In EWT `Input:` enter the variable into which the EWT was collected from the DEFINITY via CONVERSE Step (%data1). Select a variable in which to place the result of the conversion in the field `Calculated Output`.

   b. Optionally, increase or decrease the wait time estimate from the switch by adjusting the `Weighting Index`. The default value of 100% leaves this estimate unchanged.

   c. Optionally, change `Resolution` from "Minutes" to "Seconds."

   d. Optionally, change `Rounding` from "Up" to "Down" (nearest).

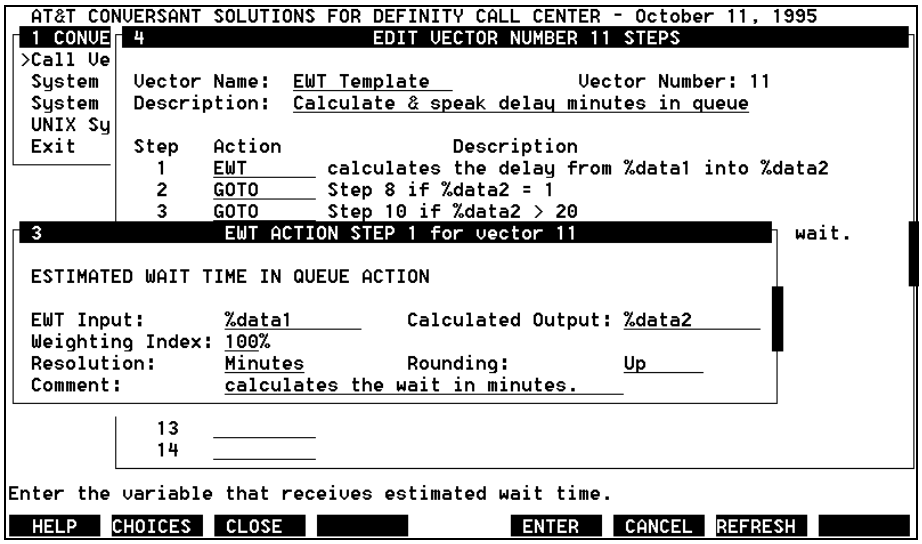


Figure 5-16. EWT Template Vector Worksheet with EWT Action Definition Form

3. Press CLOSE F3.

4. Move your cursor to the first ANNOUNCE Action and press DEFINE F4. The ANNOUNCE Action Definition form will appear, as shown in Figure 5-17.

5. After `Phrase Tag, enter` the speech phrase you defined to *precede* the wait time estimate, which the vector speaks as a discrete number

   or

   Press CHOICES F2 to select from a list.

For example, you might record “An agent will be available in approximately...”

NOTE:
To create a new phrase tag for this action instead, press ADD-PHR F8. A phrase definition form will appear. Use this form to define your new phrase tag and press SAVE F3. Although you cannot record speech at this time, you can assign the phrase to your ANNOUNCE action immediately.

6. Press CLOSE F3 .

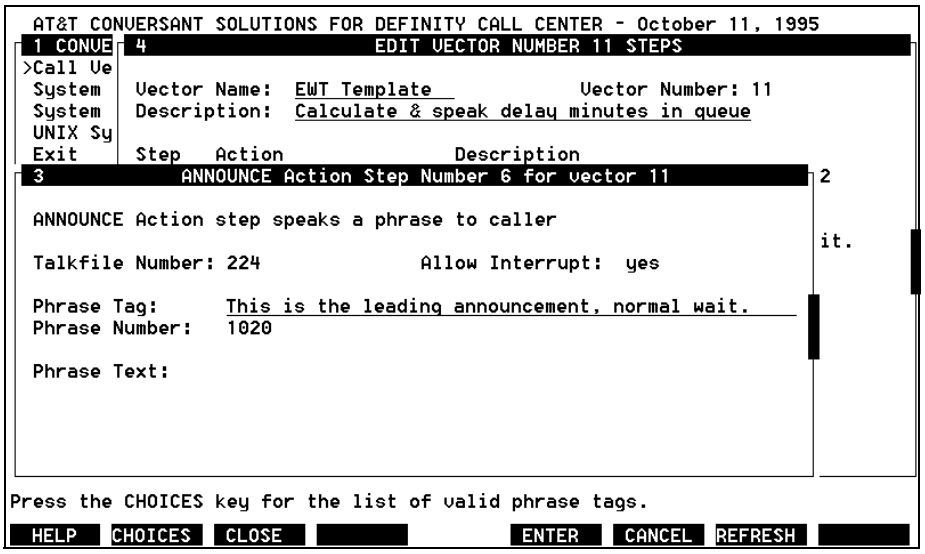


Figure 5-17. EWT Template Vector Worksheet with ANNOUNCE Action Definition Form

7. Move to the second ANNOUNCE action and press DEFINE F4.
8. After `Phrase Tag`, enter the speech phrase you defined to follow the wait estimate

   or

   Press CHOICES F2 to select from a list.

   For example, you might record only “...minutes” or “seconds,” depending on the resolution you chose in Step 2.

NOTE:
To create a new phrase tag for this action instead, press ADD-PHR F8. A phrase definition form will appear.

9. Press CLOSE F3.
10. Move to the third ANNOUNCE action and press DEFINE F4.
11. After `Phrase Tag`, enter the name of the speech phrase you defined to notify callers that they should expect a very brief wait

    or

    Press CHOICES F2 to select from a list.

    NOTE:
    To create a new phrase tag for this action instead, press ADD-PHR F8. A phrase definition form will appear.

12. Press CLOSE F3.
13. Move to the fourth ANNOUNCE action and press DEFINE F4.
14. After `Phrase Tag`, enter the name of the speech phrase you defined to notify callers that they should expect an especially long wait

    or

    Press CHOICES F2 to select from a list.

    NOTE:
    To create a new phrase tag for this action instead, press ADD-PHR F8. A phrase definition form will appear.

15. Press CLOSE F3, CHG_KEYS F8, and SAVE F3 to return to the Vector Configuration menu.

Using the Anticipated Delay Announcement Template (for Use with Switches before G3V4)

This template's vector approximates how long a caller can expect to wait for an agent, and it speaks this information to the caller.

The system creates a new CONVERSANT vector each time you select this template. Called ADA template, it can use

- Queue-position information, acquired from the switch via the *converse* step
- Your estimates of call duration and staff size

to calculate how long a caller will wait in queue. The worksheet for ADA Template is shown in Figure 5-18.

NOTE:
The template does not automatically include the CONVERSE action in the vector it creates for you. You must create another vector that uses

CONVERSE to acquire this information and GOTO to jump to ADA template.

Follow these steps to configure the anticipated delay announcement template correctly:

1. Select the Anticipated Delay Announcement template from the Template Type menu.

   The CONVERSANT Solutions system will generate the vector shown in Figure 5-18.

   If ADA Template determines that agents are staffed and that the anticipated delay to the caller is less than 20 minutes, it communicates the anticipated delay to the caller and returns call control to the DEFINITY vector.

   To configure this CONVERSANT vector correctly:

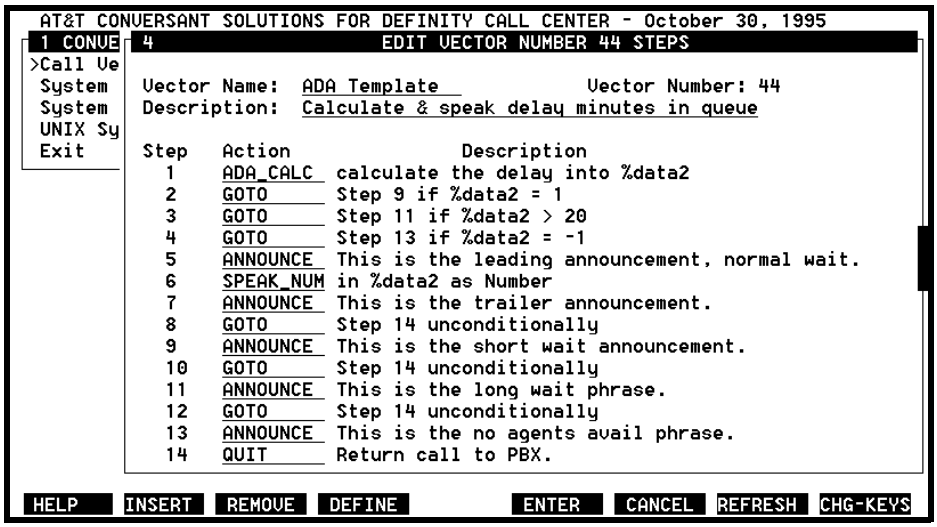


Figure 5-18. ADA Template Vector Worksheet

2. Move your cursor to the ADA_CALC action and press DEFINE F4.

   The ADA_CALC Definition form will appear, as shown in Figure 5-19.

   a. After `Avg. Call Length`, enter an estimate, in seconds, of how long each caller will be connected to an agent.

   b. Move your cursor to the grid titled Number of Agents Staffed.

   c. For each day of the week (found above the cursor) and each hour of the day (found to the left of the cursor) enter how many agents will be on duty during these hours. (Blank spaces correspond to 0 agents.)

Use PREVPAGE F4, NEXTPAGE F5, and the up and down arrow keys to move around this form.

Do not press CANCEL F6 unless you want to abandon your entries.

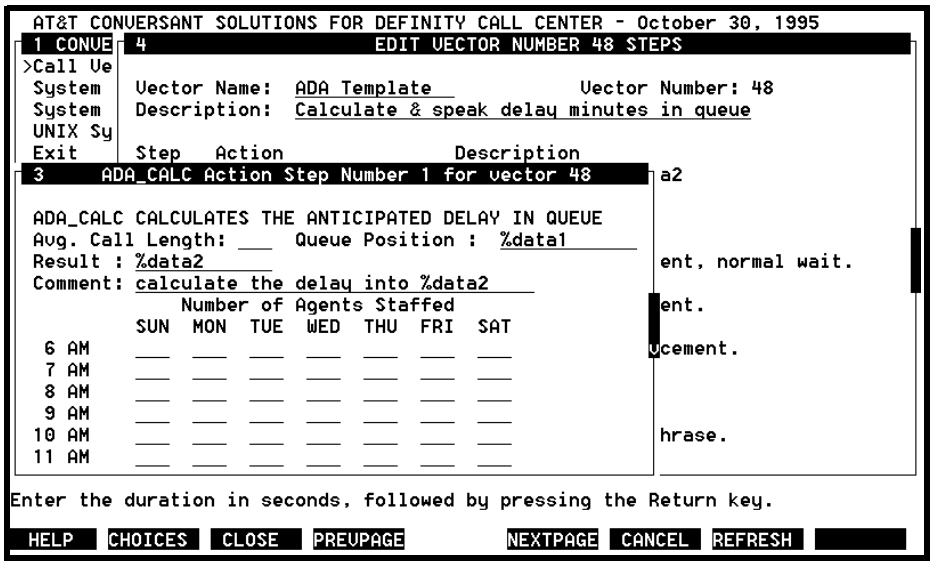


Figure 5-19. ADA Template Vector Worksheet with ADA_CALC Action Definition Form

3. Press CLOSE F3.
4. Move your cursor to the first ANNOUNCE Action and press DEFINE F4. The ANNOUNCE Action Definition form will appear, as shown in Figure 5-20.
5. After `Phrase Tag`, enter the speech phrase you defined to *precede* the anticipated delay, which the vector speaks as a discrete number

   or

   Press CHOICES F2 to select from a list.

   For example, you might record “An agent will be available in approximately...”

   NOTE:
   To create a new phrase tag for this action instead, press ADD-PHR F8. A phrase definition form will appear. Use this form to define your new phrase tag and press SAVE F3. Although you cannot record speech at this time, you can assign the phrase to your ANNOUNCE action immediately.

6. Press CLOSE F3.

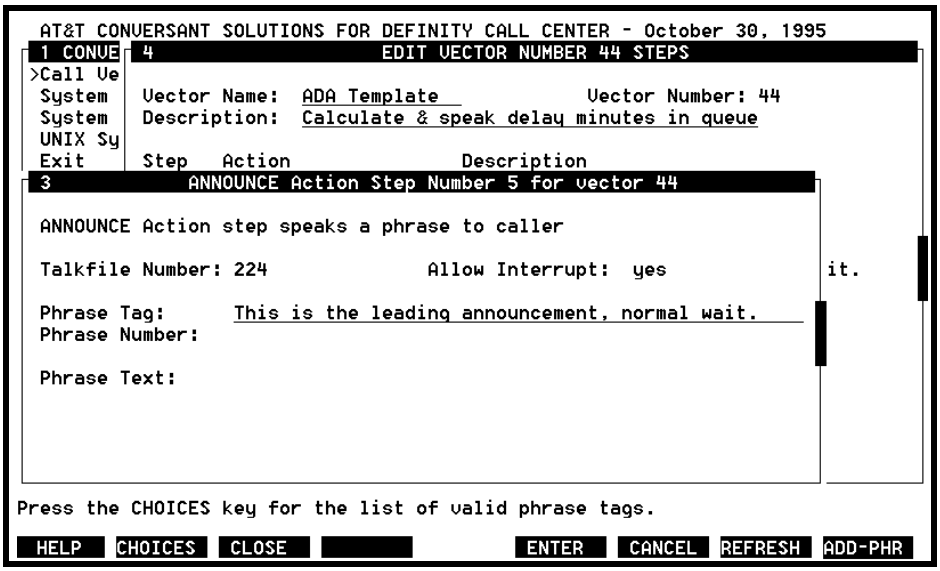


Figure 5-20. ADA Template Vector Worksheet with the ANNOUNCE Action Definition Form

7. Move to the second ANNOUNCE action and press DEFINE F4. An action-definition form like the one in Figure 5-20 will appear.
8. After `Phrase Tag`, enter the speech phrase you defined to follow the anticipated delay

   or

   Press CHOICES F2 to select from a list.

   For example, you might record only "...minutes."

   NOTE:
   To create a new phrase tag for this action instead, press ADD-PHR F8. A phrase definition form will appear.

9. Press CLOSE F3.
10. Move your cursor to the next ANNOUNCE action and press DEFINE F4. An action-definition form like the one in Figure 5-20 will appear.

11. After Phrase Tag, enter the name of the speech phrase you defined to notify callers that they should expect a delay of one minute or less

    or

    Press CHOICES F2 to select from a list.

    NOTE:
    To create a new phrase tag for this action instead, press ADD-PHR F8. A phrase definition form will appear.

12. Press CLOSE F3.
13. Move your cursor to the next ANNOUNCE action and press DEFINE F4. An action-definition form like the one in Figure 5-20 will appear.
14. After Phrase Tag, enter the name of the speech phrase you defined to notify callers that they should expect a delay of 20 minutes or more

    or

    Press CHOICES F2 to select from a list.

    NOTE:
    To create a new phrase tag for this action instead, press ADD-PHR F8. A phrase definition form will appear.

15. Press CLOSE F3.
16. Move your cursor to the last ANNOUNCE action and press DEFINE F4. An action-definition form like the one in Figure 5-20 will appear.
17. After Phase Tag, enter the name of the speech phrase you defined to notify callers that no agents currently staffed to serve them

    or

    Press CHOICES F2 to select from a list.

    NOTE:
    To create a new phrase tag for this action instead, press ADD-PHR F8. A phrase definition form will appear.

18. Press CLOSE F3, CHG_KEYS F8, and SAVE F3 to return to the Vector Configuration menu.

Using the Announce Queue Position Template

This template creates a vector to tell callers their relative position in queue.

The system creates a new CONVERSANT vector each time you select this template. From a DEFINITY vector, simply launch this CONVERSANT vector to tell callers how many calls precede theirs in queue.

Follow these steps to configure the Announce Queue Position template correctly:

1. Select `Announce Queue Position Template` from the Template Type menu.

   The CONVERSANT Solutions system will generate one vector, Queu Pos Templ. This vector's worksheet, which appears in Figure 5-21, uses the CONVERSE action with the variable *%data1* to acquire the call's queue position from a DEFINITY vector. It then announces the call's queue position to the caller and returns call control to the DEFINITY vector.

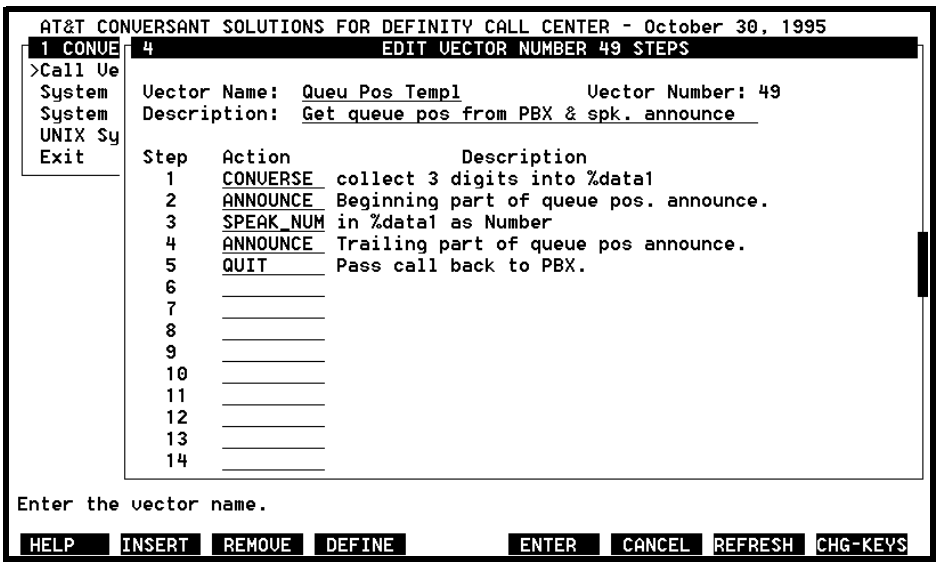


Figure 5-21. Queu Pos Templ Vector Worksheet

2. To configure this vector, move your cursor to the first ANNOUNCE action on the worksheet and press DEFINE F4.

   The ANNOUNCE action-definition form in Figure 5-22 will appear.

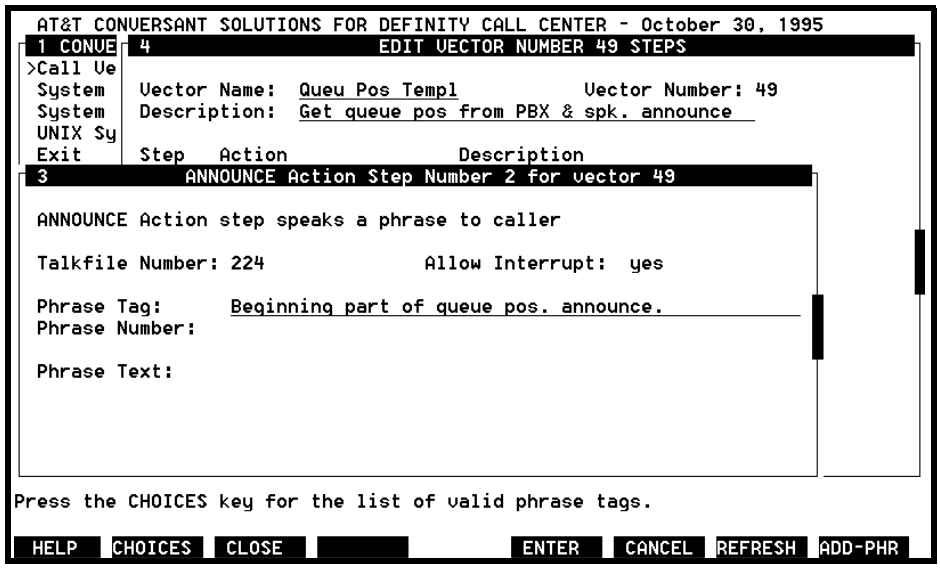


Figure 5-22. Ann Queu Pos Worksheet with ANNOUNCE Action Definition Form

3. After Phrase Tag, enter the name of the speech phrase you defined to precede the queue position, which the vector speaks as a discrete number

   or

   Press CHOICES F2 to select from a list.

   For example, you might record “Currently, there are...”

   NOTE:
   To create a new phrase tag for this action instead, press ADD-PHR F8. A phrase definition form will appear. Use this form to define your new phrase tag and press SAVE F3. Although you cannot record speech at this time, you can assign the phrase to your ANNOUNCE action immediately.

4. Press CLOSE F3.
5. Move to the second ANNOUNCE action and press DEFINE F4. An action-definition form like the one in Figure 5-22 will appear.

6. After `Phase Tag`, enter the name of the speech phrase you defined to follow the queue position

   or

   Press CHOICES F2 to select from a list.

   For example, you might record only "...people waiting to speak with our agents."

   NOTE:
   To create a new phrase tag for this action instead, press ADD-PHR F8. A phrase definition form will appear.

7. Press CLOSE F3, CHG_KEYS F8, and SAVE F3 to return to the Vector Configuration menu.

Using the Custom Call Routing Template (to Route Callers Based on Information Received from a DEFINITY Vector)

This template's vector uses information it receives from a DEFINITY vector to route incoming calls.

The system creates a new CONVERSANT vector each time you select this template. From a DEFINITY vector, simply launch this CONVERSANT vector to route callers intelligently.

Follow these steps to configure the routing template vector correctly:

1. Select `Custom Call Routing Template` from the Template Type menu.

   The CONVERSANT Solutions system will generate the vector shown in Figure 5-23. Called Routing Templ., it uses the CONVERSE action with the variable *%ci_value* to acquire information such as the caller's phone number (ANI) from the DEFINITY vector.

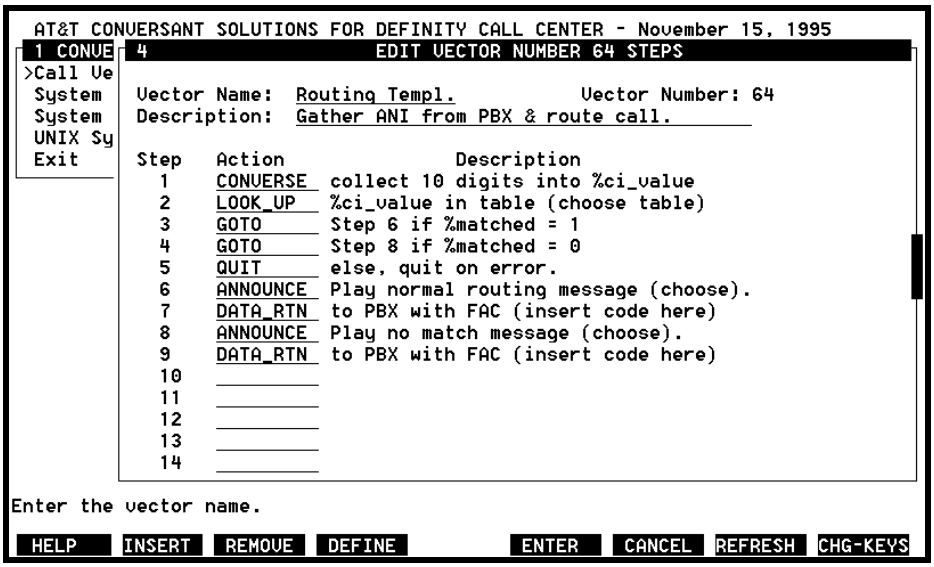


Figure 5-23. Routing Templ. Worksheet

2. Move your cursor to the CONVERSE action and press DEFINE F4. The action-definition form in Figure 5-24 will appear.

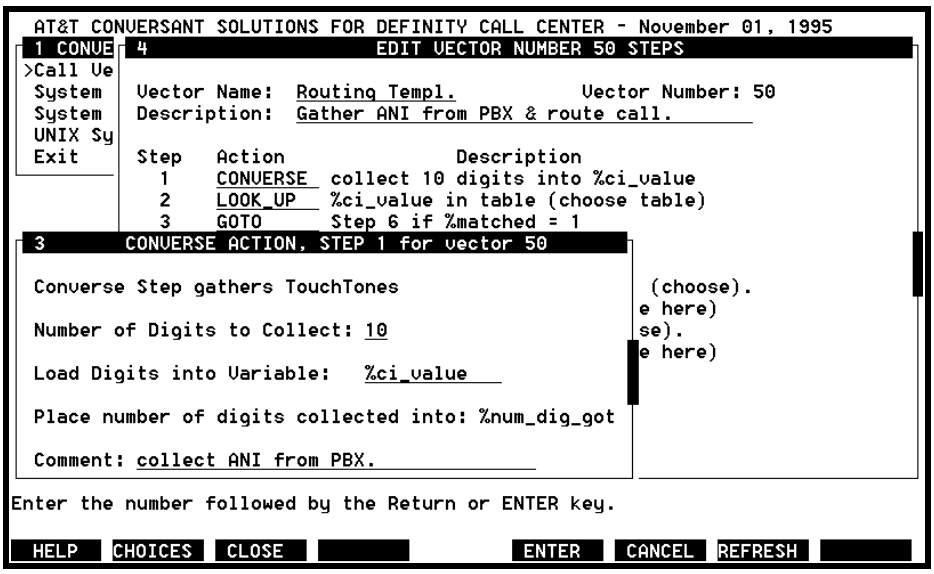


Figure 5-24. Routing Templ. Vector Worksheet with CONVERSE Action Definition Form

3. After `Number of Digits to Collect`, enter the maximum number of digits to accept from the DEFINITY vector.

   For many routing applications, you will accept a 10-digit telephone number from the PBX.

4. Press CLOSE F3.

5. Move your cursor to the LOOK_UP action and press DEFINE F4. The LOOK_UP Action Definition form, shown in Figure 5-25, will appear.

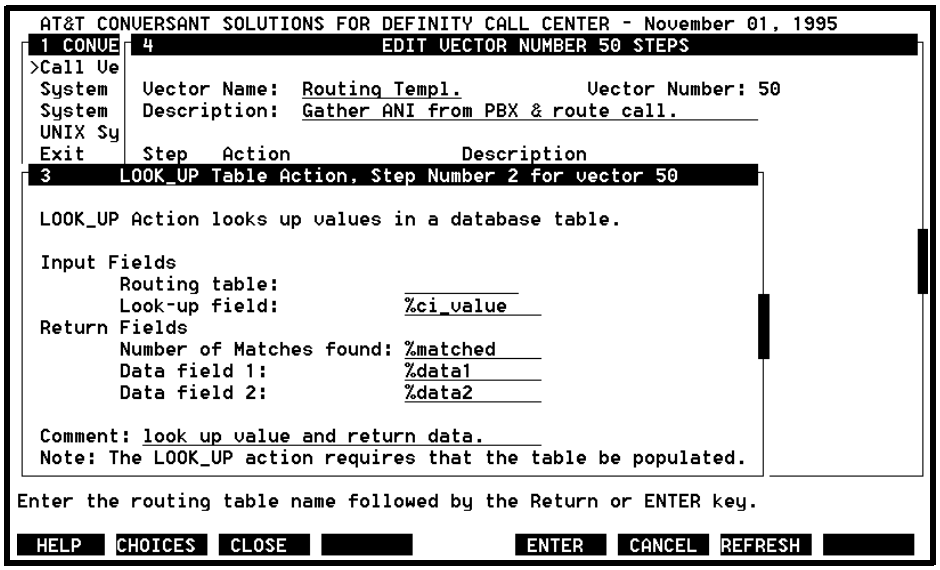


Figure 5-25. Routing Templ. Vector Worksheet with LOOK_UP Action Definition Form

NOTE:
This LOOK_UP action refers to a database table for information you associated with the variable *%ci_value*. If your routing table associates *%ci_value* with an extension or split in its second column, *%data1*, the vector will speak a message and return the number of the extension or split to the DEFINITY vector you designed to transfer the caller.

6. Press CHOICES F2.

   After `Routing table`, enter the name of the database table you created for Custom Call Routing.

   In this example, the first column in this table must contain possible values for the variable *%ci_value*. The second column must contain corresponding agent extensions.

Optionally, you may associate a third column of information with *%ci_value*. The LOOK_UP action in this CONVERSANT vector uses the variables *%data1* and *%data2* to acquire information in the second and third columns, respectively.

For more information about routing tables, see *Custom Call Routing Administration* later in this chapter.

7. Press CLOSE F3.
8. Move your cursor to the first ANNOUNCE action and press DEFINE F4. The ANNOUNCE Action Definition form in Figure 5-26 will appear.

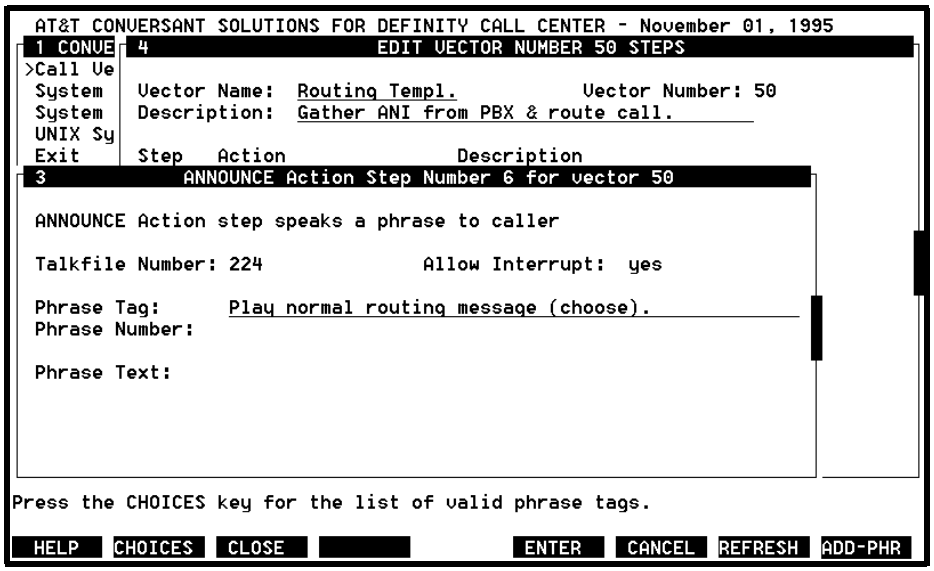


Figure 5-26. Routing Templ. Vector Worksheet with ANNOUNCE Action Definition Form

9. After Phase Tag, enter the name of the speech phrase you defined to precede the transfer

   or

   Press CHOICES F2 to select from a list.

   For example, you might record “An agent will be with you shortly.”

   NOTE:
   To create a new phrase tag for this action instead, press ADD-PHR F8. A phrase definition form will appear.

10. Press CLOSE F3.

11. Move your cursor to the first DATA_RTN action and press DEFINE F4. The DATA_RTN Definition form shown in Figure 5-27 will appear.

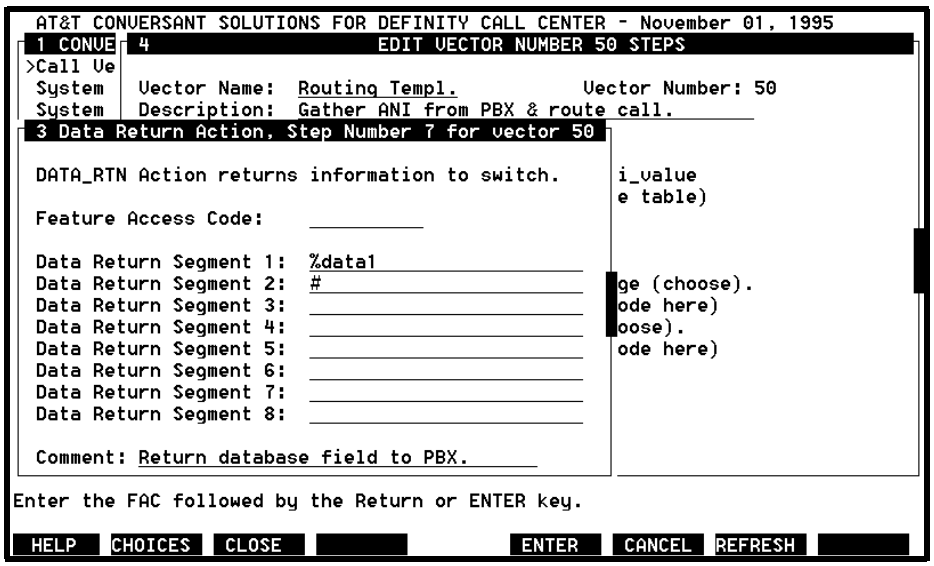


Figure 5-27. Routing Templ. Vector Worksheet with DATA_RTN Action Definition Form

12. Enter the feature access code (FAC) you want to send to the switch before the value in *%data1*. Your entry must be the same as the Converse Data Return FAC already specified on the DEFINITY switch.

13. On the lines marked `Data Return Segments`, list any additional values (or variables containing values) you want to return to the DEFINITY vector, up to a combined limit of 24 characters. Every character in values you list on these lines counts toward the limit, including #, which you can use as a delimiter.

    NOTE:
    When using variables to represent values, keep in mind that the number of characters in the value, not the number of characters in the variable, count toward the limit.

14. Press CLOSE F3.

15. Move your cursor to the next ANNOUNCE action and press DEFINE F4. An action-definition form like the one in Figure 5-26 will appear.

16. After `Phase Tag`, enter the name of the speech phrase you defined to notify callers that they will be transferred to an agent for special help

    or

    Press CHOICES F2 to select from a list.

    NOTE:
    To create a new phrase tag for this action instead, press ADD-PHR F8. A phrase definition form will appear. Use this form to define your new phrase tag and press SAVE F3. Although you cannot record speech at this time, you can assign the phrase to your ANNOUNCE action immediately.

17. Press CLOSE F3.
18. Move your cursor to the second DATA_RTN action and press DEFINE F4. An action-definition form like the one in Figure 5-27 will appear.
19. Enter the FAC you want to send to the PBX before the extension number of an agent. Your entry must be the same as the Converse Data Return FAC already specified on the DEFINITY switch.
20. To change the agent extension number that this vector will return to the DEFINITY vector (default = 0), move your cursor to field labeled Data Return Segment 1, and replace the default extension number with the desired number.
21. Press CLOSE F3, CHG-KEYS F8, and SAVE F3 to return to the Vector Configuration menu.

Auditing the Vector Database

Choose this option to check vectors in your development database for common errors. Select this option before you place new vectors in service.

1. Select `Audit Vector Database` from the Vector Configuration menu. Press ENTER.

   The results of the audit will appear on the screen. Warnings include:

   - `Vector xx, Is an Orphan`: The vector is not assigned to any channel and is not referenced by any other vector.
   - `Vector xx, Not properly ended`: The vector does not end with either a QUIT action or any other action that surrenders call control. Refer to Chapter 8, *Index of Actions and Variables*, for more information about actions and their properties.

- `Vector xx, Converse Action Ends with Transfer`: The vector contains a CONVERSE action followed by a TRANSFER action.

  NOTE:
  The DEFINITY switch does not allow actions that flash the switch following a CONVERSE action. Instead, the switch is either expecting the CONVERSANT Solutions application to return control to the DEFINITY vector via a QUIT action or is expecting digits to be returned via the Data Return feature.

- `Vector xx, Goto to Non-Existent Vector`: The vector contains a SWITCH, GOTO, or CHAN_ASN action that refers to a missing vector.
- `Vector xx is incomplete (see YY action)`: The action is defined but not configured. Check that the step containing the action has been completely filled in. For a key of 2-letter action codes, see the Vector Map report documentation.
- `Channel xx is not assigned to ccc or is not in service`: Channels specified in CHAN_ASN are not assigned to ccc or contain a channel that is not currently in service.
- `Vector xx has undefined variable`: References orphaned variables that are used in vectors but not defined.
- `Phrase xx is not in phrase database`: References orphaned phrase tags that are used in announcements or menus but not defined.
- `Mailbox xx is no longer defined`: References orphaned mailboxes that are used in vectors but no longer exist.
- `Routing table xx is no longer defined`: References routing tables that are used in vectors but no longer exist.
- `GOTO step xx - step doesn't exist`: References GOTO actions that jump to steps that don't exist.
- `Phrase xx has not been recorded`: References phrases that have valid phrase tags, but aren't recorded.
- `GOTO action contains an endless loop`: Checks for GOTO step actions that call themselves.

  CAUTION:
  Passing this audit does not guarantee that a vector will operate as expected. This audit is not a substitute for careful vector planning and testing.

NOTE:
Conversely, the appearance of a warning does not necessarily indicate an error condition that will disrupt the handling of calls.

Placing New CONVERSANT Vectors in Service

The CONVERSANT Solutions system maintains CONVERSANT vectors in three databases:

- Runtime database of active vectors
- Development database of duplicate runtime vectors that you can modify without affecting the way the system handles calls
- Archive database of previous runtime vectors

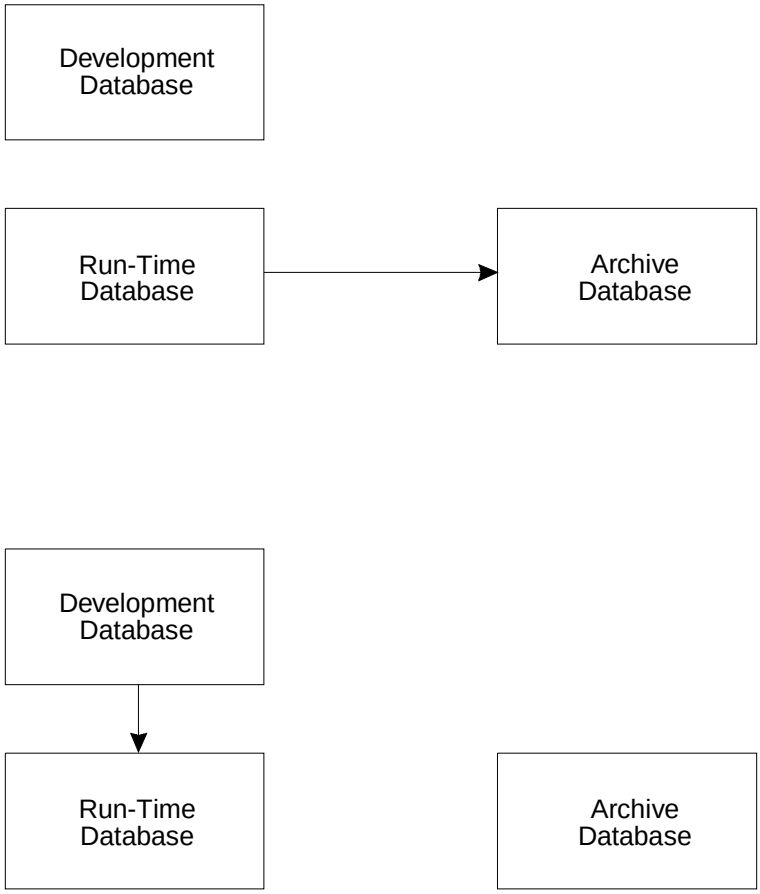


Figure 5-28. Three CONVERSANT Vector Databases

When you place new vectors in service, the CONVERSANT Solutions system first compares the development database with the runtime database.

If they match exactly, the system indicates that no change has been made to the development database since it was last placed in service. Press CANCEL F6 to return to the Vector Configuration menu.

If the two databases do not match, the system displays the name and number of each CONVERSANT vector that has been added or changed. Press CONT F3 to place these vectors in service or CANCEL F6 to return to the Vector Configuration menu.

As shown in Figure 5-28, the system uses a 2-step process to place new vectors in service.

1. It copies the database of current runtime vectors to an archive database.
2. It overwrites the runtime database with the development database.

To restore the previous runtime database after you replace it, choose `Restore Previous Runtime Database` from the Restore Vector Database menu described later in this chapter. From this menu, you can also restore CONVERSANT vectors from diskettes.

System Administration

This menu, shown in Figure 5-29, allows you to

- Create, modify, and delete speech phrases
- Add, edit, and delete variables
- Schedule and generate reports
- Save and retrieve databases of CONVERSANT vectors
- Administer the optional Callback Messaging and Custom Call Routing packages.

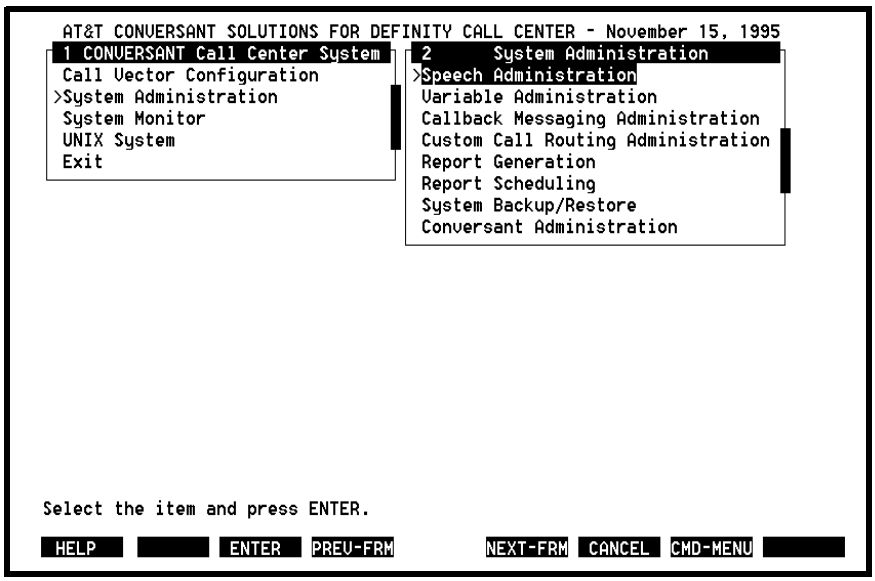


Figure 5-29. CONVERSANT System Administration Menu

Specific options include:

- Speech Administration
- Variable Administration
- Callback Messaging Administration
- Custom Call Routing Administration
- Report Generation
- Report Scheduling
- System Backup/Restore
- CONVERSANT Administration

Speech Administration

To record and document speech, choose from the following options shown in the Speech Administration menu in Figure 5-30:

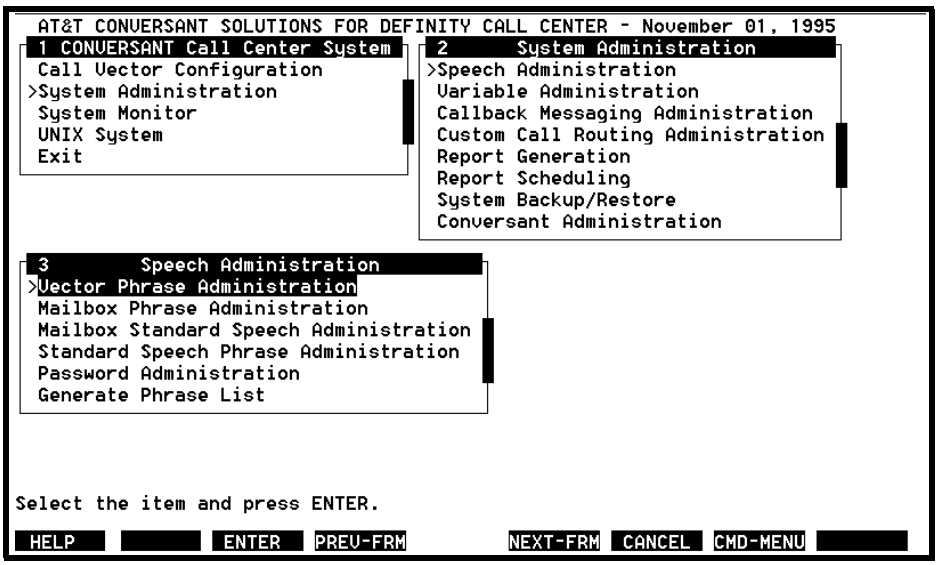


Figure 5-30. Speech Administration Menu

- Vector Phrase Administration
- Mailbox Phrase Administration
- Mailbox Standard Speech Administration

- Standard Speech Phrase Administration
- Password Administration
- Generate Phrase List

Administration of Phrases for Vectors, Mailboxes, and Standard Speech

The CONVERSANT Solutions system stores speech phrases for CONVERSANT vectors, message-drop mailboxes, mailbox standard speech, and standard speech in separate talkfiles. Either to add or edit an existing phrase or to remove a phrase from the database of phrases, first choose one of the following talkfiles from the Speech Administration menu.

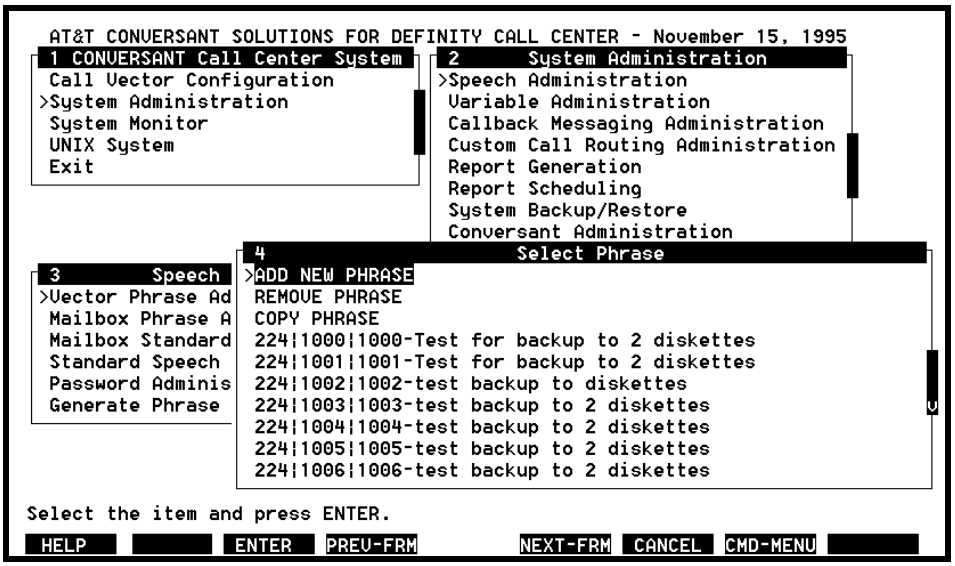


Figure 5-31. Select Phrase Menu

- Vector Phrase Administration (talkfile 224)
- Mailbox Phrase Administration (talkfile 242)
- Mailbox Standard Speech Administration (talkfile 243)
- Standard Speech Phrase Administration (talkfile 241)

Options, shown in Figure 5-31, include:

- Add New Phrase
- Remove Phrase
- Copy Phrase
- Edit Phrase (by highlighting phrase number and pressing ENTER).

To review and record speech phrases over the telephone without using the CONVERSANT Solutions terminal, use the SPCH_ADMN action in a CONVERSANT vector.

NOTE:
You cannot add, copy, or delete phrase tags for Standard Speech (talkfile 241) and Mailbox Standard Speech (talkfile 243). To change standard-speech phrase tags or rerecord the phrases in another voice, follow instructions for editing a phrase. When rerecording standard speech, be sure to imitate the inflections that were used in the original phrases. Each phrase must be at least 1 second long.

The various options and their relationships for recording, playing, and editing speech phrases are shown in Figure 5-32.

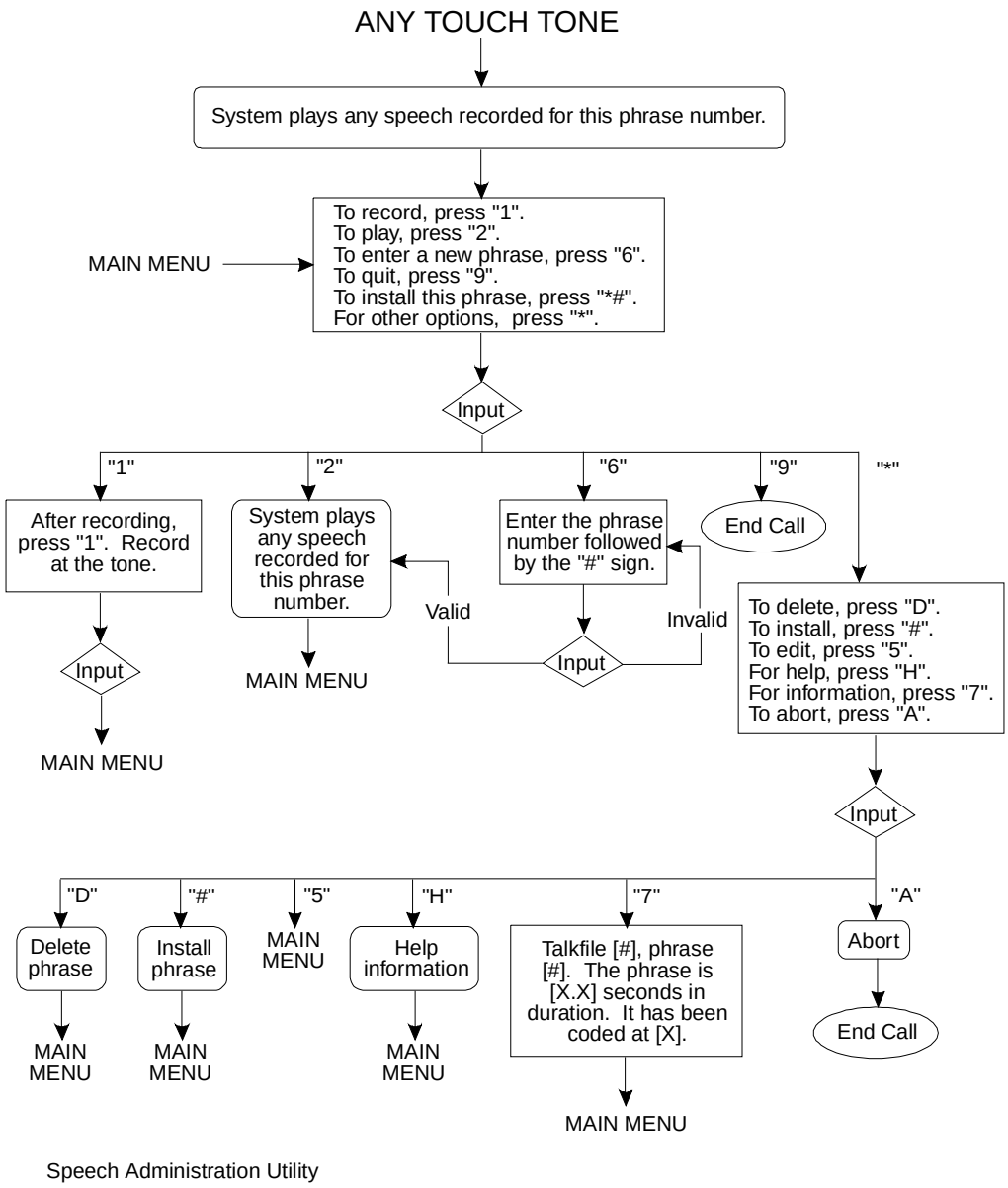


Figure 5-32. Option Tree for Recording, Playing, and Editing Speech

Adding a New Phrase

1. Choose `Add New Phrase` from the Select Phrase menu and press ENTER.

   A phrase worksheet will appear, as shown in Figure 5-33. (Note that the CONVERSANT Solutions system allows callers to interrupt any phrase with a touch-tone entry.)

   The system automatically assigns a phrase number. To replace the system-assigned phrase number, type a new one. Valid phrase numbers are from 10 to 65535.

2. Move with the directional keys to the heading `Phrase Tag` and enter a unique name.

3. Optionally, enter the exact words to be recited in the `Phrase Text` field.

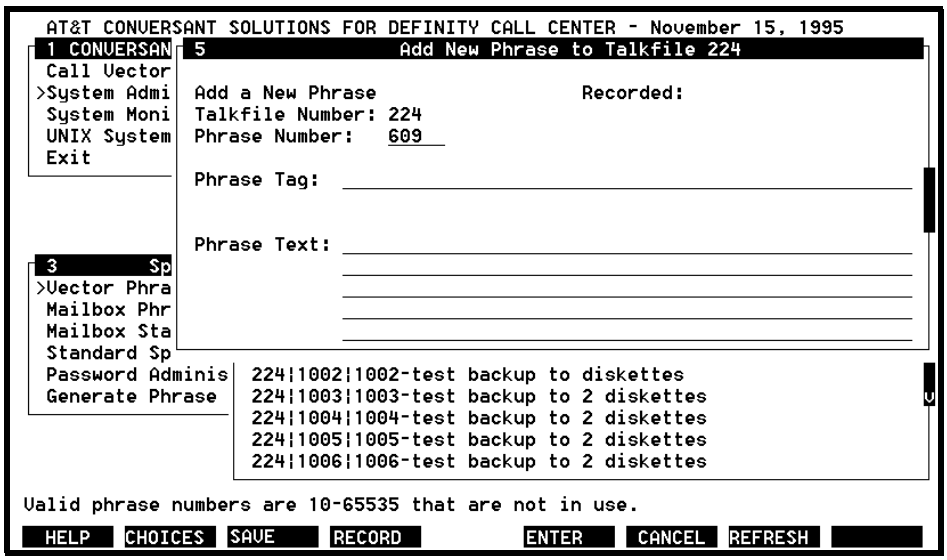


Figure 5-33. Add New Phrase Worksheet

4. Press RECORD F4 to save and record this phrase.

   A phrase recording screen, shown in Figure 5-34, will appear.

5. Press CHOICES F2 until the coding rate you want appears.

   NOTE:
   Pulse code modulation at 64 kbps (PCM64) offers the highest recording fidelity but demands the most hard disk storage.

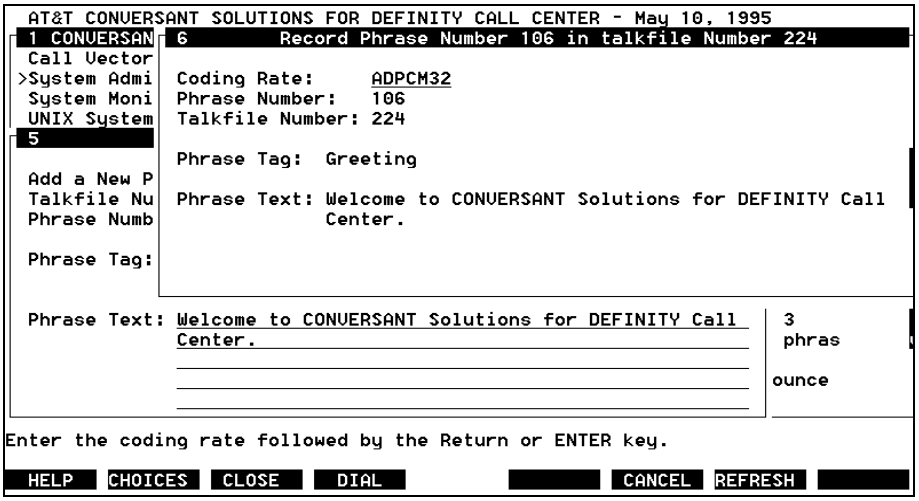


Figure 5-34. Phrase Recording Form

6. Press DIAL F4.

   The Dial Number form, shown in Figure 5-35, appears.

   a. After `Telephone Number to Dial`, enter the telephone number or extension to dial, up to 16 digits, that the system must dial to reach your touch-tone telephone. Enter commas (**,**) or dashes (**-**) to pause while dialing. Each comma corresponds to a ½ second delay, and each dash corresponds to a 2-second delay.

   NOTE:
   Commas and dashes are not recognized when dialing over line-side (T1) lines.

   b. After `Dialing out on channel`, enter the number of the CONVERSANT port to use while recording.

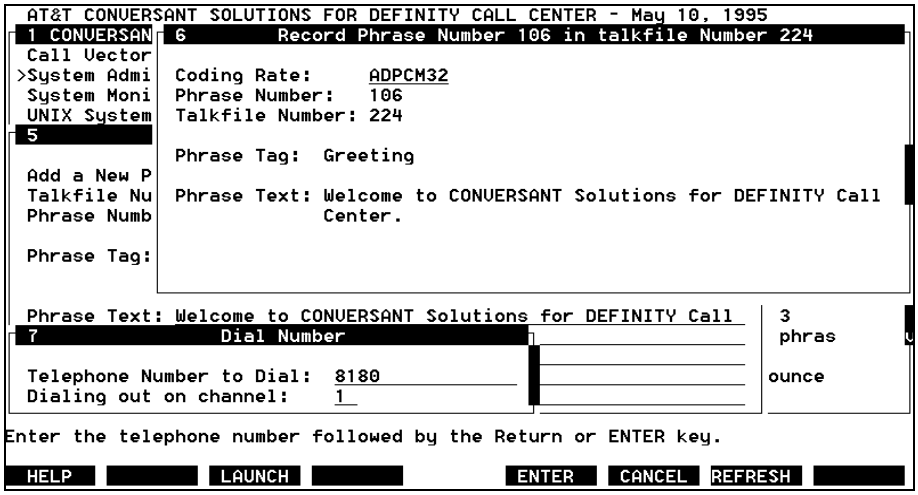


Figure 5-35. Dial Number Form

You can use any active port on the CONVERSANT system except those that ACD uses for standard announcements. Avoid using ports that are hard-allocated to other applications.

7. Press LAUNCH F3 to place a call to your extension number.
8. Answer the call and press any touch-tone key.

   By pressing a key, you signal the system to play speech, if speech exists. The system then offers the option to replay, record, or rerecord the phrase, or to enter the phrase number of a new phrase to record. This last option permits you to record a number of phrases during the same call. Refer to your phrase listing for the phrase numbers to record and the associated speech.

   NOTE:
   Each phrases you record must be at least 1 second in duration.

9. Press * # to install phrases you record.

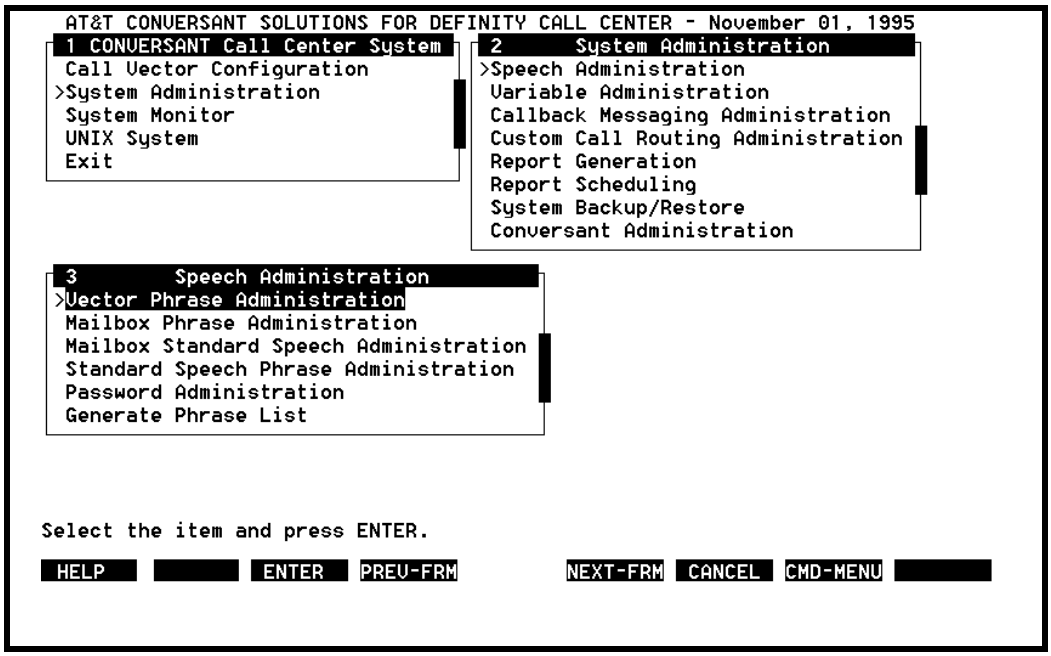


Figure 5-36. Phrase Worksheet

Copying a Phrase

1. Choose `Copy Phrase` from the Select Phrase menu and press ENTER.

   The Copy Phrase form, shown in Figure 5-37, will appear.

2. After `From`, enter the phrase tag you want to copy or press CHOICES F2 for a list. After you press ENTER F5, its phrase number will appear.

3. After `To`, enter an available phrase tag.

4. Optionally, change the phrase number from the default to an unused phrase number.

5. Press SAVE F3.

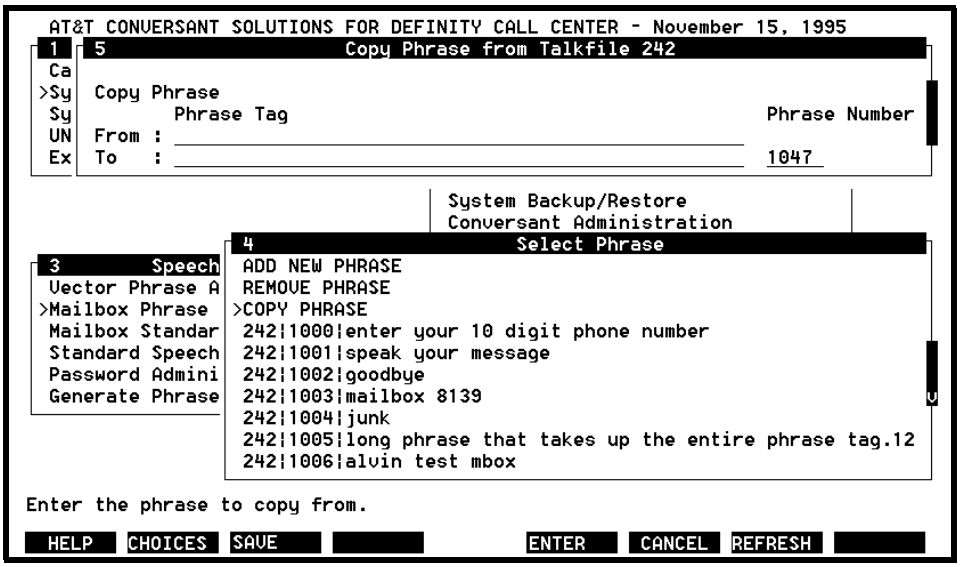


Figure 5-37. Copy Phrase Form

Editing a Phrase

1. At the Select Phrase menu, highlight the phrase you want to edit and press ENTER. The Phrase worksheet will appear.
2. Move with the directional keys to the item of information you want to change.

   (Note that phrase and talkfile numbers cannot be edited.)
3. Make changes either to the phrase tag or phrase text.
4. Press CLOSE F3 to save your changes

   or

   Press RECORD F4 to save your changes and rerecord the speech associated with the phrase.

   A phrase recording screen appears. Follow steps 5-9 under the heading "Adding a new phrase."

NOTE:
Two talkfiles, accessible from the Speech Administration menu, contain standard phrases previously recorded for use in applications. Accessible from Vector Phrase Administration, Talkfile 241 (Standard Speech) contains phrases used primarily to speak estimated wait messages to callers. Under Mailbox Phrase Administration, Talkfile 243 (Mailbox Standard Speech) contains standard phrases used in Message Drop for confirmation and for

scheduling callbacks. These phrases may be rerecorded by your speech talent so that all phrases your caller hears are in a consistent voice. See Chapter 7, *Application Quick Start*, for tips on recording these phrases in ADA, EWT, and Callback Messaging applications.

Removing a Phrase

Choose this option to remove phrases for vectors or mailboxes. You cannot remove standard speech phrases or mailbox standard speech phrases.

NOTE:
Before removing a phrase, first remove all references to the phrase from your CONVERSANTvectors.

1. Choose `Remove Phrase` from the Select Phrase menu in Figure 5-31.

   A menu of phrases will appear.

2. Move with the directional keys to highlight the name of the phrase you want to delete.
3. Press MARK F2.
4. To remove more than one phrase, return to step 2. To unmark a vector, highlight its name and press MARK F2. again.
5. Press ENTER.
6. Press CANCEL F6 to return to the previous menu.

CAUTION:
You cannot recover a phrase that you delete in this fashion.

Password Administration

To configure the system to prompt you for a password before recording system speech:

1. Select `Password Administration` from the Speech Administration menu and press ENTER.

   The password for Speech Administration form, shown in Figure 5-38, will appear.

2. Enter a series of up to 16 touch-tone digits that callers must enter exactly to access the system's speech recording utility.

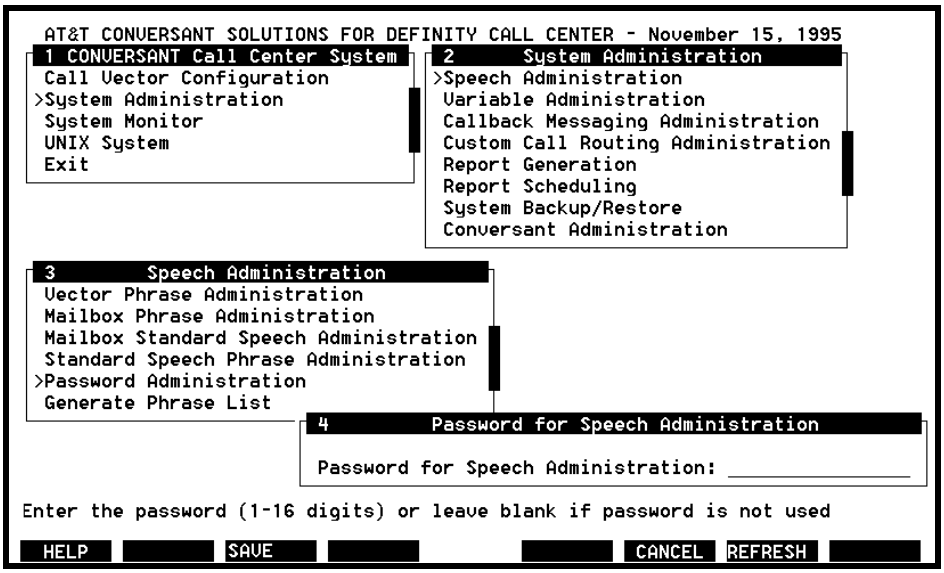


Figure 5-38. Password for Speech Administration Form

NOTE:
To prevent the unauthorized recording of speech phrases, specify a password for Speech Administration and change it periodically.

Generate Phrase List

The phrase list provides a script for recording speech phrases.

1. Select `Generate Phrase List` from the Speech Administration menu to generate the phrase list report.

   Optionally, also press PRINT F3 for a printed copy.

   The phrase list report appears, as in Figure 5-39.

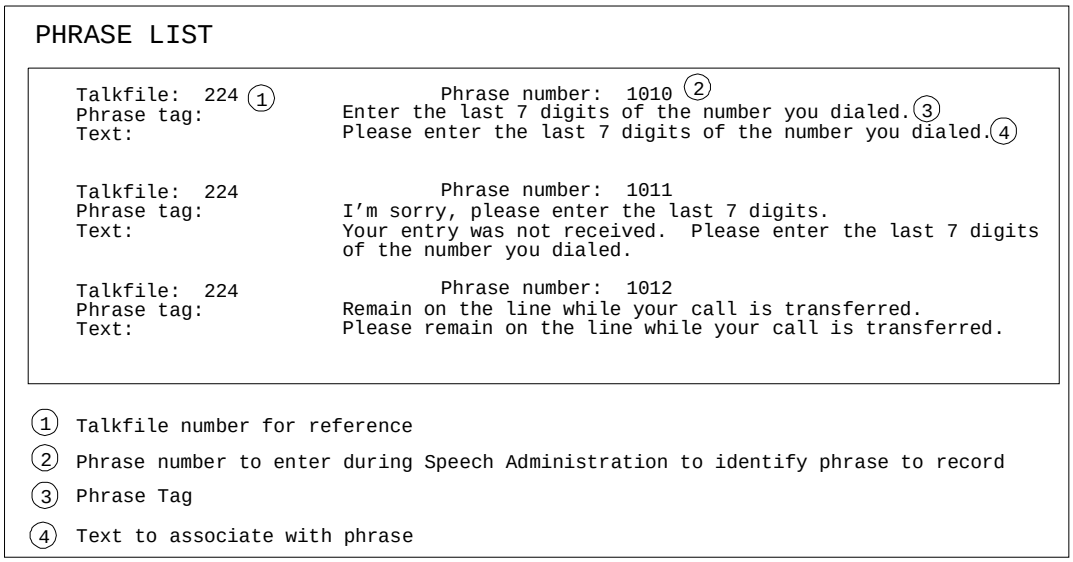


Figure 5-39. Phrase List

Variable Administration

To add or edit a variable name or remove a variable from the list of choices, choose from the following options (shown in the Variable Administration menu in Figure 5-40):

- ADD NEW VARIABLE
- REMOVE VARIABLE
- Edit Variable (by highlighting the variable name and pressing ENTER).

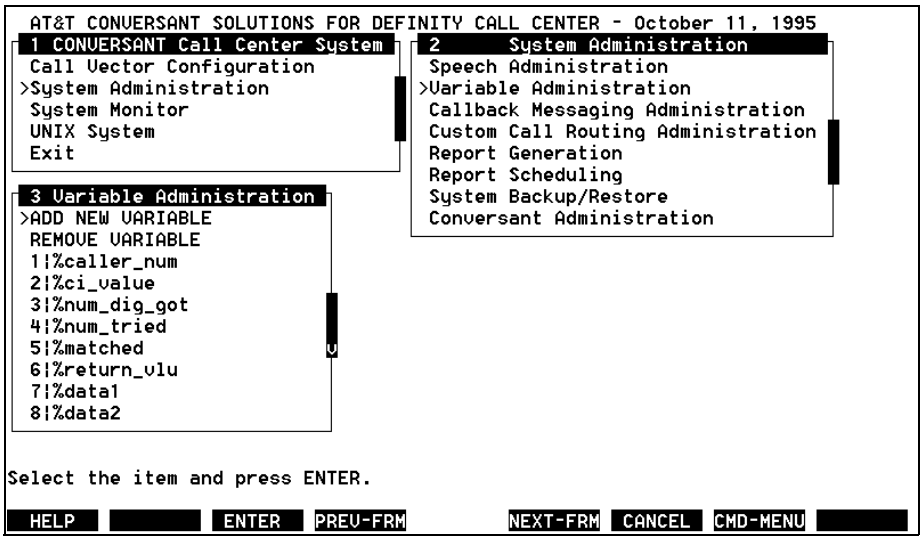


Figure 5-40. Variable Administration Menu

Adding a Variable

Use this option to add a variable name to the list. The CONVERSANT Solutions system can accommodate up to 40 variables.

1. Choose `ADD NEW VARIABLE` from the Variable Administration menu.
2. In the form that appears, enter a unique name for your variable and press SAVE [F3].

Removing a Variable

Use this option to delete from the system those variables you no longer need.

NOTE:
The first 11 variables may not be deleted because they are used in actions or templates. Before removing a variable, be sure to remove or rename every occurrence of that variable's name in your vectors; otherwise, the system will provide a warning prior to placing vectors in service. Use the Vector Detail report to determine which variables your vectors use.

1. Choose `REMOVE VARIABLE` from the Variable Administration menu and press [ENTER]. A list of user-defined variables will appear.
2. Use the directional keys to highlight the name of the variable you want to delete, or type its number. Press MARK [F2].

3. To remove more than one variable, return to step 2. To unmark a variable, highlight its name and press MARK F2 again.
4. Press ENTER.

Editing a Variable

Use this option to change a variable's name.

1. At the Variable Administration menu, highlight the variable name you want to edit and press ENTER.
2. Type a new name.
3. Press SAVE F3 to save your changes.

NOTE:
The first 11 variables may not be edited because they are used in actions or templates. After changing a variable's name, be sure to replace occurrences of the old variable name in your vectors with the new variable name; otherwise, the system will provide a warning prior to placing vectors in service. Use the Vector Detail report to determine which variables your vectors use.

Callback Messaging Administration

This menu, shown in Figure 5-41, provides options for creating and administering mailboxes, establishing parameters for accepting messages from callers, and managing the way the CONVERSANT Solutions system notifies agents of new messages. The options fall under three general categories:

- Mailbox Administration
- Mailbox Global Settings
- Agent Callback Hours

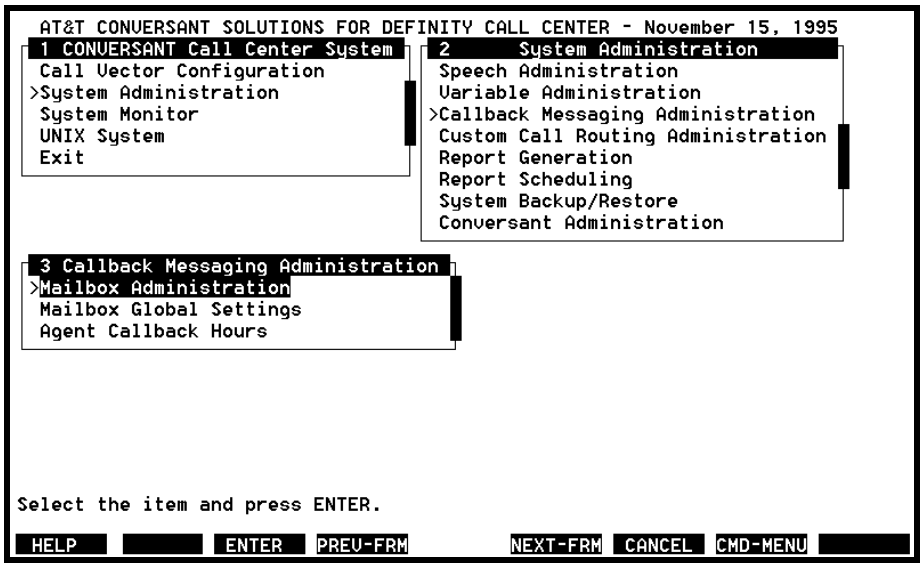


Figure 5-41. Callback Messaging Administration Menu

Mailbox Administration

To add or edit a mailbox you have already created, to copy an existing mailbox, or to remove a mailbox from the database, choose from the following options (shown in the Mailbox Administration menu in Figure 5-42):

- CREATE NEW MAILBOX
- COPY MAILBOX
- REMOVE MAILBOX
- Edit Mailbox (by highlighting mailbox number and pressing ENTER).
- AUDIT

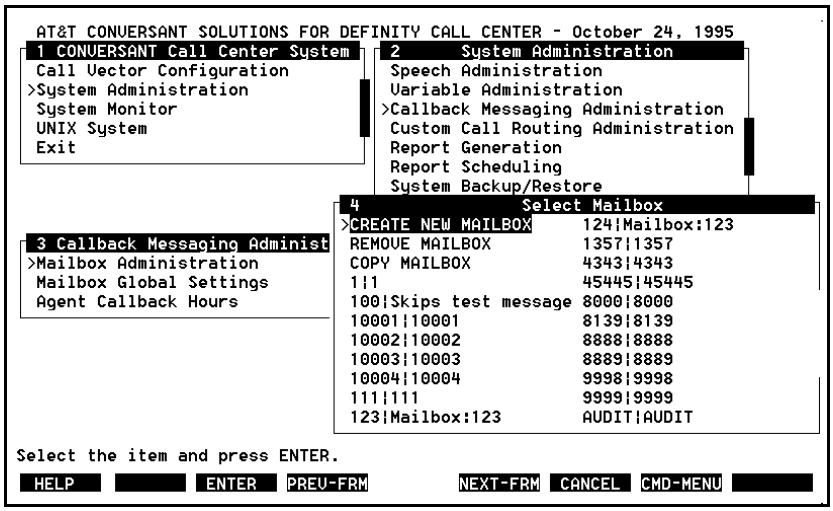


Figure 5-42. Mailbox Administration (Select Mailbox) Menu

Creating a New Mailbox

Use this option to create a mailbox and choose phrases to prompt callers for input. Because a single mailbox can store many messages, add new mailboxes only in order to prompt callers for different items of information or to distinguish their responses from those in other mailboxes.

1. Choose `CREATE NEW MAILBOX` from the Select Mailbox menu.
2. Each time you create a mailbox, specify the following in the Create New Mailbox form, shown in Figure 5-43:
   - `Mailbox name`: Enter any name up to 24 characters long.
   - `Mailbox ID`: A unique number to use with the MSG_DROP and TRANSRIBE actions to deliver callers to this mailbox. The CONVERSANT Solutions system uses this number only as an identifier for the mailbox you define, not as a telephone extension.
   - `Mailbox password`: A number that callers can be required to enter before they can transcribe the contents of this mailbox. Leave this space blank to disable the optional password access.
   - `Mailbox priority`: A number between 0 and 5, where 5 represents the highest priority. The system uses this value to decide from which mailbox to deliver messages to an agent first. Eligible messages in different mailboxes are given the same priority if they share the same mailbox priority code; the system simply moves from one mailbox to the next, in order of mailbox number.

NOTE:
As long as there are messages in a mailbox with a higher priority, those messages will be delivered before all other messages in mailboxes with lower priority. Therefore, calls should only be directed to priority mailboxes if they should receive precedence over other messages.

NOTE:
You may want to consider making the maximum number of messages in priority mailboxes less than the number of callback channels to ensure messages from lower priority mailboxes will always have access to callback channels.

- `Transcriber welcome phrase`: Enter the name of the phrase played to identify this mailbox for transcribers.
- `Agent access number`: The extension to dial for an agent or a VDN to access the switch vector that gauges agent availability. Leave this space blank to disable the Callback Messaging Module's Agent Access feature. (See Chapter 3, *Callback Messaging*, for more information about this feature.)

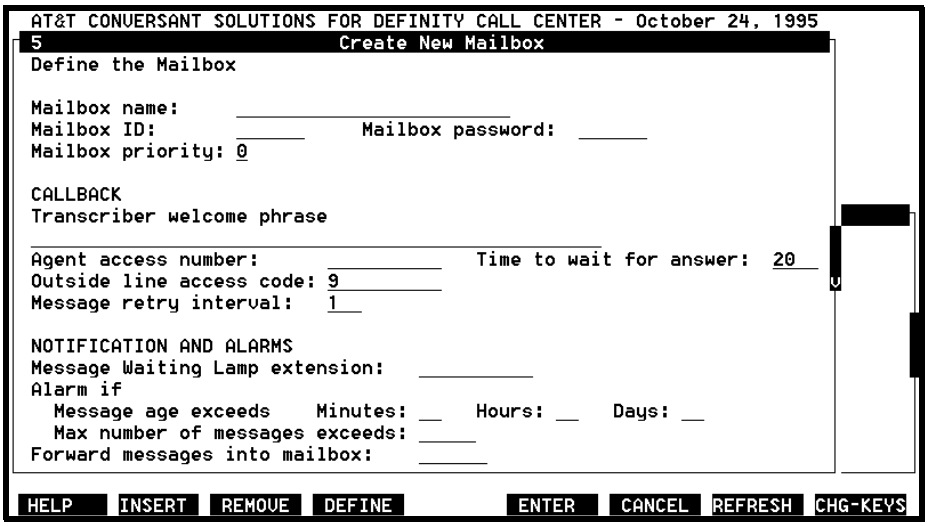


Figure 5-43. Create New Mailbox Form

- `Time to wait for answer`: The length of time (in seconds) to wait, after transferring a call to a VDN or agent extension, before retrieving the call for a subsequent attempt. Set this number to a maximum number of seconds that exceeds average queue time of the destination split if you want messages to be queued for an

available agent. By default, the Callback Messaging module retrieves a call from a VDN or hunt group after either a busy signal or after four ring cycles.

NOTE:
Because messages delivered in intelligent mode look for speech energy to begin transcription, if directing messages to a VDN or hunt group extension to queue for an avalilable agent, you must administer call treatment to play ringing or silence to the queued message.

Alternatively, you can set the Transfer Method (found on the Global Parameters form) to "blind," in which case the message callback waits for a touch-tone input to begin transcription. In this case, music and announcement treatment in queue do not affect message delivery.

- Outside line access code: The touch tones that the CONVERSANT must dial for a public-network dial tone (for example, "9").

  NOTE:
  The CONVERSANT Solutions system automatically sends the number "1" before long-distance numbers it dials through the switch, even if the DEFINITY switch is already configured to dial "1" before long-distance numbers. Standard safeguards stop the DEFINITY from accidentally dialing "1" twice.

- `Message retry interval`: Enter the interval (in minutes) to wait, after first contacting an agent with a message and making each subsequent attempt. By setting a message retry time, you prevent the system from continuously presenting the same message to agents. At your option, the system begins each attempt by dialing an extension or a DEFINITY vector, accessed by a VDN, that gauges agent availability.

  A message becomes eligible for retries after an agent skips it or launches a callback attempt. A message becomes ineligible after the system actually saves or deletes it. For example, if an agent chooses to "launch and delete" a message but disconnects before reaching the called party, the system will try to contact an agent as frequently as the message retry interval allows.

  NOTE:
  If a schedule segment is used, the Message Retry Interval will overwrite the scheduled time for callback. The retry interval will be the time heard by the agent in transcription. To preserve the requested callback time for subsequent transcribers, agents should consider using the Prepend option to record the requested callback time and any information about the callback attempt. See Chapter 3,

Callback Messaging, for information about prepending messages in transcription.

- `Message Waiting Lamp extension`: The telephone extension of the agent to notify of new messages. The CONVERSANT Solutions system will light the message waiting lamp on the AT&T telephone associated with this extension. Leave this space blank to disable the message waiting lamp feature.

  NOTE:
  If defined, message waiting lamp extensions are lit whenever a mailbox contains a "ready" message. Ready messages include messages set for immediate callback, and scheduled for later callback. Because message waiting lamps are intended to be used as an alternative to callback notification, they should be used only when agents must be notified of messages requiring immediate callback.

  Automated scheduling of messages should not be provided as an option to the caller if call-in (and not callback) is the intended method for transcription. For call-in transcription mailboxes, consider prompting the caller to record a requested callback time instead of using scheduled callback.

- `NOTIFICATION AND ALARMS`: To activate this option, you may define parameters for the following:

  — Message Age Exceeds: The maximum number of days, hours, or minutes messages can be in a mailbox. You can define each time unit separately or together. For example you can enter, 2 days 10 hrs 00 mins, 0 days 18 hrs 20 mins, or 0 days, 0 hours, 30 mins. If no time is designated, the alarm is turned off. Enter the numbers in the range of 0-99

  — Max Number of Messages Exceeds: When the number of messages exceeds the maximum number allowed, the system will forward the oldest messages to the alarm mailbox.

  — Forward Messages into Mailbox: The system will automatically forward aged messages and overflow messages into this mailbox when an alarm condition is met. An alarm warning message, stating the alarm condition, is appended to the forwarded messages. These messages are not administrable.

  To create an alarm mailbox follow the same steps for creating a new mailbox. You may assign a mailbox password a message waiting lamp extension, or callback destination. Enter the Mailbox ID number of the alarm mailbox.

3. Press the PAGEDOWN key to move to the Pieces Grid form shown in Figure 5-44. From this form, you can set up your message segments or “prompts” for information from the caller. Up to 15 segments of information can be defined for one message.

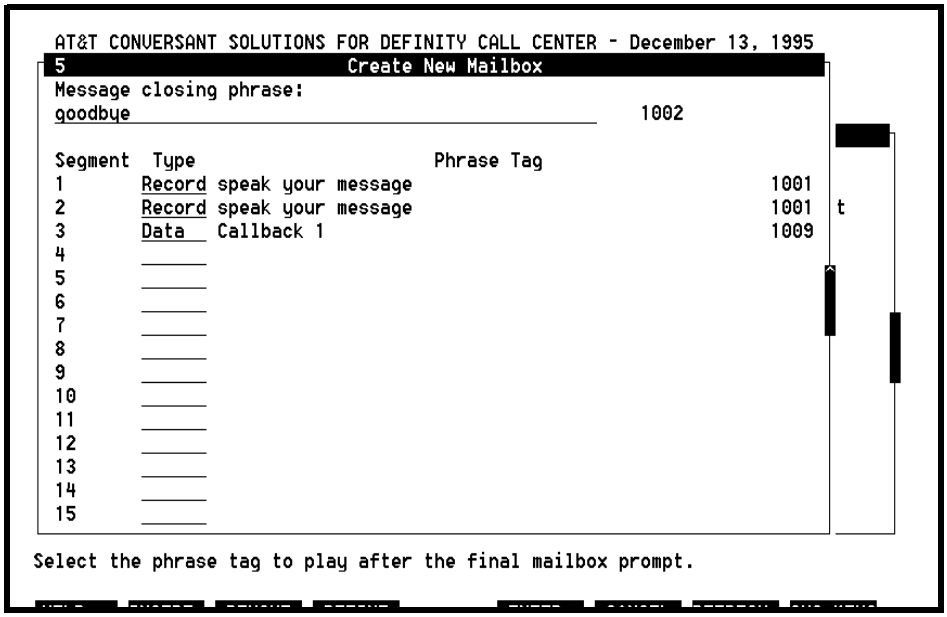


Figure 5-44. Pieces Grid Form

- `Message closing phrase`: Select a valid message closing phrase, from the CHOICES menu . Use the arrow keys to make a choice and press ENTER.

  (For more information about recording phrases for Callback Messaging, see *Speech Administration* earlier in this chapter.)

- `Type response`: Select a TYPE response: Data, Schedule, or Record for each message segment.

  — Data-type response allows you to collect touch-tone information from the caller, such as an account number, ID, or callback telephone numbers.

  — Schedule-type response prompts the caller for a requested callback time if appropriate.

  — Record-type response allows you to prompt the caller to speak or record information such as: name, address, or reason for call.

Data Configuration form. When a data-type response is selected, a Data Configuration form appears (see Figure 5-45). All options can be entered in or selected with the CHOICES key F2.

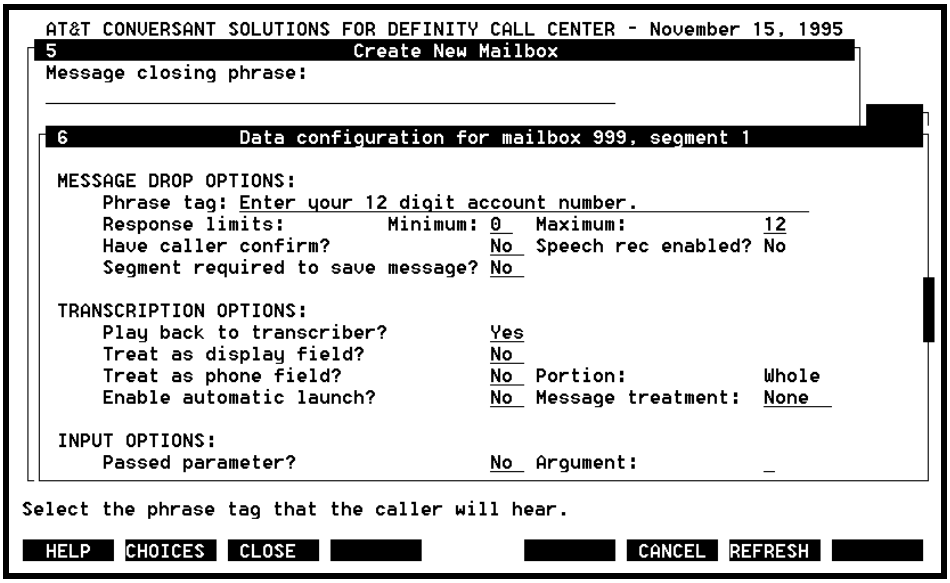


Figure 5-45. Data Configuration Form

- Phrase tag: Select a valid phrase that will be spoken for this segment using the CHOICES key. For example, “Enter your 12 digit account number.” Use the directional keys to make a choice and press ENTER.

  NOTE:
  Select a voice prompt even if you are using a passed parameter (see *Passed Parameter* in this section).

  (For more information about recording phrases for Callback Messaging, see *Speech Administration* earlier in this chapter.)

- Response limits: Enter the minimum and maximum number of digits the caller has to enter. A maximum of 24 digits can be defined for any data-type segment. However, if the data-type segment is treated as a Display field (see description below), the DEFINITY vector can only accept up to 16 digits in a single collect step, therefore 16 digits should be the maximum allowed for this particular type of data-type response field. The maximum number of digits for data segments that are treated as phone fields (see

description below), depends on the dialing plan. No additional guidelines beyond the 24-digit limit apply for data-type responses simply spoken to agents in transcriptions.

The system allows the caller three tries to input the correct number of digits. On the third try, the system will either skip to the next question or not save the message. This depends on how you define the Segment Required to Save Message parameter, described below.

NOTE:
Callers cannot delay more than six seconds before entering the first digit of their touch-tone response, or delay more than four seconds between digits

- `Have caller confirm`: If you want the callers to confirm their input, or passed parameter, select Yes.
- `Segment required to save message`: If the segment is required to save the message, select Yes. In which case, only those inputs that meet the criteria (correct number of digits entered, caller response, etc.) are acceptable, otherwise the message is not saved. The system will prompt the caller for a valid response three times before skipping to the next question or not saving the message.
- Speech recognition is not an administrable option at this time.
- `Play back to transcriber`: Select `Yes` to have the caller's response played back to the agent during transcription.
- `Treat as display field`: When this option is enabled by selecting Yes, the touch-tone information stored in this segment is sent to a collect step in a DEFINITY vector and routed to an agent's extension during callback. This information can be viewed on the agent's telephone display by pressing the CALLER INFO button on the display telephone before answering a call.

  NOTE:
  The display field can be selected only once when creating a message and can be shared with the phone field by selecting both options.

- `Treat as phone field`: When this option is enabled by selecting Yes, the system uses this number to launch an automatic callback when the agent selects a launch option in transcription or when the Enable Automatic Launch option is selected.

  NOTE:
  The phone field can be selected only once when creating a message and can be shared with the display field by selecting both options.

- `Portion`: The option to collect phone fields in portions is not an administrable option at this time.
- `Enable automatic launch`: Select `Yes` to have the system launch an automatic callback upon reaching this segment.
- `Message treatment`: This option allows you to define the default to Save or Delete the message if the conference time expires in the Enable Automatic Launch mode. If auto launch is not enabled, Message Treatment should be set to `None`.
- `Passed parameter`: A caller's input can be treated as a passed parameter to be imported into a message. For example, you can use auto-import fields, if available, for ANI, VDN, and account numbers; up to three arguments can be defined. The phrase tag is not spoken when a passed parameter is used, unless the passed parameter field is null (see information about the MSG_DROP action in Chapter 8, *Index of Actions and Variables*).

  Select `Yes` to accept the value as a passed parameter.

  NOTE:
  Once confirmation phrases are defined for parameters A, B, and C, the system will use these phrases every time these parameters are passed. Therefore, you want to select standard phrases that can be used across mailboxes. For example, the confirmation phrase for ANI can be assigned to parameter A to be used in all mailboxes defined to pass this parameter.

- `Argument`: Optionally, press the ARROW key to enter A for the first argument, B for the second argument and C for the third argument. The argument letters defined here should match the argument letters defined in the MSG_DROP action-definition form in order for the mailbox to use the value. If you previously selected to have the caller confirm the message, the caller is prompted to verify the passed value (see information about the MSG_DROP action in Chapter 8, *Index of Actions and Variables*).
- Select CLOSE F3 to add the segment and return to the mailbox form.

Schedule Configuration form. When a schedule-type response is selected, a Schedule Configuration form appears with options (see Figure 5-46). All options can be entered in or selected with the CHOICES key F2

- `Phrase Tag`: Select a valid phrase that will be spoken for this segment using the CHOICES key. For example, "To receive a callback immediately, Press 1." Use the directional keys to make the selection and press ENTER .

  NOTE:
  Each valid voice prompt corresponds to options selected at the Mailbox Global Settings form (see Figure 5-48 on page 5-66). Since these options may be restricted, make sure the voice prompts you select correspond to available options at this menu.

  For more information about recording phrases for Callback Messaging, see *Speech Administration* earlier in this chapter.

- `Have Caller Confirm`: To have the caller confirm the response, select `Yes`.
- `Segment Required to Save Message`: If the segment is required to save the message, select `Yes`. Only those inputs that meet the criteria are acceptable, otherwise the message is not saved.
- `Play back to Transcriber`: Select `Yes` to have the caller's response played back to the agent during transcription.
- Select CLOSE F3 to add the segment and return to the mailbox form.

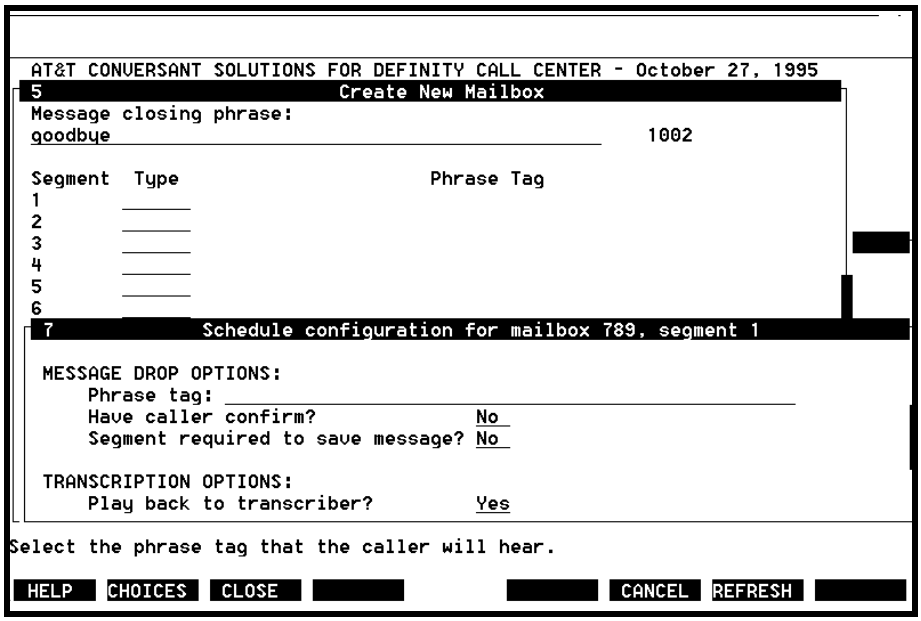


Figure 5-46. Schedule Configuration Form

Record Configuration form. When a record-type response is selected, a Record form appears (see Figure 5-47). All options can be entered in or selected with the CHOICES key F2.

- `Phrase Tag`: Select a valid phrase that will be spoken for this segment using the CHOICES key. For example, "Record your name and address." Use the directional keys to make the selection and press ENTER .

  For more information about recording phrases for Callback Messaging, see *Speech Administration* earlier in this chapter.)

- `Response Limits`: Enter the minimum and maximum number of seconds, up to 600, to allow.

  NOTE:
  The system will not recognize verbal responses less than 1 second in duration.

- `Recording Quality`: Select `High` to record a spoken response at a high rate of 32 kb/s ADPCM . Select `Low` to record a spoken response at a low rate of 16 kb/s SBC16.

- `Have Caller Confirm`: To have the caller confirm the recorded input, select `Yes`.

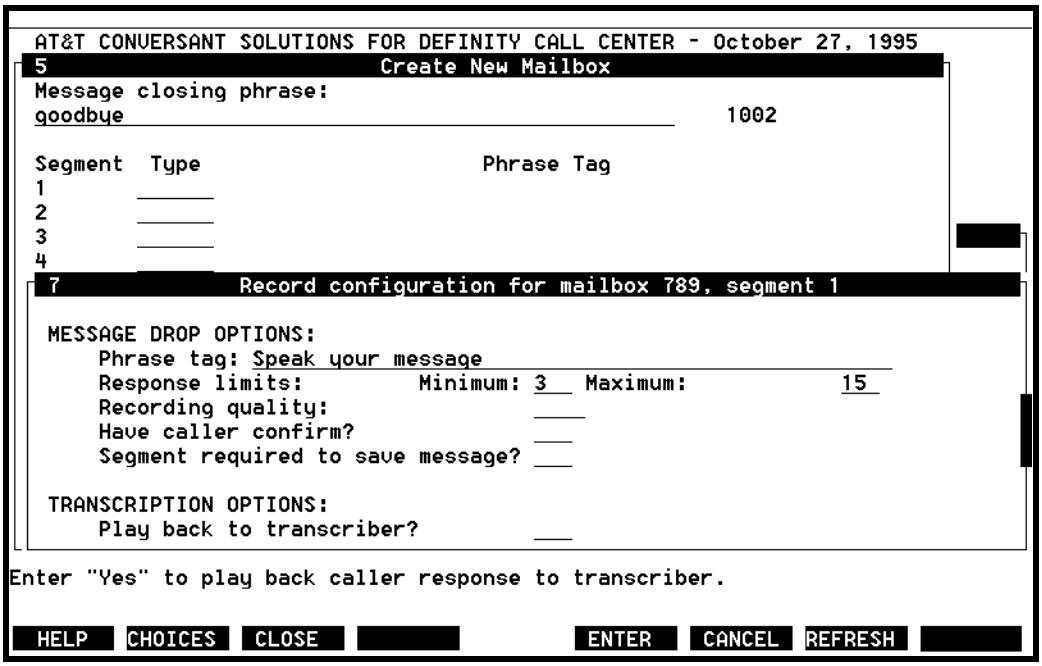


Figure 5-47. Record Configuration Menu

- `Segment Required to Save Message`: If the segment is required to save the message, select `Yes`. Only those inputs that meet the criteria are acceptable, otherwise the message is deleted.
- `Play back to Transcriber`: Select `Yes` to have the caller's response played back to the agent during transcription.
- Select CLOSE F3 to add the segment and return to the mailbox form.

NOTE:
The INS key is available to add prompts in the middle of message segments. Be careful not to insert or delete prompts in the mailboxes containing new or saved messages as it will make some segments unrecoverable.

Copying a Mailbox

Use this option to copy the configuration of one mailbox into a new a mailbox.

1. At the Select Mailbox menu, highlight `Copy Mailbox` and press ENTER.
2. Enter the ID of the mailbox to copy from, or press F2 to get a list of valid mailboxes. Press ENTER

3. Enter a new ID and new mailbox. Press ENTER.
4. Enter the name of the new mailbox. Press ENTER.

NOTE:
The new mailbox ID cannot already exist.

Removing a Mailbox

Use this option to delete from the system those mailboxes that you no longer need. When you delete a mailbox, you delete any messages in the mailbox, as well as any messages that have been forwarded from the mailbox. The system will provide a warning and option to abort this procedure if messages exists.

NOTE:
This process deletes messages that have been forwarded from the mailbox because forwarded messages use the original message structures for transcription. This is done because forwarded messages could not be retrieved if the original mailbox was deleted.

1. Choose `Remove Mailbox` from the Select Mailbox menu and press ENTER. A menu of mailbox numbers will appear.
2. Use the directional keys to highlight the number of the mailbox you want to delete or type its number. Press MARK F2.
3. To remove more than one mailbox, return to step 2. To unmark a mailbox, highlight its name and press MARK F2 again.
4. Press ENTER.

NOTE:
Before removing a mailbox, be sure to transcribe its messages completely in order to turn off the message waiting lamp on the original agent's telephone. If the mailbox has messages, it will list the messages to allow you to cancel mailbox removal.

Editing the AUDIT Mailbox

Callback Messaging automatically performs an hourly analysis of space on the hard disk drive available for speech. Use the AUDIT Mailbox to contact an agent when available space is less than or equal to 5% of the space originally allotted to speech.

Although the system creates this mailbox automatically, you must select it and follow the same steps for creating a new mailbox to specify an Agent Access number and, if you wish, a mailbox password and a message waiting lamp extension. To activate the Agent Access feature, you must administer global mailbox settings.

NOTE:
Since the AUDIT mailbox relies on the Agent Access feature to contact agents when available speech falls below the 5% threshold, be sure to also establish global mailbox settings and agent callback hours.

Editing a Mailbox

Use this option to change all the various features of a mailbox, except the mailbox number.

1. At the Select Mailbox menu, highlight the mailbox you want to edit and press ENTER.
2. Use the directional keys to move to each item you want to change. (Note that you cannot edit mailbox numbers.)
3. Press CLOSE F3 to save your changes.

NOTE:
The INS key is available to add prompts in the middle of message segments. Be careful not to insert or delete prompts in the mailboxes containing new or saved messages as it will make some segments unrecoverable.

NOTE:
Before changing a mailbox's message waiting lamp extension, be sure to transcribe its messages completely in order to turn off the message waiting lamp on the original agent's telephone.

Mailbox Global Settings

Use this screen, shown in Figure 5-48, to stipulate how the system should notify agents of messages.

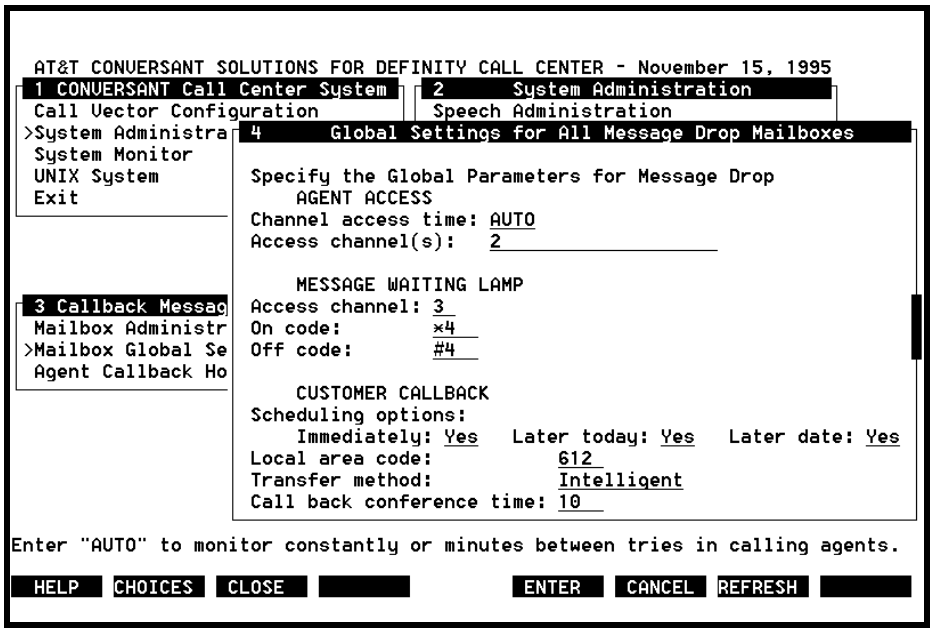


Figure 5-48. Mailbox Global Settings Form

1. Choose `Mailbox Global Settings` from the Callback Messaging Administration menu.

   A list of parameters, shown in Figure 5-48, will appear.

2. You may change the parameters a follows:

   - `Channel Access Time`: `AUTO` or `1-999` (the number of minutes between message attempts.) Use the default value, “1” to check the system for new messages every minute and refresh message waiting lamps every 30 seconds. You may change the default value from 1 through 999 to extend the time in which a message attempts to seize an available port for callback. Enter “AUTO” to check after each new message is left. Please recognize that a very short retry interval may monopolize the CONVERSANT Agent Access channel you assign (see below).

     Press CHOICES F2 to cycle through responses.

     NOTE:
     If the Callback mode AUTO is selected, callback will tie up all available Agent Access channels as long as there are messages in the mailboxes. Therefore you should consider hard allocating access channels for callback and not direct in-bound calls to those channels.

- `Access Channel(s)`: The number or number range of the channels to use to dial extensions or VDNs, connect with agents, and return calls. You can use any active ports on the CONVERSANT system except those used by ACD for standard announcements. Avoid using ports that are hard-allocated to other applications. Use commas (,) to separate numbers in a series; use dashes (**-**) to separate numbers in a range.
- `Message Waiting Lamp Access Channel` (for Leave Word Calling): The number of the channel to use with an agent's extension number and a PBX feature access code (FAC) to activate or de-activate the message waiting lamp on the agent's AT&T telephone. This channel may be shared with a callback-only channel. Do not use it for inbound calls.

  NOTE:
  The CONVERSANT system must use the same Message Waiting Lamp Access Channel to activate and de-activate a message waiting lamp. Before you change or delete the Message Waiting Lamp Access Channel, transcribe all messages in all mailboxes to de-activate all Message Waiting Lamps this channel lit originally.

- `Message Waiting Lamp On Code` (for Leave Word Calling): The PBX FAC to transmit in combination with an agent's telephone extension to activate the message waiting lamp on the agent's AT&T telephone.
- `Message Waiting Lamp Off Code` (for Leave Word Calling): The PBX FAC to transmit in combination with an agent's telephone extension to de-activate the message waiting lamp on the agent's AT&T telephone.
- `Scheduling Menu Options`: This option is used both by the caller and agent (during transcription) to reschedule a time for Agent Access. The options are to be:
- Called back immediately
- Called back later today
- Called back at a later date.

  You can restrict these options by selecting `Yes` or `No` with the CHOICES key F2 . Each option corresponds to voice prompts directing the caller to: "Press 1, to be called back immediately"; "Press 2, to schedule a callback later today"; and, "Press 3, to schedule a future date."

  NOTE:
  These prompts may be rerecorded in phrases appropriate for your call center (see *Speech Administration* earlier in this chapter).

- `Local Area Code`: The area code for your local calling area. The system will not dial this area code when it returns local calls even if callers include it in their callback telephone numbers. You must leave this field blank if some local calls within your area code require you to dial the area code.
- `Transfer Method`: Instructions for monitoring a call's progress. Choose "Intelligent" if all channels connecting the CONVERSANT with your PBX are analog; choose "Blind" if any of these ports are digital (line-side T1). Press CHOICES F2 to cycle through responses.

  NOTE:
  Before choosing the intelligent transfer method, be sure that any VDNs assigned as Agent Access numbers will not respond with "music on hold" or with other sounds that the CONVERSANT system might mistake for "speech energy." (See Chapter 3, *Callback Messaging*, for more information about Agent Access numbers.)

- `Call Back Conference Time`: The length of time, in seconds, that the CONVERSANT should remain on the line after it returns a call.

  During an intelligent transfer, the Call Back Conference Time begins when the party answers; during a blind transfer, the Call Back Conference Time begins immediately after the system finishes dialing. See the following bullet point for more information about Transfer Types.

  During an Intelligent transfer to an agent, the agent's voice or "speech energy" signals the CONVERSANT to introduce a new message to transcribe. If the agent chooses to return the call, the CONVERSANT initiates a conference call and monitors the connection for a busy signal. In the absence of a busy signal, it judges the call "successful" and remains on the line for the extent of the Call Back Conference Time.

  Alternatively, during a Blind transfer to an agent, the CONVERSANT system begins prompting for an agent's input immediately after it finishes dialing. Once an agent responds to prompt "Press 1 to begin transcription," the transcription process will begin. If no agent responds, the system eventually "times out" to make another attempt later. During a blind conference call, the CONVERSANT does not monitor the connection for a busy signal; if the line is busy, the agent must press ***99** and classify the call by saving, deleting or skipping the message.

  (See Chapter 3, *Callback Messaging*, for more information about the Callback feature.)

- `Call Back Conference Time`: The length of time, in seconds, that the CONVERSANT should remain on the line after it returns a call.

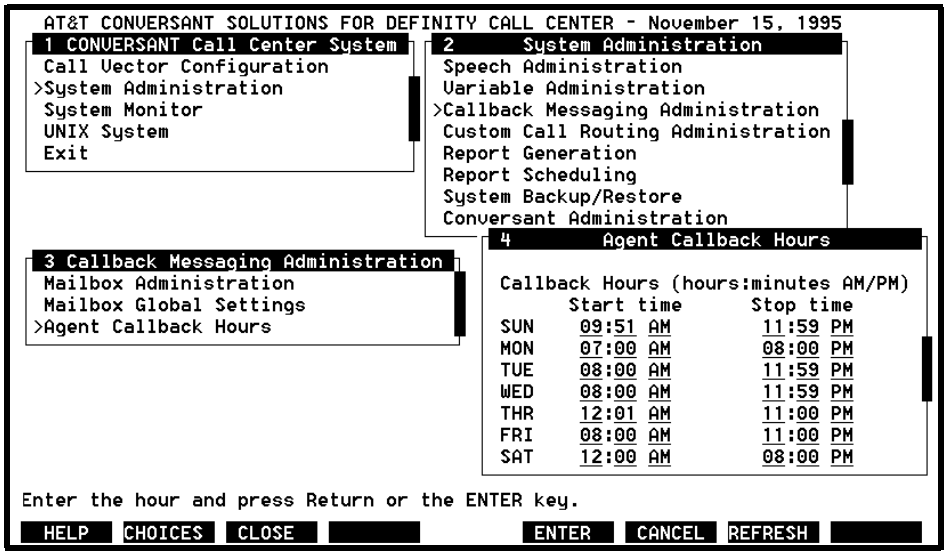


Figure 5-49. Agent Callback Hours Form

Agent Callback Hours

1. Choose this option from the Callback Messaging Administration menu. The Agent Callback Hours form, shown in Figure 5-49, will appear.
2. Enter to the left of the cursor times for each day of the week to begin and to stop contacting agents with messages automatically.

   Leave lines blank to suspend this feature.
3. Press CLOSE F3 to save your changes.

Custom Call Routing Administration

Use this menu, shown in Figure 5-50, to create, delete, and modify tables for Custom Call Routing applications.

Specific options include:

- Import/Export Data from/to Floppy
- Routing Table Administration
- Record Administration

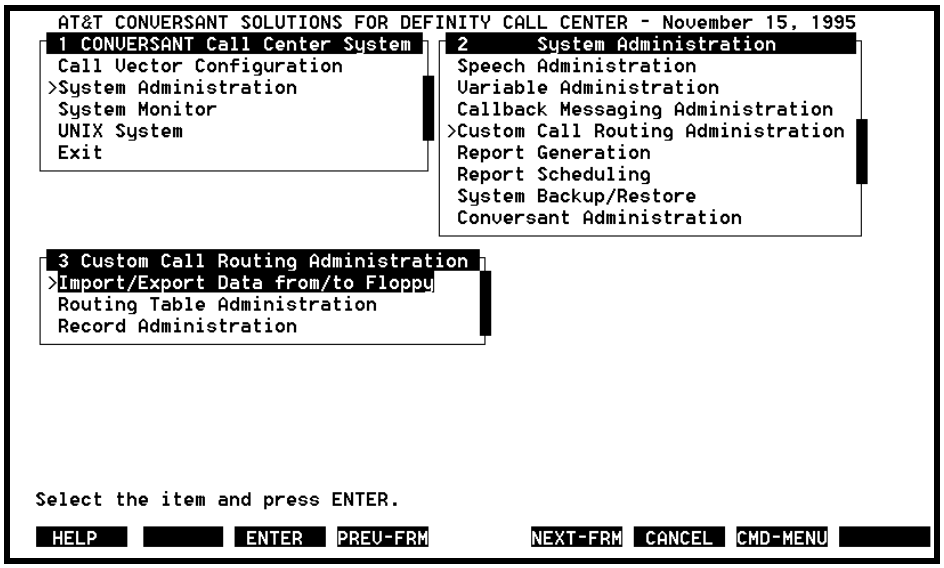


Figure 5-50. Custom Call Routing Administration Menu

Import/Export Data from/to Diskette

Use these options to exchange data between Custom Call Routing tables and DOS files on diskettes. You can also use these options to migrate to a new, larger, database table if it becomes apparent that your original database is too small.

1. Insert the DOS diskette containing the information you want to use into disk drive 0 or 1 on the CONVERSANT platform.

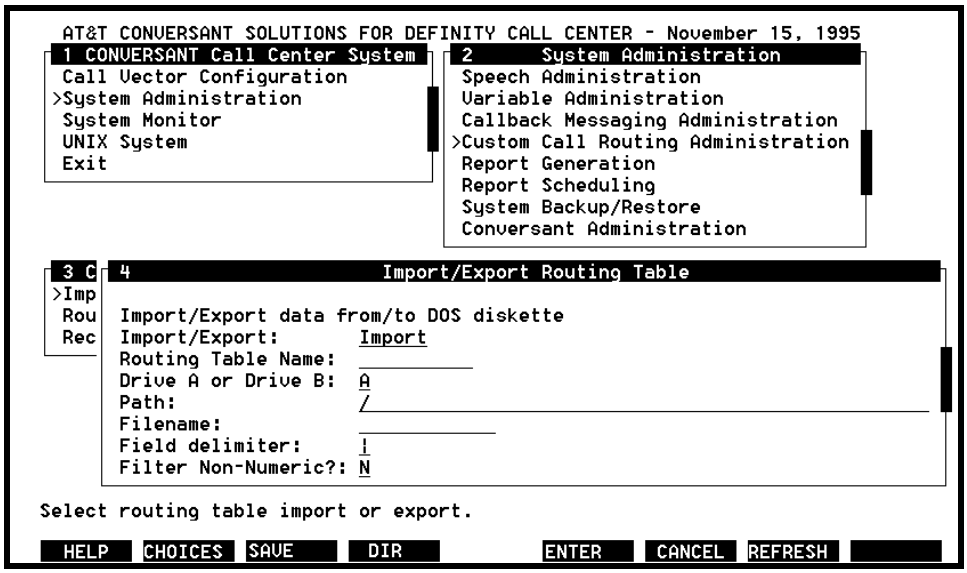


Figure 5-51. Import/Export Routing Table Form

2. Select `Import/Export Data from/to Floppy` from the Custom Call Routing Administration menu. Specify the following information on the Import/Export Routing Table form, shown in Figure 5-51:

   - `Import/Export`: The direction of the data transfer. Press CHOICES F2 until the option you want appears.
   - `Routing Table Name`: The name of the table you want to populate
   - `Drive A or Drive B`: The disk drive you are using. Press CHOICES F2 until the option you want appears.
   - `Path`: The file's location on disk. Do not include the file name, but be sure to begin and end the path with a forward slash (/). Use this slash also to separate the names of the directories and subdirectories in the path. If you are exporting data, be sure that this path corresponds to an existing path on your diskette.
   - `Filename`: The name of the source file, if you are importing data, or the name of the destination file, if you are exporting data. Press DIR F4 for a directory of files on disk.
   - `Field delimiter`: The delimiter you use in your file to separate items of information. The CONVERSANT Solutions system will use this delimiter to assign information appropriately to columns 1, 2, and 3. Press CHOICES F2 to choose from the following:
     - — | (pipe symbol)
     - — % (percentage sign)

— & (ampersand)

— - (minus sign)

— , (comma)

— : (colon)

— ; (semicolon).

- `Filter Non-Numeric`? Enter **y** to remove non-numeric data

  or

- Enter **n** to keep this data intact.

3. Press SAVE F3.

Routing Table Administration

Database tables on the CONVERSANT Solutions system can consist of up to three columns of information. For call routing applications, use the:

- First column to identify callers (by Calling Party Number, for example).
- Second column for the corresponding extensions or VDNs to dial.
- Third column, if you wish, for information to use with the DATA_RTN action for call accounting, or to populate the dialed agent's telephone display.

  Specific options in the Routing Table Administration form, shown in Figure 5-52, include:

  — Add Table

  — Delete Table

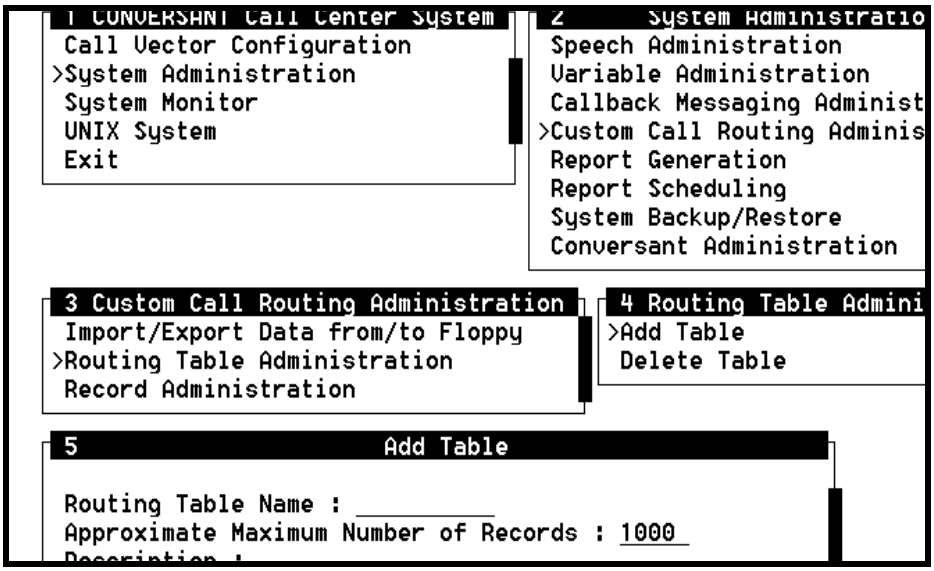


Figure 5-52. Routing Table Administration Form

Adding a Table

1. Select `Add Table` from the Routing Table Administration menu and specify the following information on the Add Table form that appears:
   - Routing Table Name: The name of the table you want to add
   - Approximate Maximum Number of Records: The maximum number of records you expect this table to contain. The system uses this number to determine how much space to reserve for your table. This is an approximation. Actual record capacity will depend upon record size, etc.
2. Optionally, enter a description to associate with this table.
3. Press CLOSE F3.

Deleting a Table

1. Select `Delete Table` from the Routing Table Administration menu. A list of tables will appear.
2. Use the directional keys to highlight the name of the table you want to delete, or type the first few letters of its name.
3. Press MARK F2.

4. To remove more than one table, return to step 2. To unmark a table, highlight its name and press MARK F2 again.
5. Press ENTER.

NOTE:
You cannot recover a table that you delete in this fashion.

Record Administration

To add, modify, or delete individual records in a database table, choose from the Record Administration menu shown in Figure 5-53.

- Edit/Delete Record
- Add Record

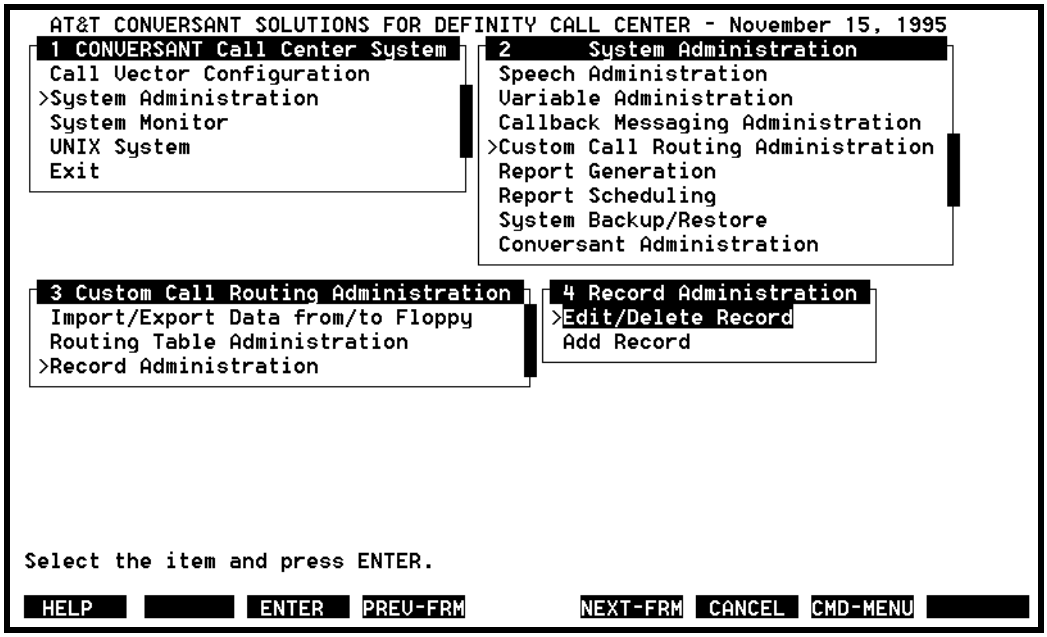


Figure 5-53. Record Administration Menu

Editing or Deleting a Record

1. Choose `Edit/Delete Record` from the Record Administration menu. The Edit/Delete Record form, shown in Figure 5-54, will appear.
2. After `Routing Table Name, enter` the name of the database table you want to administer. Press CHOICES F2 for a list of administrable database tables.

3. After `Lookup Field`, enter the value you want to locate in the table's index (first column) and press ENTER.
4. After `Have you filled in all the fields?`, enter either **y** or **n**.
5. Press CLOSE F3.

   If the table contains a match, the table name and key field will appear with the value in `Datafield 1` (the first column after the index) and the value in `Datafield 2` (the second column after the index). Press DELETE F4 to delete this record

   -or

   To modify this record, enter your changes and press CHANGE F5.

   -or

   To exit this record without making changes, press CANCEL F6.

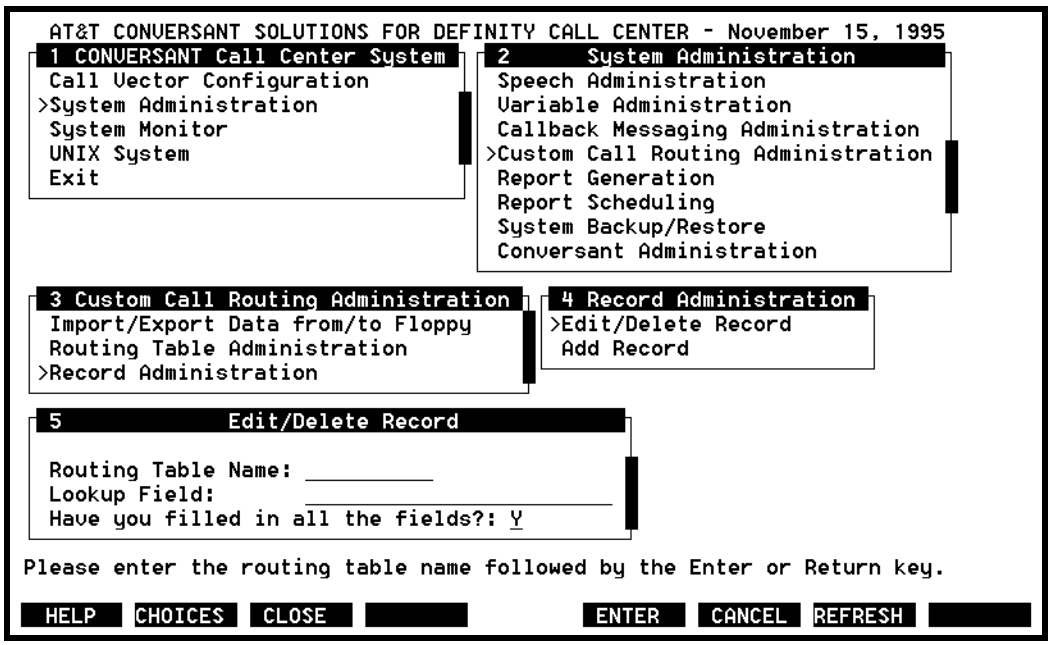


Figure 5-54. Record Administration Menu with Edit/Delete Record Form

NOTE:
Before pressing CHANGE F5, be sure to respond to the prompt Have you filled in all the fields?

Adding a Record

1. Choose `Add Table` from the Record Administration menu. The Record Administration form, shown in Figure 5-55, will appear.
2. After `Routing Table Name`, enter the name of the database table you want to administer. Press CHOICES F2 for a list of administrable database tables.
3. After `Lookup Field`, enter the value you want to place in the table's index (first column).
4. After `Data Field 1`, enter the value you want to place in the first column after the index.
5. After `Data Field 2`, enter the value you want to place in the second column after the index.
6. Press ADD F3.

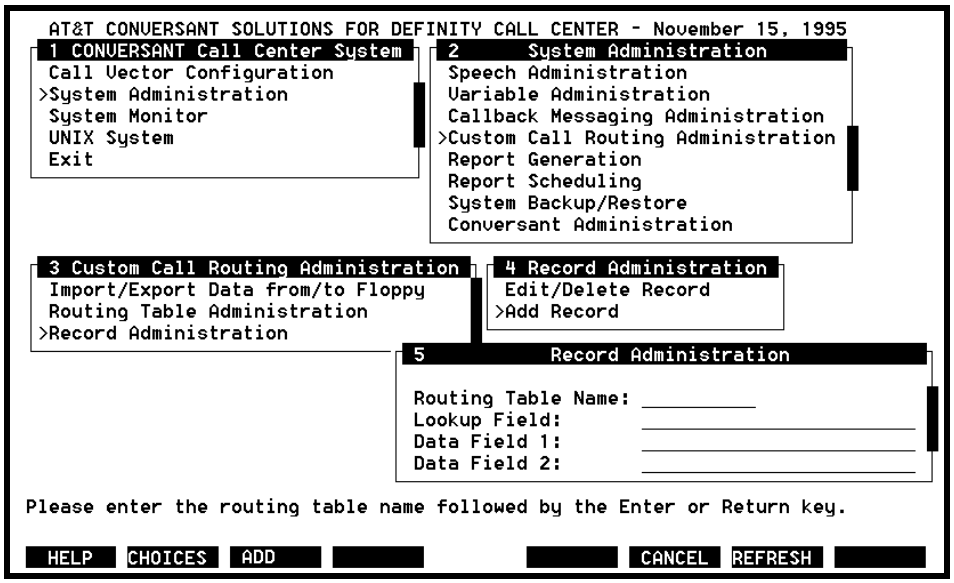


Figure 5-55. Record Administration Menu with Add Record Form

Report Generation

You can create 13 CONVERSANT Solutions system reports from the Report Generation menu. They include:

- Call Detail
- Vector Usage
- Event Count
- Event Detail
- Traffic
- Vector Profile
- Vector Map
- Routing Table
- Message Count
- Message Log
- Agent Callback Count
- Transcription Detail
- Speech Space Available Test

To generate a report:

1. Choose `Report Generation` from the System Administration menu. A menu of reports will appear.
2. Select the report you want.
3. After `Day for Report`, enter the day of the week you want described for the Call Detail, Vector Usage, Event Count, and Event Detail reports.

   -or

   Press CHOICES F2 to select from a list.
4. Follow the instructions shown in the next sections for generating each report. Reports output to a screen and do not print automatically.

   NOTE:
   Some reports may take more than three minutes to process if you generate them during heavy traffic periods.

Call Detail Report

This report offers an at-a-glance summary of activity by call. The CONVERSANT Solutions system assigns ID numbers sequentially to incoming calls. Caller ID #1 corresponds to the first call received during the selected day.

NOTE:
%caller_num can also be passed as an argument, via the *converse* step or by executing the CONVERSANT Solutions system from other Script Builder applications, to link multiple appearances of the same call in reports. (See Appendix D, *Software Capabilities*, for more information about administering this capability.)

When you select this report, you are prompted for the following:

Call Detail Report	
Day for Report::	Today
Caller ID(s):	last
Include Report Event Detail:	no

1. After `Caller ID(s)`, enter the number of the call you want described: **last**, **all,** or **summary**.

   Enter **last** for information about the most recent call.

   Enter **summary** for a concise report of calls per channel, percent of channel usage, and call duration in call seconds for the time period selected.

   Use a dash (**-**) to separate numbers in a range.

2. After `Include Report Event Detail`, enter **yes** to include a list of all CONVERSANT report events that interacted with the caller in the order they were activated.

   or

   Enter the default value **no** to exclude this information.

   Pressing CHOICES F2 allows you to cycle through yes and no responses.

3. Press CLOSE F3.

   The report will be displayed on the screen (seeFigure 5-56).

4. If you wish, press PRINT F3.

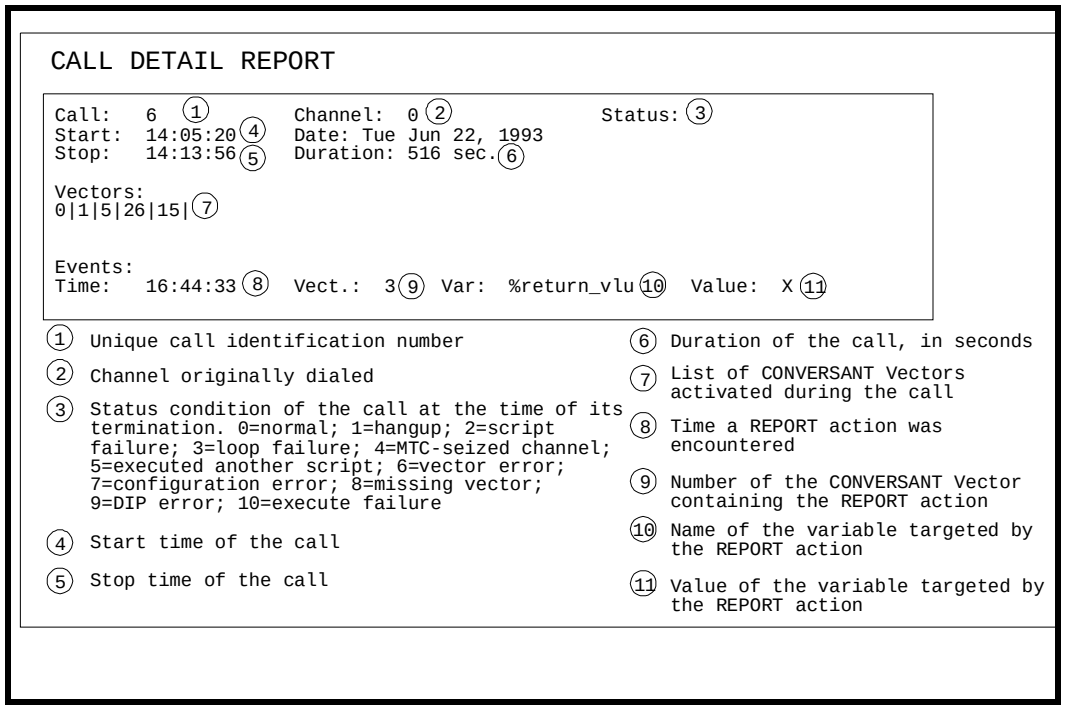


Figure 5-56. Call Detail Report

Identify the calls you want described by entering their numbers. The system responds with:

- Channel number dialed
- The call's status: Status messages include:
  - — Normal call: the vector terminated the call with a QUIT action
  - — Caller hungup: callers ended the call prematurely
  - — Endless loop failure: the call appeared to be trapped in an endless loop by passing from one vector to another more than 100 times
  - — Mtc seized channel: the system administrator or the CONVERSANT system itself applied a diagnostic maintenance process to the channel during a call
  - — Executed another script: the vector passed call control to another CONVERSANT application
  - — Vector error: the vector passed control to another vector that expected but did not receive arguments or the vector ended without a terminating QUIT action
  - — Missing vector: the vector used a GOTO, MENU, MSG_DROP, or SWITCH action to pass control to a missing vector

  - — Internal DIP error: an internal UnixWare operating system or other problem inhibited a data interface process from responding
  - — Exec script failure: the vector transferred call control to a CONVERSANT application that it could not execute
  - — Calls exceeds license: the CONVERSANT Solutions system could not process the call because it was already serving the maximum number of calls allowed by your software licensing agreement.
  - — Data return to PBX: a DATA_RTN action caused call control to revert to the PBX
  - — Transfer call to PBX: a TRANSFER action caused call control to revert to the PBX.
- Start and stop times of the call
- Call's duration in seconds
- Optionally, the values of any variables that you archive with the CONVERSANT vector action REPORT
- List of CONVERSANT vectors that were activated.

Vector Usage Report

This report lists, by CONVERSANT vector number, the number of times each vector was used during the day you specify. Identify the vectors you want described by entering their unique identification numbers. The CONVERSANT Solutions system responds with the vector name and number, and the number of times the vector was activated.

When you select this report, you are prompted for the following:

Vector Usage Report	
Day for Report:	Yesterday
Vectors:	all

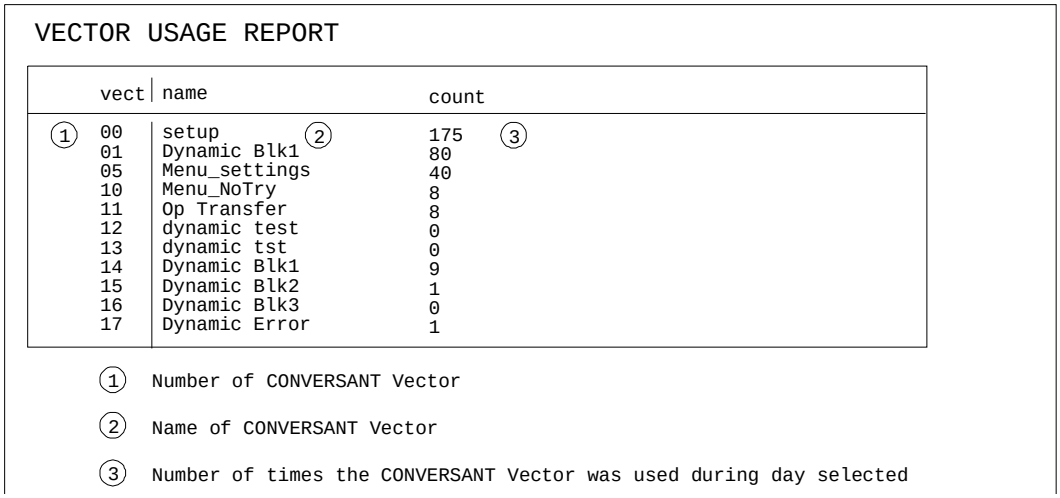
1. After `Vector(s)`, enter the number of the CONVERSANT vector you want described, a range of numbers, or **all**.

   Use a dash (**-**) to separate numbers in a range.

2. Press CLOSE F3.

   The report will be displayed on the screen (see Figure 5-57 on page 5-81).

3. If you wish, press PRINT F3.



VECTOR USAGE REPORT

	vect	name	count
(1)	00	setup (2)	175 (3)
	01	Dynamic Blk1	80
	05	Menu_settings	40
	10	Menu_NoTry	8
	11	Op Transfer	8
	12	dynamic test	0
	13	dynamic tst	0
	14	Dynamic Blk1	9
	15	Dynamic Blk2	1
	16	Dynamic Blk3	0
	17	Dynamic Error	1

(1) Number of CONVERSANT Vector

(2) Name of CONVERSANT Vector

(3) Number of times the CONVERSANT Vector was used during day selected

Figure 5-57. The Vector Usage Report

Event Count Report

This report lists the values of all variables that you archive with the REPORT action. Enter the day you want described and choose a sorting method. The CONVERSANT Solutions system responds by listing:

- Each variable name and value
- Number of the CONVERSANT vector that reported the value
- Number of times the variable equaled the value in the CONVERSANT vector when the vector performed the REPORT action.

When you select this report, you are prompted for the following:

Event Count Report	
Day for Report:	Yesterday
List by vector or variable:	vector

1. After `List by Vector or Variable`, enter **variable** to generate an event count report by variable. This will list the number of times a variable held each value *in any CONVERSANT vector*. Information in this report is not CONVERSANT vector-specific. It is sorted in descending order under Count

   or

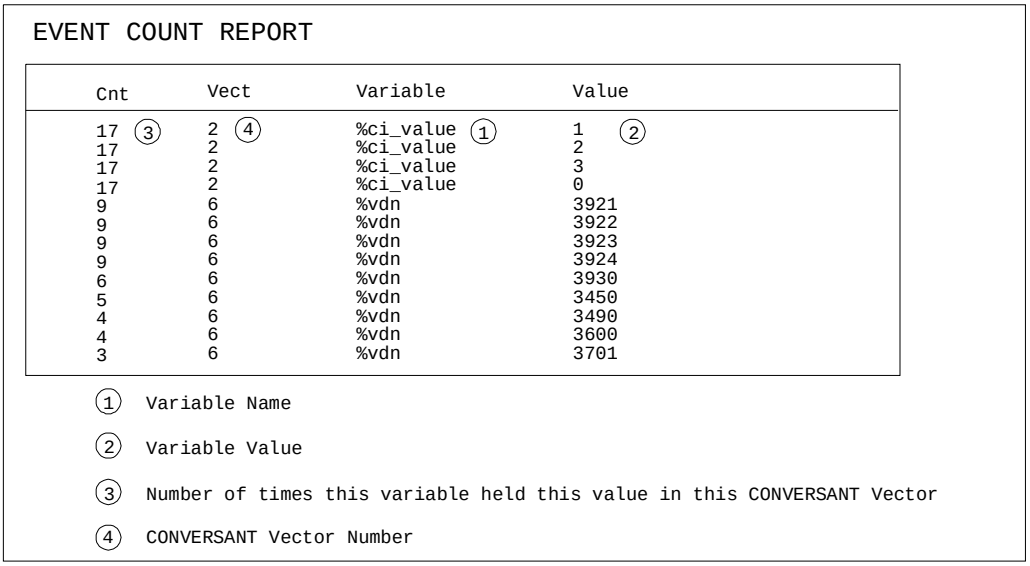
Enter the default value **vector** to list the number of times each variable held each value in each CONVERSANT vector. Information in this report is also sorted in descending order under Count.

Pressing CHOICES F2 allows you to cycle through yes and no responses.

2. Press CLOSE F3.

   The report will be displayed on the screen (see Figure 5-58 on page 5-82).

3. If you wish, press PRINT F3.



EVENT COUNT REPORT

Cnt	Vect	Variable	Value
17 (3)	2 (4)	%ci_value (1)	1 (2)
17	2	%ci_value	2
17	2	%ci_value	3
17	2	%ci_value	0
9	6	%vdn	3921
9	6	%vdn	3922
9	6	%vdn	3923
9	6	%vdn	3924
6	6	%vdn	3930
5	6	%vdn	3450
4	6	%vdn	3490
4	6	%vdn	3600
3	6	%vdn	3701

(1) Variable Name

(2) Variable Value

(3) Number of times this variable held this value in this CONVERSANT Vector

(4) CONVERSANT Vector Number

Figure 5-58. Event Count Report by Vector

Event Detail Report

Each time a CONVERSANT vector uses the REPORT action with a variable, the Event Detail report collects the:

- Variable name and value
- Number of the CONVERSANT vector reporting
- Time of the event
- Number of the current call

Unlike the Event Count report, which groups variables with common values, the Event Detail report documents every reported variable separately.

When you select this report, you are prompted for the following:

Event Detail Report	
Day for Report:	Yesterday
Variable:	all

1. After `Variable`, enter the name of the variable you want described or **all**. Press CHOICES F2 for a list of variables.
2. Press CLOSE F3.

   The report will be displayed on the screen (see Figure 5-59 on page 5-83).
3. If you wish, press PRINT F3.

EVENT DETAIL REPORT

Call	Time	Vect	Var	Value
23 (1)	17:02:42 (2)	3 (3)	%data1 (4)	075500807 (5)
24	17:02:49	3	%data1	075500807
25	17:02:55	3	%data1	075500807

Call	Time	Vect	Var	Value
23	17:02:43	3	%data2	6123768112
24	17:02:49	3	%data2	6123768112
25	17:02:55	3	%data2	6123768112

Call	Time	Vect	Var	Value
23	17:02:42	3	%matched	1
24	17:02:49	3	%matched	1
25	17:02:55	3	%matched	1

(1) Unique call identification number

(2) Time a report action was encountered

(3) Number of CONVERSANT Vector

(4) Variable name

(5) Variable value

Figure 5-59. Event Detail Report

Traffic Report

This standard CONVERSANT Solutions report documents, by channel, the number of calls handled and their length. You identify the period of time you want described. The CONVERSANT Solutions system responds with:

- Channel
- Hourly period
- Number of calls (to all CONVERSANT applications)
- Average hold time
- Percentage of total port capacity used

When you select this report, you are prompted for the following:

Traffic Report	
Day for Report:	12/14/95
Hours:	all
Summarize Data:	no

1. After `Day for Report`, enter the date you want described in mm/dd/yy format

   or

   Press CHOICES F2 for a list.

   NOTE:
   Because the Traffic report provides a summary of a full day's activities, this report option is not available until after midnight for any day. "Today" is not a valid option.

2. After `Hours`, enter the hour of the day you want described, a range of hours, or **all**.

   Use a dash (**-**) to separate hours in a range.

3. After `Summarize Data`, enter **yes** to include an activity summary

   -or

   Enter the default value **no** to exclude this information.

   Pressing CHOICES F2 allows you to cycle through yes and no responses.

4. Press CLOSE F3.

   The report will be displayed on the screen (seeFigure 5-60 on page 5-85).

5. If you wish, press PRINT F3.

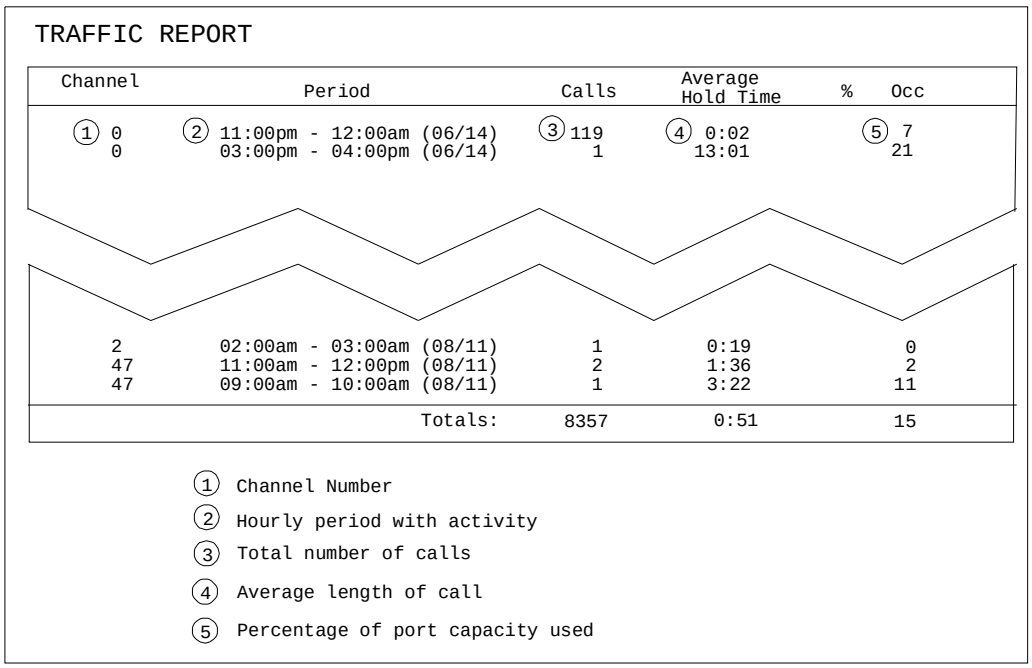


Figure 5-60. Traffic Report

Vector Profile Report

This report displays the contents of CONVERSANT vectors. Enter the number of the vector you want described. The CONVERSANT Solutions system responds by listing:

- CONVERSANT vector actions
- Comments and arguments associated with them.

When you select this report, you are prompted for the following:

Vector Profile Report	
Include Vector Descriptions:	yes
Include Vector Steps:	yes
Include Vector Arguments	yes
Vector(s):	all
Database:	DEVELOPMENT

1. After `Include Vector Descriptions`, enter **y** if you want to exclude any comments associated with actions.

2. After `Include Vector Steps`, enter **n** if you do not want to list the actions CONVERSANT vectors contain.
3. After `Include Vector Arguments` if, enter **n** if you do not want to list the arguments associated with CONVERSANT vector actions.
4. After `Vector(s)`, enter the number of the CONVERSANT vector you want described or **all**.
5. After `Database`, repeatedly press CHOICES F2 to choose DEVELOPMENT, RUNTIME, or PREV_RUNTIME.
6. Press CLOSE F3.

   The report will be displayed on the screen (see Figure 5-61 on page 5-87).
7. If you wish, press PRINT F3.

NOTE:
Valid Vector Action codes include: AD (ADA_CALC), AN (ANNOUNCE, DYN_ANNOU), CN (CHAN_ASN), CV (CONVERSE), DR (DATA_RTN), DY (DYNAMIC), EX (EXECUTE, MSG_DROP, SPCH_ADMN, TRANSRIBE), GD (GET_DIGT), GB (GLOBAL), SW (GOTO, SWITCH), HU (HANG_ACT), GO, DB (LOOK_UP), MN (MENU), OH (OFF_HOOK), QT (QUIT), RP (REPORT), SD (SCHEDULE), ST (SET), NM (SPEAK_NUM), XR (TRANSFER), EW (EWT)

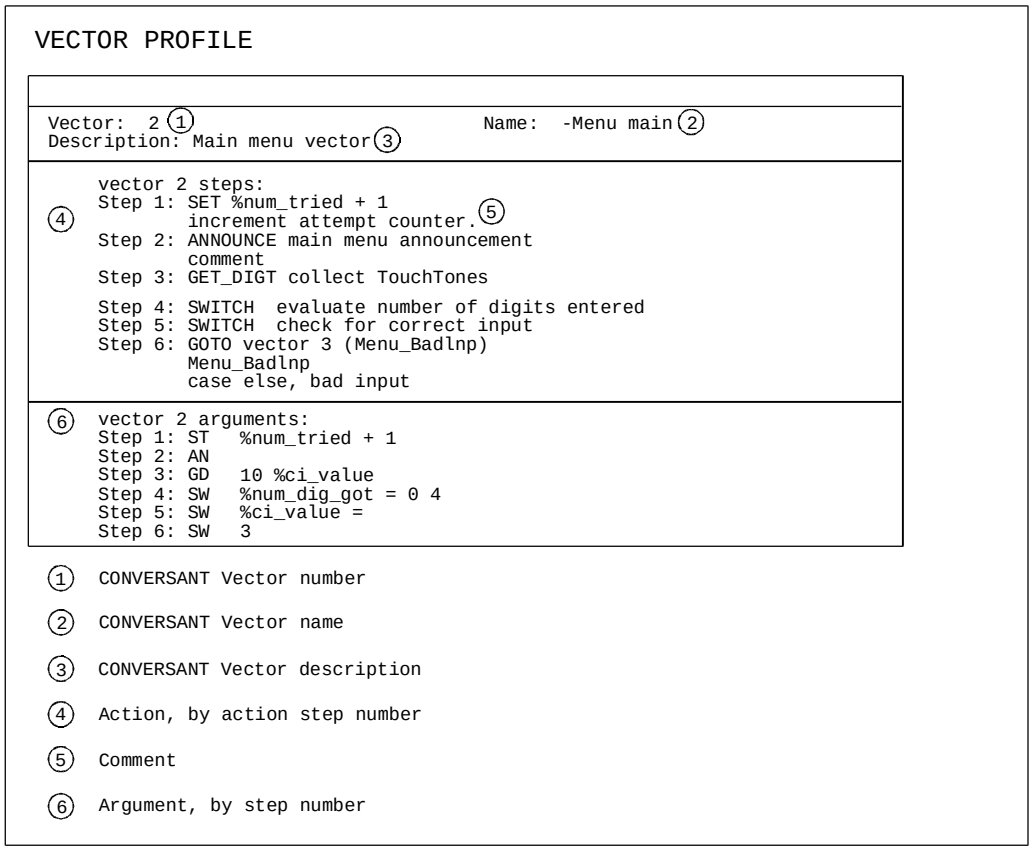


Figure 5-61. Vector Profile Report

Vector Map Report

This report serves as a troubleshooting tool by charting the paths calls can take through the CONVERSANT Solutions system. You choose where to begin your trace by choosing a specific vector, port, or VDN. The system responds with a road map of vector actions and paths to other vectors. Before you place your development database of vectors into service, use this report to forecast the integrity of vectors, the way channels will respond to calls, and the way the system will handle calls from specific VDNs.

When you select this report, you are prompted for the following:

Vector Map Report	
Choose Selection Criteria:	vector
Selection Argument:	all
Database:	DEVELOPMENT

1. After `Choose Selection Criteria`, repeatedly press CHOICES F2 and select `vector` to chart possible paths from a vector, `channel` to trace the path from a port, or `vdn` to scan the vector database for references to a specific vdn.
2. After `Selection Argument`, enter the vector number, channel number, or vdn you want to use, or **all**.
3. After `Database`, repeatedly press CHOICES F2 to choose DEVELOPMENT, RUNTIME, or PREV_RUNTIME.
4. Press CLOSE F3.

   The report will be displayed on the screen (see Figure 5-62 on page 5-88). Refer to the Vector Profile report description for a key to the vector action codes.
5. If you wish, press PRINT F3.

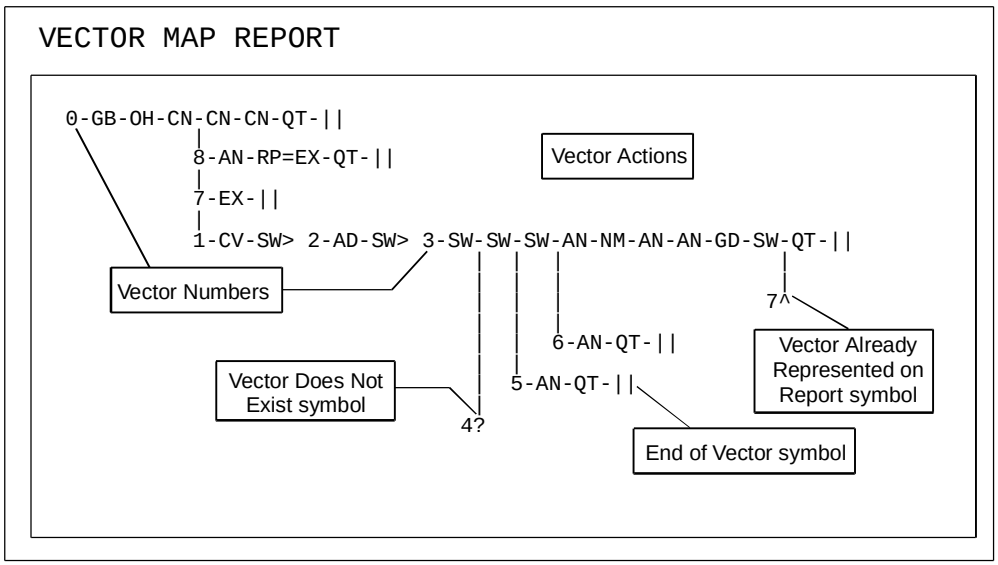


Figure 5-62. Vector Map Report

In the example shown in Figure 5-62 on page 5-88, the setup vector (vector 0) uses the CHAN_ASN action to decide which of three CONVERSANT vectors to activate:

- Vector 8 plays a standard announcement and delivers the caller to a voice mailbox
- Vector 7 executes a Script Builder application

- Vector 1 collects information via CONVERSE and uses GOTO to move control of the call to vector 2 which, in turn, speaks an anticipated delay message and moves call control to vector 3.

Vector 3 associates three conditional GOTO actions with vectors 4, 5, and 6, respectively. The remaining actions in vector 3 serve callers who do not meet the conditions in any of the three GOTO actions.

Routing Table Report

This report, shown in Figure 5-63, displays the contents of a single routing table. Enter a routing table name. The CONVERSANT Solutions system responds by listing, numerically, values in the `lookup` (key) field with corresponding values in `Datafield1` and `Datafield2`.

When you select this report, you are prompted for the following:

Routing Table Report
Routing Table Name: _____

1. Name the routing table you want described

   or

   Press CHOICES F2 for a list.

2. Press CLOSE F3. The report will be displayed on the screen (see Figure 5-63 on page 5-90If you wish, press PRINT F3.

ROUTING TABLE

```
CONVERSANT CALL CENTER SYSTEM
ROUTING TABLE Kristen (1)
MACHINE NAME: splkccc

RUN Wed Oct 6 11:03:28 CDT 1993

Total number of records:  10 (2)
   Lookup Field                Data 1 Field          Data 2 Field
   507 (3)                     8147  (4)             123456789 (5)
   612                         8147                  123456789
   908                         8112                  123456789
   1001                        8171                  123456789
   1002                        4                     4
   1005                        2                     3
   2010                        3                     4
   2020                        4                     5
   2021                        5                     6
   2022                        7                     8
```

(1) Routing table name

(2) Total number of records in this table

(3) Value in the table's key field

(4) Corresponding value in Datafield1

(5) Corresponding value in Datafield2

Figure 5-63. Routing Table Report

Message Count Report

This report provides a count of messages, by mailbox. When you identify the mailbox you want described, the system responds with the number of messages in each of two categories: "Ready" and "Saved." Only mailboxes containing messages are included.

When you select this report, you are prompted for the following:

Message Count Report
Mailbox: all

1. Enter the number of the mailbox you want described or **all**.

   or

   Press CHOICES F2 to select from a list.

2. Press CLOSE F3.

   The report will be displayed on the screen. **<NO REPORT?>**

3. If you wish, press PRINT F3.

The Message Log Report

This report documents Callback Messaging activity. Choose a date, a mailbox, and the type of information you want reported. The CONVERSANT Solutions system responds by listing, chronologically, each time it:

- Receives a message
- Saves a message
- Deletes a message

When you select this report, you are prompted for the following:

Message Log Report	
Day for Report:	12/14/95
Mailbox:	all
Enter type of data to report:	all

1. After `Day for Report`, enter the date you want described in mm/dd/yy format

   or

   Press CHOICES F2 for a list.

2. After `Mailbox`, enter the number of the mailbox you want described or **all**

   or

   Press CHOICES F2 to select from a list.

3. After `Enter type of data to report`:

   Press CHOICES F2 to select from list.

   - Message to list messages left by callers
   - Deleted to list messages deleted by agents
   - Saved to list messages saved by agents

   or

   Enter **all**.

4. Press CLOSE F3.

   The report will be displayed on the screen (see Figure 5-64 on page 5-92).

5. If you wish, press PRINT F3.

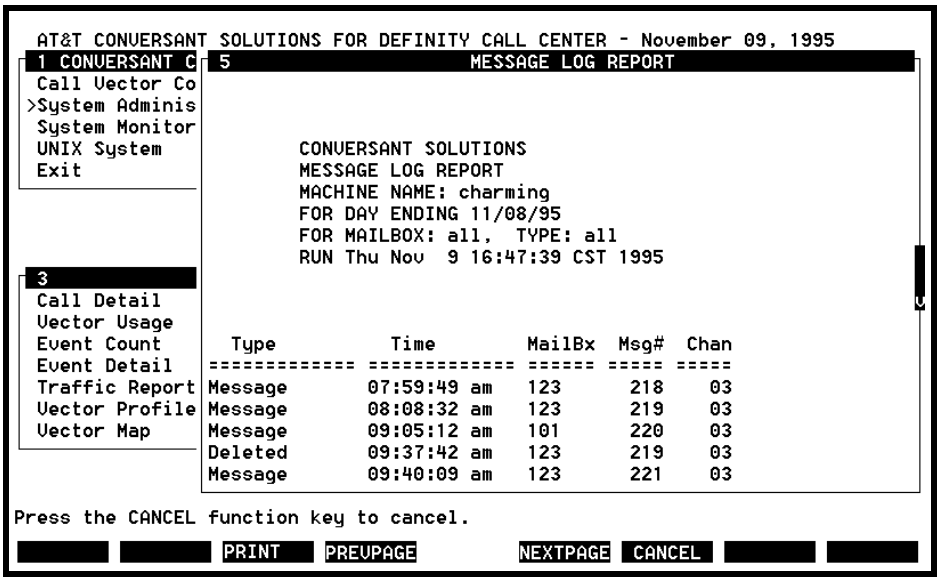


Figure 5-64. Message Log Report

Agent Callback Count Report

The Agent Callback Count report lists the number of attempted agent callbacks each hour and the number of successful and unsuccessful connections to agents. If configured to do so, the report prints automatically once per day in the format shown in Figure 5-65.

When you select this report, you are prompted for the following:

Agent Callback Count Report
Day for Report: 12/14/95

To print the Agent Callback Count report manually:

1. Select `Agent Callback Count Report` from the Report Generation menu.
2. Press CHOICES F2 for a list of valid dates.
3. Highlight a date and press ENTER.
4. Press CLOSE F3 to run the report.

   The report will display on the screen (see Figure 5-58).
5. Press PRINT F3 to print the report.

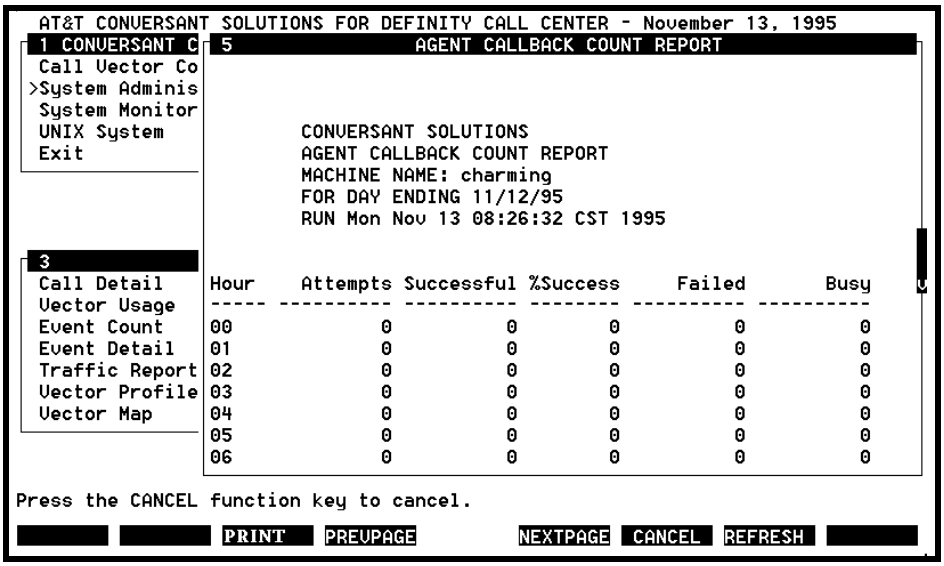


Figure 5-65. Agent Callback Count Report

Hour	Starting hour for the group of attempts (08=8:00-8:59 am)
Attempts	Number of callback attempts to agents
Successful	Number of successful callback attempts
%Success	Percent of total attempts that were successful
Failed	Number of failed callback attempts
Busy	Number of attempts that failed because the agent's phone was busy

Transcription Detail Report

The Transcription Detail report lists all callbacks received by agents.

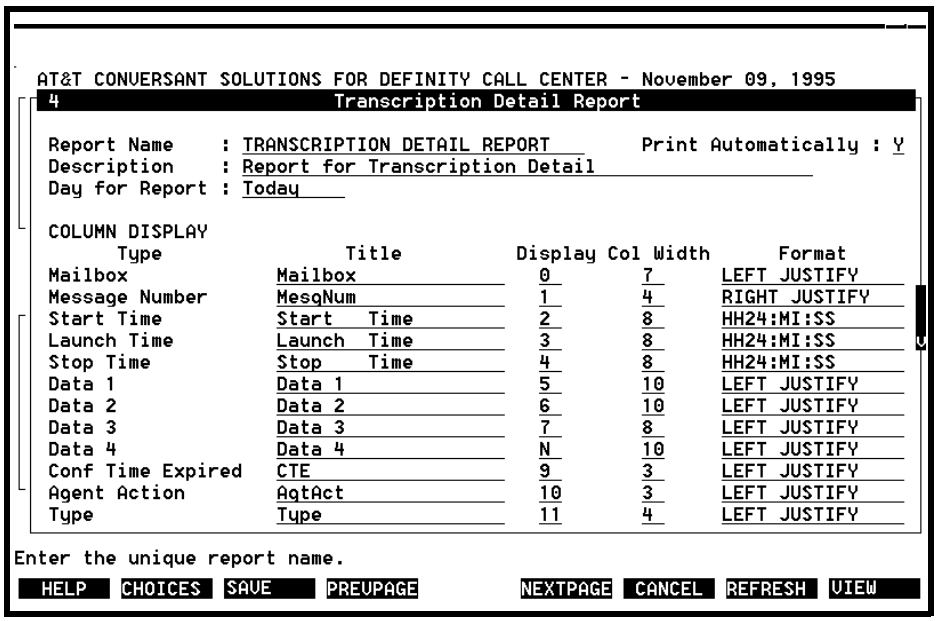


Figure 5-66. Transcription Detail Report Form (page 1)

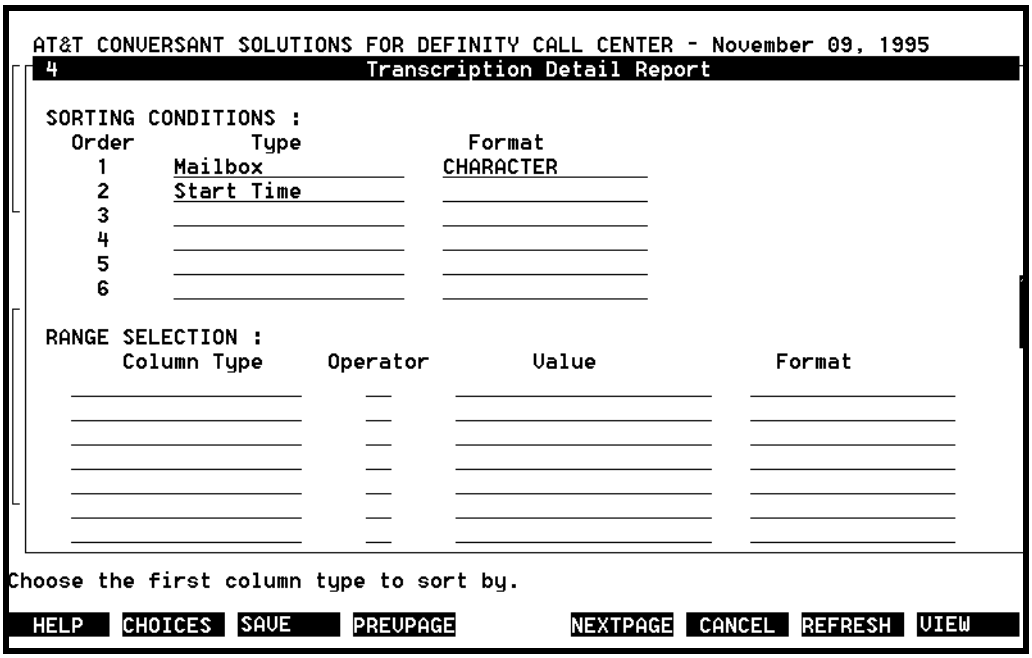


Figure 5-67. Transcription Detail Report Form (page 2)

Transcription Detail Report Form Fields

When filling in the Transcription Detail Report form, press NEXTPAGE F5 and PREVPAGE F4 to cycle through the pages.

Use the following table to help you enter information in the Transcription Detail Report form fields. For field names with an asterisk (*) [see Chapter 5, ‘‘Transcription Detail Report Form Fields’’] , you can press CHOICES F2 to see a list of valid choices. On the CHOICES list, highlight your choice and press ENTER to fill in the field automatically.

Table 5-1. Transcription Detail Report Form Fields

Field	Description	Valid Inputs	Default
Report Name	Name of the report	Up to 30 characters	TRANS-CRIPTION DETAIL REPORT
Print Automatically*	Y to generate and print the report automatically once each day, N to generate and print manually only	Y or N	Y
Description	Description of report	Up to 50 characters	Report for Transcrip-tion Detail
Day for Report*	Date of report to generate	Today or date within the last 7 days in MMDDYY format or leave blank	Current date
Column Title (12 fields)	Title for each column type. The titles you enter here will appear at the top of each column in the report.	Up to 20 characters	(See values in Figures 5-66 and 5-67)
Column Display* (12 fields)	Controls how the column will be displayed. (N) Column will not display (O) Column title will appear above a group of records with the same value for that column (1-12) Display order	N, 0-12	(See values in Figures 5-66 and 5-67)
Column Width	The width of the column in the report. (NOTE: If the column title is greater than the value in this field, the excess will be truncated after wrapping to a second line.)	Two digits	(See values in Figures 5-66 and 5-67)

Table 5-1. Transcription Detail Report Form Fields — *Continued*

Field	Description	Valid Inputs	Default
Column Format*	The display format for the column in the report.	Refer to Display Format list (press CHOICES F2).	(See values in Figure 5-66 and Figure 5-67)
Sorting Conditions*	Enter up to six column types (not titles) by which to sort the columns. The report will sort first by the first type you list here, second by the second, etc. Valid column types appear under `COLUMN DISPLAY: Type` on the first page of the Transcription Detail report form. You can also press CHOICES F2 for a list of valid column types.	Valid column types include: Mailbox Message Number Start Time Launch Time Stop Time Data 1 Data 2 Data 3 Data 4 Conf time Expired Agent Action Type	Mailbox Start Time
Sorting Format*	Enter the sort Conversion Format. For example, to sort by Start Time hours, use HH24	Refer to Conversion Format list (press CHOICES F2).	None

Table 5-1. Transcription Detail Report Form Fields — *Continued*

Field	Description	Valid Inputs	Default
Range Selection Column Type*	Using the Range Selection fields, you can select a set of values to view for particular columns. Enter the column type (not title) here. You can enter a column type more than once to view a range of values. For example, to view all message numbers between 200 and 300, enter: Message Number > 200 Message Number < 300	Valid column types include: Mailbox Message Number Start Time Launch Time Stop Time Data 1 Data 2 Data 3 Data 4 Conf time Expired Agent Action Type	None
Range Selection Operator*	Enter the operand expressing the relation to the value.	!= (equal to) < (less than) > (greater than) <=(less than or equal to) >=(greater than or equal to)	None
Range Selection Value	Enter a value corresponding to the column type	Up to 20 characters (NOTE: Agent Action values must be expressed in digits. Refer to the *Record Information* section after Figure 5-68.	None
Range Selection Format*	Enter the range selection value conversion format. For example, using: Start Time >= 08:00 HH24:MI to select records whose start time is at or after 8 a.m.	Refer to Conversion Format list (press CHOICES F2).	None

After you have completed the Transcription Detail Report form (or if you are using the saved version of the form), as soon as the form appears on your screen, press VIEW F8. The report will generate on-screen. To print the report, press PRINT F3. To save your new configuration without generating the report, press SAVE F3.

Figure 5-68 shows the Transcription Detail report generated with the default configuration values shown in Figures 5-66 and 5-67.

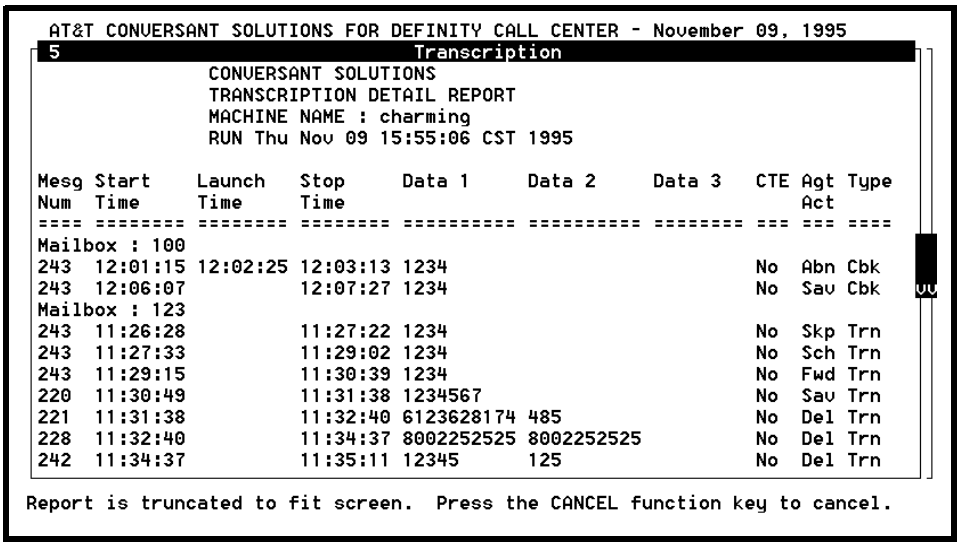


Figure 5-68. Transcription Detail Report (sample)

Record Information

The Transcription Detail report can include the following information for each record:

Mailbox	Mailbox number	
Message Number	Message Number	
Start Time	Date and time agent received callback	
Launch Time	Time agent launched call (blank if no call launched)	
Stop Time	Either:	Time the system released the call Time agent hung up (if agent hangs up before the system releases the call)

Data Field 1	First data field	
Data Field 2	Second data field	
Data Field 3	Third data field	
Data Field 4	Fourth data field	
Conference Time Expired (CTE)	**Y** if agent remained on the line until the system released the call **N** if agent hung up before the system released the call or, if agent pressed *99 to classify the call.	
Agent Action (Agt Act)	One of the following:	
	2 (Deleted)	3 (Saved)
	4 (Launched & Deleted)	5 (Launched & Saved)
	6 (Forward)	7 (Schedule)
	8 (Skip)	9 (Abandoned) (Agent hung up)
Type	How agent got to the Message: C (Callback) T (Transcription)	

You can change a number of formatting elements in the report, including:

1. Report name
2. Column width
3. Report description
4. Column display format
5. Column titles
6. Sorting conditions
7. Column order
8. Range selection

In addition, you can set the report to print automatically once per day (Y or N) and choose the date for which to run a manual report.

These options appear in the Transcription Detail Report form (Figure 5-66 and Figure 5-67) that appears when you select the Transcription Detail report from the Report Generation menu.

If the report is set to be automatically generated every night, then it is generated based on the range selection. However, if a date range selection is not specified, the system will use the date from across multiple days. To generate a report for the current date:

1. Set the `Column Type` to a date column type.
2. Set the `Operator` to =.
3. Set `Value` to sysdate.

NOTE:
The previous day can be obtained using sysdate - number of days. For example, yesterday would be sysdate - 1.

Speech Space Available Test

This report gives the disk drive's storage capacity.

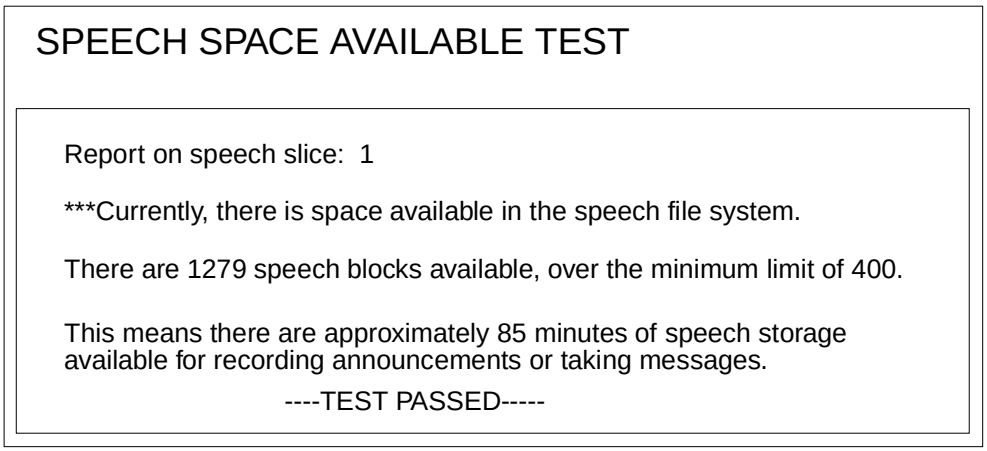


Figure 5-69. Speech Space Available Test Report

The test measures the amount of speech utilized by every application on your CONVERSANT Solutions system. Upon failing this test, enter these applications and delete unnecessary speech.

Report Scheduling

Use this option to select reports to generate automatically and to define the number of days to save information for reporting. Selected reports generate daily at midnight.

Although you may define specific parameters for reports generated on demand, scheduled reports are generated using the following standard settings shown in Chapter 5, ''Standard Settings for Scheduled Reports''.

Table 5-2. Standard Settings for Scheduled Reports

Report	Setting
Call Detail	- Caller ID(s): setting is **summary** - Include Report Event Detail: setting is **no**
Vector Usage	Vectors: setting is **all**
Event Count	List by Vector or Variable: setting is **vector**
Event Detail	Variable: setting is **all**
Traffic	- Day for Report: setting is **Yesterday** - Hours: setting is **all** - Summarize Data: setting is **no**
Vector Profile	Not included in scheduled reports
Vector Map	Not included in scheduled reports
Routing Table	Not included in scheduled reports
Message Count	Not included in scheduled reports
Message Log	Not included in scheduled reports
Agent Callback	Included. No setting to define
Transcription Detail	Scheduled report is administered from the Transition Detail menu
Speech Space Available Test	Included. No setting to define

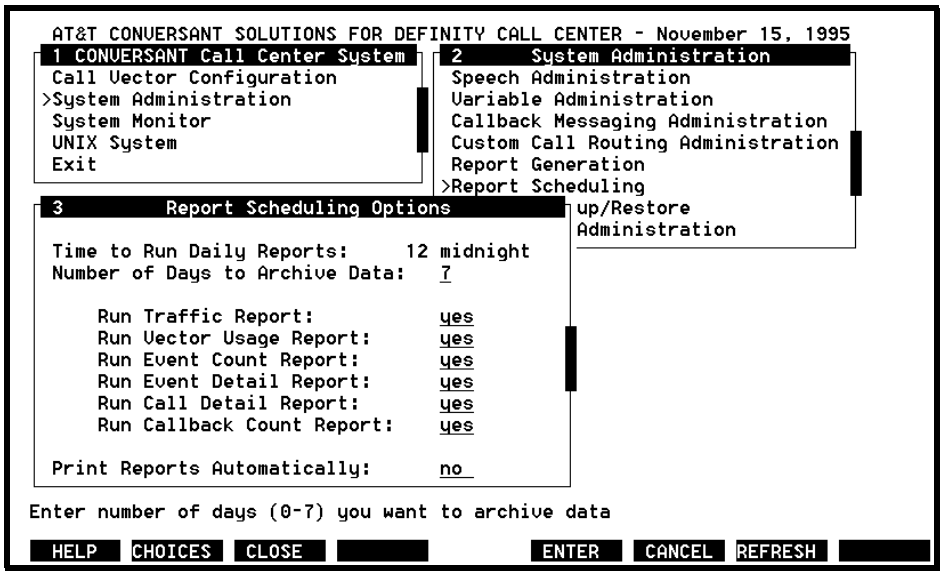


Figure 5-70. Report Scheduling Options Menu

To schedule reports:

1. Choose `Report Scheduling` from the System Administration menu.

   The Report Scheduling Options menu, shown in Figure 5-70, will appear.

2. After `Number of Days to Archive Data`, enter the number of days to save information collected for reporting before deleting it from the disk.

3. Enter **yes** after each report choice to generate the report automatically at 11:50 pm, or **no** to avoid generating the report automatically.

   Press CHOICES F2 to cycle through yes and no responses.

NOTE:
When the system generates the Traffic report automatically, it uses the previous day's data. For example, a Traffic report generated at 11:50 pm on Tuesday contains information about calls received between 12:00 am and 11:59 pm on Monday.

System Backup/Restore

Use this menu to save and retrieve sets of CONVERSANT vectors and speech phrases. Options include:

- Restore Vector Database
- Backup Vector Database to Diskette (Floppy Disk)
- Backup/Restore Speech

- Backup/Restore Mailbox Configuration
- Format Diskette
- Restore Data from Previous Version of Call Center

The CONVERSANT Solutions system maintains CONVERSANT vectors in three databases:

- Runtime database of active vectors
- Development database of duplicate runtime vectors that you can modify without instantly changing the way the system handles calls
- Archive database of previously active vectors

Speech phrases used by CONVERSANT vectors are stored in talkfile 224. Phrases used by message drop mailboxes are stored in talkfile 242. Mailbox standard phrases are stored in talkfile 243. Standard speech phrases are stored in talkfile 241.

⚠ CAUTION:

The system will overwrite the contents of any diskette you use to back up data. Therefore, never use the same diskette to back up more than one vector database or talkfile.

Restore Vector Database

Use this menu to restore the previous runtime database, to replace the development database with the current runtime database, and to replace the development database with data from a diskette. Menu options include:

- Restore Previous Runtime (Archive) Database
- Restore Database from Current Runtime
- Restore Database from Diskette (Floppy Disk)

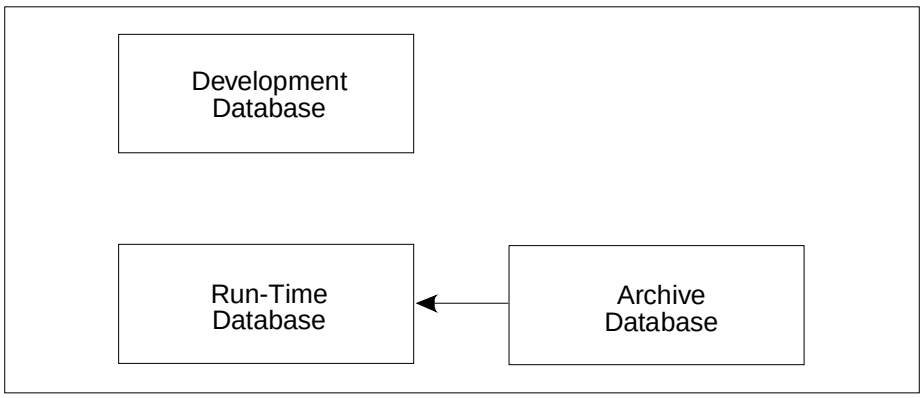


Figure 5-71. Restoring the Previous Runtime (Archive) Database

Use this option, shown in Figure 5-71, to undo the changes you made to the database of active CONVERSANT vectors when you last chose to place new vectors in service at the Vector Configuration menu.

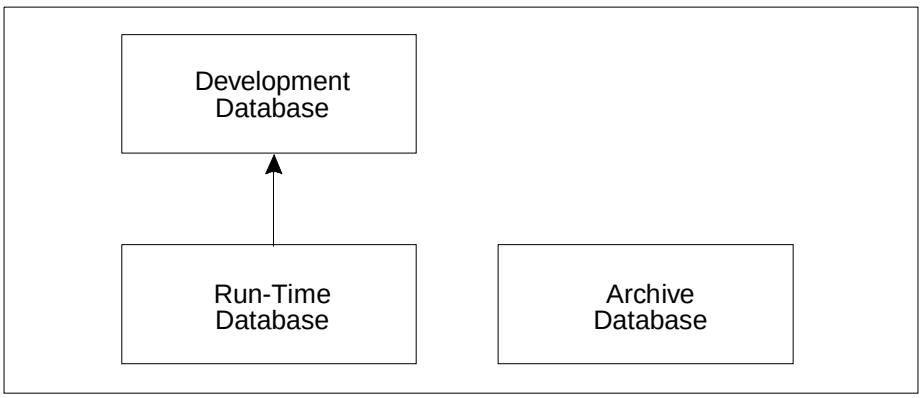


Figure 5-72. Restoring the Database from Current Runtime

Use this option, shown in Figure 5-72, to undo changes you made to the development database of CONVERSANT vectors since you chose to place new vectors in service at the Vector Configuration menu.

Restoring the Database from Diskette

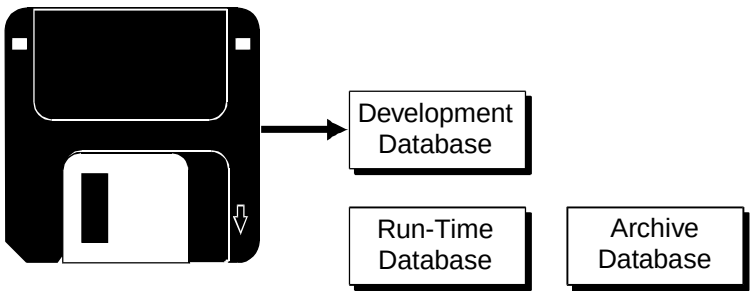


Figure 5-73. Restoring the Database from Diskette

Use this option, shown in Figure 5-73, to overwrite the contents of the development database with a database of CONVERSANT vectors from diskette.

1. Insert the diskette into disk drive 0 or 1 in your MAP/40 or MAP/100.

   Enter **UNIX** or **DOS** to specify the diskette's format

   -or

2. Press CHOICES F2 to cycle through responses.
3. Enter **0** or **1** to identify the disk drive you are using

   or

   Press CHOICES F2 to cycle through responses.
4. Press SAVE F3.

Back Up Vector Database to Diskette

Use this option, shown in Figure 5-74, to copy the development database of CONVERSANT vectors to a diskette.

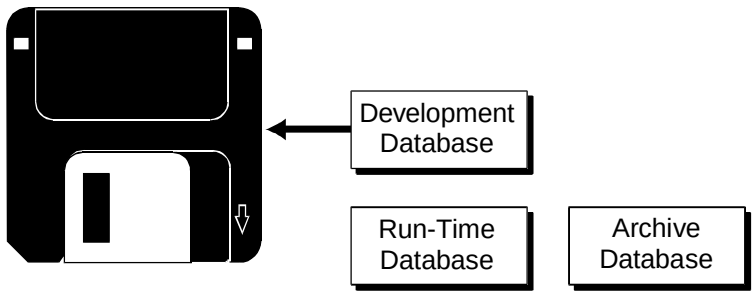


Figure 5-74. Backing Up the Development Database to a Diskette

1. Insert a diskette into disk drive 0 or 1 on the CONVERSANT platform.

   NOTE:
   If you want to back up vectors, but you have not yet formatted this disk, press CANCEL F6 to return to the previous menu and choose the Format Diskette (Floppy Disk) option.

2. Enter **UNIX** or **DOS** to specify the diskette's format

   or

   Press CHOICES F2 to cycle through responses.

3. Enter **0** or **1** to identify the disk drive you are using

   or

   Press CHOICES F2 to cycle through responses.

4. Press SAVE F3.

   The system will display the number of disks and the approximate number of minutes this backup will require. Follow the instructions carefully and do not insert or remove diskettes until you are prompted to do so.

   NOTE:
   To back up the runtime database:

   a. Back up the development database.

   b. Select `Restore Database from Current Runtime` to overwrite the development database with the runtime database.

   c. Perform your backup.

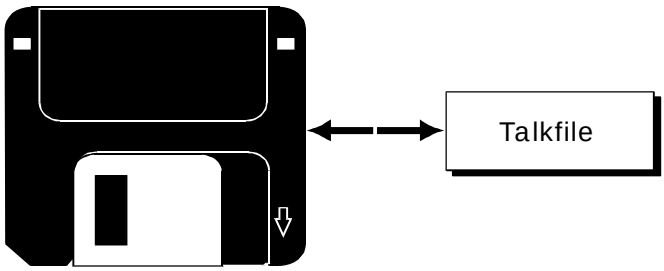


Figure 5-75. Backing Up and Restoring Speech

Use this option, shown in Figure 5-75, to move speech phrases between talkfiles and diskettes.

1. Choose the activity you want to perform. Enter **Backup** or **Restore**

   or

   Press CHOICES F2 to cycle through responses.

2. Insert a diskette into disk drive 0 or 1 on the CONVERSANT Solutions platform.

   NOTE:
   If you want to back up speech, but you have not yet formatted this disk, press CANCEL F6 to return to the previous menu and choose the Format Diskette (Floppy Disk) option.

3. Select one of the following four talkfiles:
   - 224 (Vector phrases)
   - 242 (Mailbox phrases)
   - 241 (Standard Speech phrases)
   - 243 (Mailbox Standard Speech phrases)
4. Enter **0** or **1** to identify the disk drive you are using

   or

   Press CHOICES F2 to cycle through responses.

5. Press SAVE F3.

Back Up/Restore Mailbox Configuration

Use this option to move data between the database of mailbox configuration settings and a diskette.

1. Enter **Backup** or **Restore**

   or

   Press CHOICES F2 to cycle through responses.

2. Insert a diskette into drive 0 or 1 on the CONVERSANT Solutions platform.

   NOTE:
   If you want to back up mailbox settings, but you have not yet formatted this disk, press CANCEL F6 to return to the previous menu and choose the Format Diskette option.

3. Enter **0** or **1** to identify the disk drive you are using

   or

   Press CHOICES F2 to cycle through responses.

4. Press SAVE F3.

   CAUTION:
   Restoring Mailbox Configuration will overwrite any existing mailboxes and messages on your system.

Format Diskette

Use this option to initialize a 3 1/2" high density diskette that has not yet been formatted. Diskettes need only to be formatted once.

1. Insert a diskette into disk drive 0 or 1 on the CONVERSANT Solutions platform.

2. Enter **UNIX** or **DOS** to choose a format

   or

   Press CHOICES F2 to cycle through responses.

3. Enter **0** or **1** to identify the disk drive you are using

   or

   Press CHOICES F2 to cycle through responses.

4. Press SAVE F3.

CAUTION:
Whenever you format a diskette, you permanently erase its contents.

Restore Data from Previous Version of Call Center

Choose this option during your upgrade to issue 4.0 of the CONVERSANT Solutions software from an earlier version. Before you upgrade your system and choose to restore data from your previous version of Call Center, however, be sure to use your previous version to backup vectors, speech, mailbox configuration and routing table data.

Options include:

- Restore Development Vector Database
- Restore Speech
- Restore Mailbox Configuration

Restoring the Development Vector Database from a Previous Version of Call Center

1. Insert the diskette containing the data into disk drive 0 or 1 on the CONVERSANT Solutions platform.
2. Enter **UNIX** or **DOS** to choose a format

   or

   Press CHOICES F2 to cycle through responses.
3. Enter **0** or **1** to identify the disk drive you are using

   or

   Press CHOICES F2 to cycle through responses.
4. After Restore Phrase Database Also?, use the default value **y** to restore the phrase database (available only for Conversant Solutions upgrade from a version prior to 3.0) or type **n** to reject this option.

   NOTE:
   After you restore the Phrase Database, you must also Restore Speech by following the instructions below.

5. Press SAVE F3.

Restoring Speech from a Previous Version of Call Center

1. Insert the diskette containing the data into disk drive 0 or 1 on the CONVERSANT Solutions platform.
2. Enter **0** or **1** to identify the disk drive you are using

   or

   Press CHOICES F2 to cycle through responses.

3. After Talkfile, enter the talkfile number corresponding to the speech you want to restore. Select one of the following two talkfiles:
   - 224 (Vector phrases)
   - 242 (Mailbox phrases)

   Press CHOICES F2 to cycle through responses.
4. Press SAVE F3.

Restoring Mailbox Configuration from a Previous Version of Call Center

1. Insert the diskette containing the data into disk drive 0 or 1 on the CONVERSANT Solutions platform.
2. Enter **0** or **1** to identify the disk drive you are using

   or

   Press CHOICES F2 to cycle through responses.
3. Press SAVE F3.

CONVERSANT Administration

Use this option to return to the CONVERSANT VIS Version 5 window system from the Call Center menu.

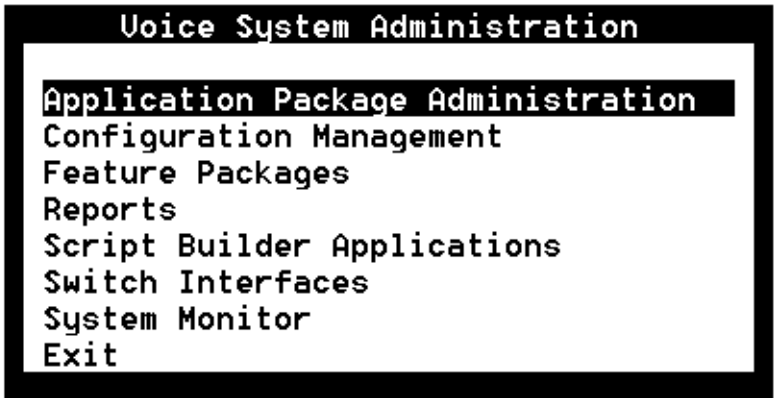


Figure 5-76. CONVERSANT Voice System Administration Menu

Sample Applications

6

This chapter describes how to build CONVERSANT vectors for a number of specific sample applications.

Standard Announcement Application

Consider the following business case:

Current Situation

Company A maintains a customer-service call center to handle a significant number of customer comments and questions. Agents spend most of their time responding to questions about flagship products, but they also occasionally announce new products and special promotions. Company A wants to make better use of its limited human resources but recognizes the importance of giving customers the attention they deserve. Currently, its DEFINITY G3 is programmed to play some announcements. The CONVERSANT Solutions platform also offers the ability to play announcements.

Standard announcements can respond to callers with different messages designed both to answer their most common questions and maintain their interest during their wait in queue. And, because authorized users can record standard announcements from any touch-tone telephone, Company A can provide the latest product information to callers.

CONVERSANT Vector

Add Phrase

1. Highlight `System Administration` at the main menu and press ENTER.
2. Highlight `Speech Administration` and press ENTER.
3. Highlight `Vector Phrase Administration` and press ENTER.
4. Highlight `ADD NEW PHRASE` and press ENTER.

   The system will automatically create a phrase number.
5. Input a phrase tag to identify the speech phrase to play and press ENTER.
6. Input phrase text if you wish.

   Create and record a phrase for each announcement you desire.
7. Press SAVE F3.
8. Repeatedly press CANCEL F6 to return to the main menu.

Vector A — Standard Announcement

NOTE:
Standard Announcements are not available over digital (line-side T1) lines.

1. Highlight `Call Vector Configuration` at the main menu and press ENTER.
2. Highlight `Create New Vector` and press ENTER.

   A vector worksheet will appear.
3. Input an appropriate name and description, and press ENTER.

   The description field is for information only.
4. Press CHG_KEYS F8 and CHOICES F2 for a list of valid actions.
5. Highlight `ANNOUNCE` and press ENTER.
6. Press CHOICES F2 for a list of existing phrases. Highlight the phrase tag desired and press ENTER.

NOTE:
To create a new phrase tag for this action instead, press ADD-PHR and CHG_KEYS F8. A phrase definition form will appear. Use this form to define your new phrase tag and press SAVE F3. Although you cannot record speech at this time, you can assign the phrase to your ANNOUNCE action immediately. Later, use Speech Administration functions to record this phrase. (See Chapter 5, *CONVERSANT Solutions Administration*, for more about defining and recording phrases.)

7. Press CLOSE F3 to save the announcement definition.
8. Select `QUIT` as the last action in your CONVERSANT vector.
9. Press CHG_KEYS F8 and SAVE F3 to save the vector itself.
10. If additional standard announcement vectors are being created, repeat steps 2 through 9.
11. Use the setup vector to put each vector in service on the appropriate channels. (See Chapter 5, ''CONVERSANT Solutions Administration'' for step-by-step instructions.)

NOTE:
Remember to place new vectors in service.

DEFINITY Vector

NOTE:
If the following language is unfamiliar to you, read the first few chapters of the *AT&T DEFINITY Communications System, Generic 3 V2 Call Vectoring Guide*, 555-230-520.

Assumptions: Agent Split is 1, Announcement Extensions 1000, 1001, 1002, and 1003 are CONVERSANT extensions set up as analog announcement extensions on the DEFINITY G3.

1. wait time 2 seconds hearing ringback
2. queue to main split 1 priority medium
3. announcement extension 1000 (CONVERSANT Solutions Standard Announcement) “Thank you for calling [company]. A representative will be with you shortly. Thank you for your patience.”
4. wait time 10 seconds hearing music
5. announcement extension 1001 (CONVERSANT Solutions Standard Announcement) *New Product Info Announcement*
6. wait time 30 seconds hearing music
7. announcement extension 1002 (CONVERSANT Solutions Standard Announcement) “Thank you for continuing to hold...”
8. wait time 30 seconds hearing music
9. announcement extension 1003 (CONVERSANT Solutions Standard Announcement) “We appreciate your patience...”
10. wait time 30 seconds hearing music
11. goto step 5, if unconditionally

Dynamic Announcements

Consider the following business case:

Current Situation

For many of its products, Company B provides a unique telephone number to call for support. Customers frequently need to call agents for information, but they do not enjoy waiting long for service. In order to respond to their most frequently asked questions, Company B wants to offer a number of product or service-specific announcements, not just general information. Fortunately, the CONVERSANT Solutions system can greatly expand the speech storage capacity of the DEFINITY G3.

CONVERSANT Solutions

Dynamic announcements can respond to callers with specific announcements based on call information passed from the DEFINITY G3 to the CONVERSANT Solutions platform. Each product line or service has a corresponding DNIS number. This number is passed as a VDN to the CONVERSANT Solutions platform, which processes the VDN and plays the appropriate announcement.

CONVERSANT Vector

Add Phrase

1. Highlight `System Administration` at the main menu and press ENTER.
2. Highlight `Speech Administration` and press ENTER.
3. Highlight `Vector Phrase Administration` and press ENTER.
4. Highlight `ADD NEW PHRASE` and press ENTER.

   The system will automatically create a phrase number.
5. Change it to the VDN number that the CONVERSANT Solutions platform will receive via the *converse* step. (1000 and 1001 are used in this example.)

   Keep in mind that the DEFINITY switch will pass the phrase number to the CONVERSANT Solutions system. This information from the switch tells the system which announcement to play.
6. Input a phrase tag and press ENTER.
7. Input a phrase description in the Description field if you wish. You may also record your phrase at this time. (See Chapter 5, ''CONVERSANT Solutions Administration'' for more about defining and recording phrases).

8. Press SAVE F3.
9. Repeatedly press CANCEL F6 to return to the main menu.

Vector A — Dynamic Announcement

1. Highlight `Call Vector Configuration` and press ENTER.
2. Highlight `Create New Vector` and press ENTER.
3. Input an appropriate name and description, and press ENTER.

   The description field is for information only.
4. Press CHG_KEYS F8 and CHOICES F2 for a list of valid actions.
5. Highlight `CONVERSE` and press ENTER.
6. Enter the number of digits to collect via the CONVERSE action (4 for this application to match the VDN digit length).
7. Press CHOICES F2 for a list of valid entries for the Load Digits into Variable field.

   The recommended variable for this action is %vdn.
8. Highlight `%vdn` and press ENTER.
9. Press CLOSE F3 to close the CONVERSE action.
10. Move the cursor to the next available line on the vector worksheet and press CHG_KEYS F8 and CHOICES F2 for a list of valid actions.
11. Highlight `DYN_ANNOU` and press ENTER.
12. Define the phrase to play by pressing CHOICES F2 and selecting *%vdn*.
13. Press CLOSE F3 to save the dynamic announce definition.
14. Select `QUIT` as the last action in your vector.
15. Press CHG_KEYS F8 and SAVE F3 to save the vector itself.
16. Use the setup vector to assign the dynamic announcement vector to appropriate CONVERSANT Solutions channels. (See Chapter 5, ‘‘CONVERSANT Solutions Administration’’ for step-by-step instructions.)

DEFINITY Vector

Assumptions: Agent Split is 1, Announcement Extensions are 1000 and 1001, CONVERSANT Solutions split is 2.

1. wait time 2 seconds hearing ringback
2. queue to main split 1 priority medium
3. goto step 8 if oldest call waiting in split 1 > 120 seconds
4. goto step 8 if calls queued in split 1 > 4

5. announcement extension 1000

   (Play brief-delay announcement on Integrated Announcement board or CONVERSANT Solutions standard announcement as set up in Sample Application #1.) "Thank you for calling COMPANY. A representative will be with you shortly. Thank you for your patience."

6. wait time 30 seconds hearing music
7. goto step 5, if unconditionally
8. converse on split 2 passing VDN (must match phrase # on CONVERSANT Solutions system)
9. goto step 5, if unconditionally

Comments

The DEFINITY vector first checks the status of the agent split, based on oldest call in queue and total number of calls in queue. If the call volume is under a given level, as defined by the DEFINITY vector, the caller simply hears a brief message. If the call volume is over the specified level, a dynamic announcement residing on the CONVERSANT platform is played. This might be a longer promotional message designed to fill the caller's time in queue.

At this point, coordinated interaction between the DEFINITY switch and the CONVERSANT Solutions is important. As previously described, the CONVERSANT vector creates phrase numbers for each announcement. The DEFINITY vector, through the *converse* vector step, passes a number, such as a VDN, to the CONVERSANT platform. The CONVERSANT vector uses this number to pinpoint the message to play, and it plays that message over one port to the one caller only. With this type of application, any CONVERSANT Solutions port can play any dynamic announcement on the system.

Anticipated Delay Announcement Application (for Use with DEFINITY G3V3 or G3V2 Switch)

Consider the following business case:

Current Situation

The C Company experiences peak call volume between the hours of 12:00 and 2:00 each weekday. During this time, callers commonly wait more than 15 minutes in a queue for an agent, and many become angry. Company C cannot justify the cost of adding staff to accept more calls during these hours, but it seeks a solution that will smooth peaks in call volume and handle a portion of calls when overall call volume is low.

CONVERSANT Solutions

Anticipated delay announcements are messages that estimate a caller's wait time in queue. This sample application uses the *converse* vectoring step on the G3V2 (or greater) switch to pass each call and its queue position to the CONVERSANT announcement platform. In turn, the platform combines your predefined estimates of staff size and average call duration to determine how long the caller will wait and to play an appropriate delay message.

If you are using a DEFINITY G3V4 switch, consider building the Estimated Wait Time (EWT) application described later in this chapter. EWT uses the switch's estimate of how long a caller must wait for an agent.

CONVERSANT Vector

Add Phrase

1. Highlight `System Administration` at the main menu and press ENTER.
2. Highlight `Speech Administration` and press ENTER.
3. Highlight `Vector Phrase Administration` and press ENTER.
4. Repeat steps 5-8 for each phrase you wish to create. For the application outlined here, you would need to record 3 phrases:
   a. A standard announcement (corresponding to step 5 in the DEFINITY vector later in this section)
   b. A lead phrase for the anticipated delay announcement: "Thank you for calling...wait to be approximately"
   c. A tag phrase for the anticipated delay announcement: "minutes"
5. Highlight `ADD NEW PHRASE` and press ENTER.

   The system will automatically create a phrase number.
6. Input a phrase tag to identify the speech phrase to play and press ENTER.
7. Input phrase text if you wish.
8. Press SAVE F3.
9. Repeatedly press CANCEL F6 to return to the main menu.

NOTE:
To provide the calculated wait, the SPEAK_NUM action uses standard speech that does not need to be recorded. However, you can rerecord this standard speech to provide one consistent voice when speaking an ADA announcement to callers. (See Chapter 5, ''CONVERSANT Solutions Administration'' for more about rerecording standard speech.)

For this application, create a series of four CONVERSANT vectors, as well as a dynamic vector to dynamically allocate vectors to CONVERSANT Solutions channels, as described below:

VECTOR A — Standard Announcement

NOTE:
Standard Announcements are not available over digital (line-side T1) lines.

1. Highlight `Create New Vector` at the Vector Configuration menu and press ENTER.
2. Input an appropriate name and description, and press ENTER.

   The description field is for information only.
3. Press CHG_KEYS F8 and CHOICES F2 for a list of valid actions.
4. Highlight `ANNOUNCE` and press ENTER.
5. Press CHOICES F2 for a listing of existing phrases.
6. Highlight the phrase tag you want and press ENTER.
7. Press CLOSE F3 to save the announcement definition.
8. Select `QUIT` as the last action in your CONVERSANT vector.
9. Press CHG_KEYS F8 and SAVE F3 to save the vector itself.

VECTOR B — Anticipated Delay Announcement

NOTE:
The following steps describe how to create a simple Anticipated Delay Announcement Vector from scratch. To create a series of vectors that provide special announcements when the anticipated delay is especially long or short, use the Anticipated Delay Announcement template described in Chapter 5, ''CONVERSANT Solutions Administration''.

1. Highlight `Create New Vector at the Vector Configuration menu` and press ENTER.
2. Input an appropriate name and description, and press ENTER.
3. Press CHG_KEYS F8 and CHOICES F2 for a list of valid actions.
4. Highlight `CONVERSE` and press ENTER.
5. Press CHOICES F2 for a list of valid entries for the number of digits to collect field.
6. Highlight 3 and press ENTER.
7. Move your cursor to the Load Digits into Variable field and press CHOICES F2.
8. Highlight `%qpos` and press ENTER.

9. Press CLOSE F3 to save the action.
10. Move your cursor to the next available line on the vector worksheet and press CHOICES F2.
11. Highlight `ADA_CALC` and press ENTER.
12. Assign values to the fields for Avg. Call Length, Queue Position (*%qpos*) and Result (*%data1*).
13. Fill in the table with the number of agents staffed over the course of the week.

    It is not necessary to enter zeros to represent times when there are no agents staffed.
14. Press CLOSE F3 to save the action.
15. Move your cursor to the next available line on the vector worksheet and press CHOICES F2.
16. Highlight `ANNOUNCE` and press ENTER.
17. Press CHOICES F2 for a list of existing phrases.
18. Highlight the ADA lead phrase tag and press ENTER.
19. Press CLOSE F3 to save the action.
20. Move your cursor to the next available line on the vector worksheet and press CHOICES F2.
21. Select `SPEAK_NUM` and press ENTER.
22. Press CHOICES F2 for a list of variables.
23. Highlight `%data1` and press ENTER.
24. Press CLOSE F3 to save the action.
25. Move your cursor to the next available line on the vector worksheet and press CHOICES F2.
26. Highlight `ANNOUNCE` and press ENTER.
27. Press CHOICES F2 for a list of existing phrases.
28. Highlight the ADA tag phrase and press ENTER.
29. Press CLOSE F3 to save the action.
30. Select `QUIT` as the last action.
31. Press CHG_KEYS F8 and SAVE F3 to save the vector.

VECTOR — DYNAMIC

(Routes calls to vectors dynamically, based on VDN passed.)

1. Highlight `Create New Vector` at the Vector Configuration menu and press ENTER.
2. Input an appropriate name and description, and press ENTER.

   The description field is for information only.
3. Press CHOICES F8, F2 for a list of valid actions.
4. Highlight `CONVERSE` and press ENTER.
5. Press CHOICES F2 for a list of valid entries for the Number of Digits to Collect field.
6. Highlight 4 and press ENTER.
7. Move your cursor to the Load Digits into Variable field and press CHOICES F2.
8. Highlight `%vdn` and press ENTER.
9. Press CLOSE F3 to save the action.
10. Move your cursor to the next available line on the vector worksheet and press CHOICES F2.
11. Select and define `SWITCH` to send call control to the anticipated delay announcement vector, based on receipt of the corresponding VDN.

    Other VDNs and corresponding CONVERSANT vectors may also be defined here to assign CONVERSANT vector applications to CONVERSANT Solutions channels, based on VDNs passed by the DEFINITY switch.
12. Select `QUIT` as the last action.
13. Press CHG_KEYS F8 and SAVE F3 to save the vector.
14. Use the setup vector to assign the dynamic vector and standard announcement vector to the appropriate CONVERSANT channels.

DEFINITY Vector

Assumptions: Agent split is 1, Announcement Extension is 1000, CONVERSANT Solutions split is 2.

1. wait time 2 seconds hearing ringback
2. queue to main split 1 priority medium
3. goto step 8 if oldest call waiting in split 1 > 120 seconds
4. goto step 8 if calls queued in split 1 > 4

5. announcement extension 1000

   (Play brief-delay announcement on Integrated Announcement board or CONVERSANT Solutions standard announcement.) “Thank you for calling the C Company. At the present time, every agent is busy assisting other customers. Please hold. A representative will be with you shortly.”

6. wait 30 seconds hearing music
7. goto step 5 if unconditionally
8. converse on split 2 priority medium passing VDN and *qpos*.

   (Play announcement on CONVERSANT Solutions platform.) “Thank you for calling the C Company. We estimate your wait to be approximately x minutes.”

9. wait 30 seconds hearing music
10. goto step 3 if unconditionally

NOTE:
VDN will be used to dynamically allocate an anticipated delay announcement vector within a series of ports.

Comments

This application has been outlined to describe one possible call scenario for the anticipated delay announcement application. If this series of vectors meets your needs for anticipated delay announcements, use the Anticipated Delay Announcement template as the basis for anticipated delay announcement applications.

Estimated Wait Time Application (for Use with DEFINITY G3V4 Switch)

Consider the following business case:

Current Situation

The C Company experiences peak call volume between the hours of 12:00 and 2:00 each weekday. During this time, callers commonly wait more than 15 minutes in a queue for an agent, and many become angry. Company C cannot justify the cost of adding staff to accept more calls during these hours, but it seeks a solution that will smooth peaks in call volume and handle a portion of calls when overall call volume is low.

CONVERSANT Solutions

Estimated Wait Time (EWT) announcements are messages that estimate a caller's wait time in queue. This sample application uses the *converse* vectoring step on the G3V4 switch to pass each call and the switch's wait time estimate to the CONVERSANT announcement platform. In turn, the platform uses the EWT action to increase or decrease the switch's estimate by a percentage you specify, round the result up, down, or to the nearest whole number, and at your option, convert it from seconds to minutes. Subsequent actions communicate the revised wait estimate to the caller.

If you are using a DEFINITY G3V3 or G3V2 switch, build the Anticipated Delay Announcement application described earlier in this chapter. This application combines your predefined estimates of staff size and average call duration with queue position information from the switch to determine how long a caller will wait.

CONVERSANT Vector

Add Phrase

1. Highlight `System Administration` at the main menu and press ENTER.
2. Highlight `Speech Administration` and press ENTER.
3. Highlight `Vector Phrase Administration` and press ENTER.
4. Repeat steps 5-8 for each phrase you wish to create. For the application outlined here, you would need to record 3 phrases:
   a. A standard announcement (corresponding to step 5 in the DEFINITY vector later in this section)
   b. A lead phrase for the anticipated delay announcement: "Thank you for calling...wait to be approximately"
   c. A tag phrase for the anticipated delay announcement: "minutes"
5. Highlight `ADD NEW PHRASE` and press ENTER.

   The system will automatically create a phrase number.
6. Input a phrase tag to identify the speech phrase to play and press ENTER.
7. Input phrase text if you wish.
8. Press SAVE F3.
9. Repeatedly press CANCEL F6 to return to the main menu.

NOTE:
To provide the calculated wait, the SPEAK_NUM action uses standard speech that does not need to be recorded. However, you can rerecord this standard speech to provide one consistent voice when speaking an ADA announcement to callers. (See Chapter 5,

''CONVERSANT Solutions Administration'' for more about rerecording standard speech.)

For this application, create a series of four CONVERSANT vectors, as well as a dynamic vector to dynamically allocate vectors to CONVERSANT Solutions channels, as described below:

VECTOR A — Standard Announcement

NOTE:
Standard Announcements are not available over digital (line-side T1) lines.

1. Highlight `Create New Vector` at the Vector Configuration menu and press ENTER.
2. Input an appropriate name and description, and press ENTER.

   The description field is for information only.
3. Press CHG_KEYS F8 and CHOICES F2 for a list of valid actions.
4. Highlight `ANNOUNCE` and press ENTER.
5. Press CHOICES F2 for a listing of existing phrases.
6. Highlight the phrase tag you want and press ENTER.
7. Press CLOSE F3 to save the announcement definition.
8. Select `QUIT` as the last action in your CONVERSANT vector.
9. Press CHG_KEYS F8 and SAVE F3 to save the vector itself.

VECTOR B — Estimated Wait Time Announcement

NOTE:
The following steps describe how to create an Estimated Wait Time Vector from scratch. To create a vector that provides special announcements when the anticipated delay is especially long or short, use the Estimated Wait Time template described inChapter 5, ''CONVERSANT Solutions Administration''.

1. Highlight `Create New Vector` at the Vector Configuration menu and press ENTER.
2. Input an appropriate name and description, and press ENTER.
3. Press CHG_KEYS F8 and CHOICES F2 for a list of valid actions.
4. Highlight `CONVERSE` and press ENTER.
5. Press CHOICES F2 for a list of valid entries for the number of digits to collect field.
6. Highlight 5 (for values up to 99999) and press ENTER.

7. Move your cursor to the `Load Digits into Variable` field and press CHOICES F2.
8. Highlight `%data1` and press ENTER.
9. Press CLOSE F3 to save the action.
10. Move your cursor to the next available line on the vector worksheet and press CHOICES F2.
11. Highlight `EWT` and press ENTER.
12. Optionally, increase or decrease the estimated wait time estimate from the switch by adjusting the `Weighting Index`. The default value of 100% leaves this estimate unchanged.
13. Optionally, change `Resolution` from "Minutes" to "Seconds."
14. Optionally, change `Rounding` from "Up" to "Down."
15. Press CLOSE F3 to save the action.
16. Move your cursor to the next available line on the vector worksheet and press CHOICES F2.
17. Highlight `ANNOUNCE` and press ENTER.
18. Press CHOICES F2 for a list of existing phrases.
19. Highlight the EWT lead phrase tag and press ENTER.
20. Press CLOSE F3 to save the action.
21. Move your cursor to the next available line on the vector worksheet and press CHOICES F2.
22. Select `SPEAK_NUM` and press ENTER.
23. Press CHOICES F2 for a list of variables.
24. Highlight `%data2` and press ENTER.
25. Press CLOSE F3 to save the action.
26. Move your cursor to the next available line on the vector worksheet and press CHOICES F2.
27. Highlight `ANNOUNCE` and press ENTER.
28. Press CHOICES F2 for a list of existing phrases.
29. Highlight the EST tag phrase and press ENTER.
30. Press CLOSE F3 to save the action.
31. Select `QUIT` as the last action.
32. Press CHG_KEYS F8 and SAVE F3 to save the vector.

VECTOR — DYNAMIC

(Routes calls to vectors dynamically, based on VDN passed.)

1. Highlight `Create New Vector` at the Vector Configuration menu and press ENTER.
2. Input an appropriate name and description, and press ENTER.

   The description field is for information only.
3. Press CHG_KEYS F8 and CHOICES F2 for a list of valid actions.
4. Highlight `CONVERSE` and press ENTER.
5. Press CHOICES F2 for a list of valid entries for the Number of Digits to Collect field.
6. Highlight 4 (assuming 4-digit extension numbers) and press ENTER.
7. Move your cursor to the Load Digits into Variable field and press CHOICES F2.
8. Highlight `%vdn` and press ENTER.
9. Press CLOSE F3 to save the action.
10. Move your cursor to the next available line on the vector worksheet and press CHOICES F2.
11. Select and define `SWITCH` to send call control to the estimated wait time vector, based on receipt of the corresponding VDN.

    Other VDNs and corresponding CONVERSANT vectors may also be defined here to assign CONVERSANT vector applications to CONVERSANT Solutions channels, based on VDNs passed by the DEFINITY switch.
12. Select `QUIT` as the last action.
13. Press CHG_KEYS F8 and SAVE F3 to save the vector.
14. Use the setup vector to assign the dynamic vector and standard announcement vector to the appropriate CONVERSANT channels.

DEFINITY Vector

Assumptions: Agent split is 1, Announcement Extension is 1000, CONVERSANT Solutions split is 2.

1. wait time 2 seconds hearing ringback
2. queue to main split 1 priority medium
3. goto step 8 if oldest call waiting in split 1 > 120 seconds
4. goto step 8 if calls queued in split 1 > 4
5. announcement extension 1000

   (Play brief-delay announcement on Integrated Announcement board or CONVERSANT Solutions standard announcement.) “Thank you for calling the C Company. At the present time, every agent is busy assisting other customers. Please hold. A representative will be with you shortly.”

6. wait 30 seconds hearing music
7. goto step 5 if unconditionally

8. converse on split 2 priority medium passing VDN and Estimated Wait Tme (EWT).

   (Play announcement on CONVERSANT Solutions platform) “Thank you for calling the C Company. We estimate your wait to be approximately x minutes.”

9. wait 30 seconds hearing music
10. goto step 3 if unconditionally

NOTE:
VDN will be used to dynamically allocate an estimated wait time announcement vector within a series of ports.

Comments

This application has been outlined to describe one possible call scenario for the estimated wait time delay announcement application. If this series of vectors meets your needs for anticipated delay announcements, use the estimated wait time template as the basis for anticipated delay announcement applications.

Custom Call Routing Application

Consider the following business case:

Current Situation

Agents in the circulation department at D Company provide national coverage for service requests, complaints, and billing inquiries for a variety of daily and weekly publications. For this reason, call handling is prolonged when an agent accepts a call from a customer who needs information or a service that the agent cannot readily provide. The D Company seeks a solution that would allow agents to provide more specialized and responsive service to customers.

CONVERSANT Solutions

By collecting and transferring information about the caller along with the call, Custom Call Routing software allows the call center to chart the path of each call as it is routed to a particular split by means of:

- Automatic number identification (ANI)
- Dialed number information service (DNIS)
- Collected digits

passed from the switch to the CONVERSANT Solutions platform and matched to a system-administrable routing table. In addition, information such as a

customer's account number can be displayed on the agent's telephone as the agent receives the call.

CONVERSANT Vector

Add Table

1. Highlight `System Administration` at the main menu and press ENTER.
2. Highlight `Custom Call Routing Administration` and press ENTER.
3. Highlight `Routing Table Administration` and press ENTER.
4. Select `ADD TABLE` and press ENTER.
5. Populate the fields for table name and, optionally, description.
6. Move your cursor to the Description field and press CLOSE F3 to save the table name.
7. Press CANCEL F6 to return to the Custom Call Routing Administration menu.
8. Select `Import/Export Data from/to Floppy`. Specify the following information on the Import/Export Routing Table form:
   - Import/Export: The direction of the data transfer. Press CHOICES F2 until the Import option appears.
   - Routing Table Name: The name of the table you just created.
   - Drive A or Drive B: The disk drive you are using. Press CHOICES F2 until the option you want appears.
   - Path: The source file's location on disk. Do not include the file name, but be sure to begin and end the path with a forward slash (/). Use this slash also to separate the names of the directories and subdirectories in the path.
   - Filename: The name of the source file. Press DIR 4 for a directory of files on disk and enter the file name.
   - Field delimiter: The delimiter you use in your file to separate items of information. The CONVERSANT Solutions system will use this delimiter to assign information appropriately to columns 1, 2, and 3. Press CHOICES F2 to choose from a list
9. Press SAVE F3.
10. Press CANCEL F6 to return to the main menu.

Vector A - Routing

1. Highlight Call `Vector Configuration` at the main menu and press ENTER.
2. Highlight `Create New Vector` and press ENTER.

3. Input an appropriate name and description, and press ENTER.

   The description field is for information only.

4. Press CHG_KEYS F8 and CHOICES F2 for a list of valid actions.

5. Highlight CONVERSE and press ENTER.

   The fields to define are Number of Digits to Collect and Load Digits into Variable. The recommended choices for this application are 10 digits and the variable *%ani* to collect ANI.

6. Press CHOICES F2 for a list of valid entries for the Number of Digits to Collect field.

7. Highlight 10 and press ENTER.

8. Move your cursor to the Load Digits into Variable field and press CHOICES F2.

9. Highlight %ani and press ENTER.

10. Press CLOSE F3 to save the action.

11. Move your cursor to the next available line on the vector worksheet and press CHOICES F2.

12. Select LOOK_UP to map the ANI passed via the *converse* step to the appropriate agent extension.

13. Press CHOICES F2 for a list of valid entries for the routing table field.

14. Select the name of the table you created for this application and press ENTER.

15. Move your cursor to LOOK_UP and press CHG_KEYS F8 and CHOICES F2 for a list of valid variables.

16. Select %ani and press ENTER.

17. Continue to define the fields as follows:

    - Number of Matches found: %matched
    - Data field 1: %data1 to hold the extension matched to ANI provided
    - Data field 2: %data2 to pass an account number back to the switch, if available).

18. Press CLOSE F3 to save the action.

19. Move your cursor to the next available line on the vector worksheet and press CHOICES F2.

20. Highlight DATA_RTN and press ENTER.

21. Enter a feature access code (FAC). This code must match that defined on the switch for the DATA_RTN action to pass the digits held in the variables *%data1* (containing the routing destination) and *%data2* (containing the digits for the agent's display.)

22. Select QUIT as the last action.

23. Press CHG_KEYS F8 and SAVE F3 to save the vector.
24. Press CANCEL F6 to return to the main menu.

VECTOR - DYNAMIC

1. Highlight `Call Vector Configuration` at the main menu and press ENTER.
2. Highlight `Create New Vector` and press ENTER.
3. Input an appropriate name and description, and press ENTER.

   The description field is for information only.
4. Press CHG_KEYS F8 and CHOICES F2 for a list of valid actions.
5. Highlight `CONVERSE` and press ENTER.
6. Press CHOICES F2 for a list of valid entries for the Number of Digits to Collect field.
7. Highlight 4 and press ENTER.
8. Move your cursor to the Load Digits into Variable field and press CHOICES F2.
9. Highlight `%vdn` and press ENTER.
10. Press CLOSE F3 to save the action.
11. Move your cursor to the next available line on the vector worksheet and press CHOICES F2.
12. Select and define `SWITCH` action to send call control to the appropriate Custom Call Routing vector based receipt of the corresponding VDN (%vdn).
13. Press CHG_KEYS F8 and SAVE F3 to save the vector.
14. Use the setup vector to assign the dynamic vector to the appropriate CONVERSANT Solutions channels. (See Chapter 5, ''CONVERSANT Solutions Administration'' for step-by step instructions.)

NOTE:
Alternatively, this routing application could be defined in the same dynamic vector as previously defined for the ADA application, in order to dynamically allocate the routing or ADA application to a CONVERSANT Solutions channel based on the VDN passed.

DEFINITY Vectors

Assumptions: CONVERSANT Solutions split is 2.

DEFINITY Vector 1000

1. wait 2 seconds hearing ringback
2. converse on split 2 priority med passing vdn and ani
3. wait 0 seconds hearing silence
4. collect 4 digits after announcement none
5. route to digits with coverage y

DEFINITY Vector 1001

1. collect 10 digits after announcement of extension
2. queue to main split 2 priority high

NOTE:
VDN would be used to dynamically allocate multiple Custom Call Routing vectors and mapping calls to appropriate CONVERSANT vectors based on VDN.

Comments

This application has been outlined to describe one possible call scenario for the Custom Call Routing package. If this series of vectors meets your application needs for Custom Call Routing, use the Custom Call Routing template as the basis for Custom Call Routing applications.

Callback Messaging

Consider the following business case:

Current Situation

The C Company has already implemented anticipated delay announcements to tell callers how long they can expect to wait in queue. Now, it wants to offer callers the ability to leave a message requesting a callback when agents are available, or simply to place a request that does not require an agent's assistance.

CONVERSANT Solutions

This Callback Messaging application provides an alternative for the caller who faces a long wait for an agent. The application allows the call center to define and administer a series of prompts for touch-tone and voice information about the caller's identity and needs. Global settings may be adjusted to contact available agents with messages automatically. Or, agents may call in to transcribe messages when they find that their message waiting lamps have been activated. Agents can return calls by commanding the system to dial the touch-tone telephone numbers callers leave with their messages.

CONVERSANT Vector

Assumptions: Speech and vectors for the anticipated delay announcement application have already been defined, recorded, and assigned.

Add Phrase

1. Highlight `System Administration` at the main menu and press ENTER.
2. Highlight `Speech Administration` and press ENTER.
3. Highlight `Vector Phrase Administration` and press ENTER.
4. Highlight `ADD NEW PHRASE` and press ENTER.

   The system will automatically create a phrase number.
5. Input a phrase tag to identify the speech phrase to play and press ENTER.
6. Input phrase text if you wish.
7. Press SAVE F3.

   For this phrase tag, you will need to record speech prompting the caller to choose to leave a message or wait in queue for an available agent. For example, you might record: “If you wish to leave a message for callback, press 1. If you wish to continue to hold, press 2." (See Chapter 5, ‘‘CONVERSANT Solutions Administration’’ for more about defining and recording phrases.)
8. Press CANCEL F6 to return to the Speech Administration menu.
9. Highlight `Mailbox Phrase Administration` and press ENTER.
10. Highlight `ADD NEW PHRASE` and press ENTER.

    The system will automatically create a phrase number.
11. Input a phrase tag to identify the speech phrase to play and press ENTER.
12. Enter phrase text if you wish, and press ENTER.
13. Press SAVE F3.

    Repeat steps 10 through 13 for each phrase you wish to create. For the application outlined here, you need to record 7 phrases:

    - Informational announcement for transcription: “Customer Service Mailbox.”
    - Prompt for caller name: “Please speak your first name and spell your last name.”
    - Prompt for callback telephone number: “Please enter your 10 digit callback number.”
    - Prompt for request: “Please tell us how we can help you today. You will have 30 seconds to state your request.”
    - Closing phrase: “Thank you for leaving a message. We will make every effort to return your call within the next three hours.”
    - Invalid input: “That was an invalid entry. Please try again.”

- No digits received: “We have not received your touch-tone input.”

(See the phrase administration section in Chapter 5, ‘‘CONVERSANT Solutions Administration’’Chapter 5 for assistance in recording and saving phrases.)

14. Repeatedly press CANCEL F6 to return to the main menu.

Mailbox Administration

1. Highlight `System Administration` at the main menu and press ENTER.
2. Highlight `Callback Messaging Administration` and press ENTER.
3. Highlight `Mailbox Administration` and press ENTER.
4. Select CREATE NEW MAILBOX.

   You need to define the following parameters for each mailbox. You may use the CHOICES key to select the appropriate phrases:

   - Mailbox Name: (any appropriate name)
   - Mailbox ID: **111** (or appropriate VDN).
   - Mailbox Password for security in transcription: **111**
   - Mailbox Priority: **0** (or appropriate priority)
   - Transcriber Welcome Phrase: the first phrase you defined in the preceding section
   - Agent access number: **2008** (or corresponding DEFINITY VDN)
   - Time to Wait for an Answer: number of seconds sufficient to hold the message in queue to be answered by an agent
   - Outside Line Access Code: a number, if required
   - Message Retry Interval: number of minutes to wait after contacting an agent with a message and making each subsequent attempt
   - Message waiting light extension: transcriber's extension number
   - Caller good-bye message: the last phrase you defined in the preceding section
   - Notification and Alarms: enter alarm criteria for old and overflow messages, if you wish
   - Message Closing Phrase: the final phrase to play to the caller following message drop, usually a goodbye phrase.

5. Press NEXTPAGE F5 to define the messaging prompts for your mailbox.
6. In the first column, enter **Data** (for touch-tone or passed parameter data), **Record** (for voice input), or **Schedule** (to prompt the caller to schedule a time for callback) to identify the type of input to expect after each prompt.
7. Press DEFINE F4 to configure each prompt
   - Select the appropriate phrases.

- Number of digits for touch-tone and Caller Phone Number
- Length of the message in seconds for voice input
- Whether or not to speak back responses to the agent
- Whether or not to have the caller confirm inputs
- Segment required to save message, etc.

8. Press CLOSE F3 twice to return to the Callback Administration menu.
9. Highlight `Mailbox Global Settings` and press ENTER.

   You need to define the following global parameters:

   - Retry Interval: 2 minutes
   - Agent Access Channel(s): **0-1(the number or range of numbers for ports to use for callback**
   - Channel Access Mode: Auto or number from 1 - 999, in minutes, to wait between callback attempts
   - Message Waiting Lamp Access Channel: the number of a port that you can dedicate to this function.
   - Message Waiting Lamp ON Code: the feature access code corresponding to your switch
   - Message Waiting Lamp OFF Code: the feature access code corresponding to your switch
   - Local Area Code: your local area code
   - Call Back Conference Time: 120 seconds
   - Type transfer to caller: “Intelligent” if all channels connecting the CONVERSANT with your PBX are analog; “Blind” if any of these ports are digital (line-side T1).

10. Press CLOSE F3 to return to the Callback Administration menu.
11. Highlight `Agent Callback Hours` and press ENTER.
12. Fill in the table to indicate that you would like agent callback to be attempted between the hours of 2:00 PM and 4:00 PM.
13. Press CLOSE F3 to return to the Callback Administration menu.
14. Press CANCEL F6 twice to return to the main menu.

For the vectors in this Callback Messaging application,

- Use Vector A from the Anticipated Delay Announcement sample application just as it is.
- Use Vector B from the Anticipated Delay Announcement sample application, but change its QUIT action to an unconditional GOTO action so that call control can pass to the next vector in the series, namely, the menu vector C created through steps a. — z. below.

- Create a dynamic vector by following steps a. — k. under the heading VECTOR-DYNAMIC in this section, or modify the dynamic vector you created for the Anticipated Delay Sample Application.

By way of review, here are the two vectors from the previous sample application. Remember to use the unconditional GOTO action in documentation step 30 of vector B to move call control to then next menu vector in the series.

VEC TOR A —	Standard announcement (See standard announcement CONVERSANT vector for ADA application.)
VEC TOR B —	Anticipated Delay (See CONVERSANT vector for ADA application.)

Next, create vectors C, D, E, and F as follows.

Vector C — Menu Options

a. Highlight `Call Vector Configuration` and press ENTER.

b. Highlight `Create New Vector` and press ENTER.

c. Input an appropriate name and description,, and press ENTER.

d. The description field is for information only.

e. Press CHG_KEYS F8 and CHOICES F2 for a list of valid actions.

f. Highlight `MENU` and press ENTER.

g. Press CHOICES F2 for a list of valid prompt phrase tags. Select the phrase you recorded in Step 7 in the Add Phrase section of this exercise.

   You need to define the following parameters:

   - Number of digits to collect, min: 1
   - Number of digits to collect, max: 1
   - Place in Variables, input: *%ci_value*

h. Use the default output variable, *%data1*.

i. Next, define valid inputs. Fill in the table as follows:

Valid Input	Output Value	Goto Vector
1		CONT
1		CONT

j. Press NEXT PAGE F5, to define parameters for invalid entries.

k. Select the invalid input phrase previously recorded for each of the following scenarios:

- Caller's input not on list
- Caller did not enter 1st digit within time allowed.

l. Caller did not enter minimum number of digits required

m. Use the default values for Max. number of tries, and define the same new vector as the GOTO vector for each scenario. (This vector will be created in the next sequence of this exercise. Fill in the number now, if you know it, or after you have created the new vector.)

n. Select the phrase created previously for transfer to an operator as the phrase for no more tries.

o. Press CLOSE F3 to save this action.

p. Move your cursor to the next available line on the vector worksheet and press CHOICES F2.

q. Highlight `DATA_RTN` and press ENTER.

r. Enter a feature access code (FAC).

s. Move your cursor to the Data Return Segment 1 field and press CHOICES F2.

t. Highlight `%ci_value` and press ENTER.

u. Press CLOSE F3 to save this action.

   For this application, we will send the digits collected to the DEFINITY which will evaluate whether the caller wishes to remain in queue, or leave a message for callback. This makes it possible to take the call out of queue should the caller choose to leave a message.

   This is accomplished by routing the caller to a DEFINITY vector that accesses the message drop vector in a status that is not queued to an agent.

   DEFINITY vector steps 9 - 11 describe how to collect the digits from the CONVERSANT DATA_RTN action. The DEFINITY vector then evaluates these digits to determine how to route the call. (1 = message drop vector. 2 = remain in queue)

v. Press CHG_KEYS F8 and SAVE F3 to save the vector.

Vector D — Data_Return Vector

w. There is one remaining vector in this series to handle invalid inputs: Vector D — Transfer Vector.

x. Highlight `Create a New Vector` at the Vector Configuration menu and press ENTER.

y. Input an appropriate name and corresponding description.

z. The vector description is for information only.

aa. Press CHG_KEYS F8 and CHOICES F2 for a list of valid actions.

ab. Highlight `DATA_RTN` and press ENTER.

ac. Enter the extension of the operator who will handle callers who enter invalid inputs. (You will need to create corresponding steps in your Definity Vector to collect the return digits and route the call to the appropriate extension.)

Vector E — Message Drop

a. Highlight `Create a New Vector` at the Vector Configuration menu and press ENTER.

b. Input an appropriate name description and press ENTER.

c. The vector description is for information only.

d. Press CHG_KEYS F8 and CHOICES F2 for a list of valid actions.

e. Highlight `MSG_DROP` and press ENTER.

f. Press CHOICES F2 for a list of existing mailbox numbers and valid variable names.

NOTE:
Because the MSG_DROP action can use the value of a variable instead of a specific number to determine which mailbox to activate, you could also create separate mailboxes for a number of possible vdn values. By first using these vdn values as the numbers for new mailboxes and then by using the variable *%vdn* in a MSG_DROP action, you could allocate mailboxes dynamically.

g. Highlight the number of the mailbox you want to use and press ENTER.

h. Press CLOSE F3 to save the mailbox definition.

i. Select `QUIT` as the last action in your vector

j. Press CHG_KEYS F8 and SAVE F3 to save the vector.

Vector F — TranscribeHighlight Create a New Vector at the Vector Configuration Menu and press ENTER.

k. Input an appropriate name and corresponding description.

The vector description is for information only.

l. Press CHG_KEYS F8 and CHOICES F2 for a list of valid actions.

m. Highlight `TRANSRIBE` and press ENTER.

Do not enter a mailbox number to use. By leaving this field blank, you instruct the system to prompt the agent for a value.

NOTE:
You must also leave the TRANSRIBE action blank if you use the variable *%vdn* to activate mailboxes dynamically. Alternatively, you can create a Transribe vector for each mailbox and hard-allocate these vectors to ports.

n. Press CLOSE F3 to save this action.

o. Select `QUIT` as the last action.

p. Press CHG_KEYS F8 and SAVE F3 to save the vector.

VECTOR — DYNAMIC

a. Highlight `Call Vector Configuration` at the main menu and press ENTER.

b. Highlight `Create New Vector` and press ENTER.

c. Input an appropriate name description and press ENTER.

d. Press CHG_KEYS F8 and CHOICES F2 for a list of valid actions.

e. Highlight CONVERSE and press ENTER.

f. Press CHOICES F2 for list of valid entries for the Number of Digits to Collect field.

g. Highlight 4 and press ENTER.

h. Move your cursor to the Load Digits into Variable field and press CHOICES F2.

i. Highlight %vdn and press ENTER.

j. Press CLOSE F3 to save the action.

k. Move your cursor to the next available line on the vector worksheet and press CHOICES F2.

The next action to define is SWITCH, which moves control of the call depending upon the value of the variable.

l. Select and define SWITCH to send call control to:

- ADA if 2006 is accepted
- Message Drop if 2007 is accepted

NOTE:
Because the MSG_DROP action can use the value of a variable instead of a specific number to determine which mailbox to activate, you could create separate mailboxes for a number of possible vdn values. By first using these vdn values as the numbers for new mailboxes and then by using the variable *%vdn* in a MSG_DROP action, you could allocate mailboxes dynamically.

m. Press CHG_KEYS F8 and SAVE F3 to save the vector.

n. Use the setup vector to assign the dynamic vector, transcribe vector, and standard announcement vector to the appropriate CONVERSANT Solutions channels. (See Chapter 5, ''CONVERSANT Solutions Administration'' for step-by-step instructions.)

DEFINITY Vector

Assumptions: CONVERSANT Solutions split for the dynamic vector is 2; the CONVERSANT hunt group for transcription is 3.

Anticipated Delay Announcement Vector (VDN 2006)

1. queue to main split 1 priority medium
2. wait 10 seconds hearing ringback

3. goto step 8 if oldest call waiting in split 1 > 120 seconds
4. goto step 8 if calls queued in split 1 > 4
5. announcement extension 1000

   (Play brief-delay announcement on Integrated Announcement board or CONVERSANT Solutions standard announcement.) “Thank you for calling the C Company. At the present time, all of our representatives are busy assisting other customers. Please hold. A representative will be with you shortly.”
6. wait 30 seconds hearing music
7. goto step 5 if unconditionally
8. converse on split 2 priority medium passing VDN and qpos (hear announcement on CONVERSANT Solutions Platform) “Thank you for calling the C Company. We estimate your wait to be approximately (EWT) minutes. To leave a message for callback, press 1. To continue to hold for an agent, press 2."
9. collect 1 digits after announcement none
10. route to number 2007 if digit equals 1
11. goto step 5 if digit equals 2

Message Drop Vector (VDN 2007)

1. wait 2 seconds hearing ringback
2. converse on split 2 priority m passing vdn

Agent Access Number (VDN 2008)

1. goto step 4 if calls queued in split 10 is > 1
2. queue to main split 10
3. stop
4. busy
5. disconnect

Transcribe Vector (VDN 2009)

1. wait 2 seconds hearing ringback
2. route to number 3 if unconditionally

NOTE:
VDN would be used to dynamically allocate multiple callback messaging vectors, mapping calls to appropriate CONVERSANT vectors based on VDNs. When defining the DEFINITY VDN for the anticipated delay announcement vector, you must enable the override VDN 2006 in order to pass the unique VDN for the message drop vector.

Comments

In this scenario, an agent access VDN (2008) has been established to gauge collective agent availability before delivering messages to agents. Message waiting lamps are lit to alert transcribers that messages await.

The system has been administered to allow agents two minutes to tell whether or not they have reached the correct party after they launch an automatic call back. With ample time to make this determination, agents are likely to use the launch and delete message option from the playback menu when automatically launching a callback, because they enjoy the ability to override the message delete default selected. For those callbacks that are not successful, the agent can save the message and jot down its number in order to access it and retry the callback at a later time.

(See Chapter 3, ‘‘CONVERSANT Callback Messaging’’ for a callback call flow, call launching options, and default administration options.)

Application Quick Start

7

This chapter presents some checklists to help you set up your CONVERSANT vectors and allocate ports for your announcements.

Overview of Application Quick Start

Before you begin setting up any application, read this chapter, as well as the material suggested in *About This Book* at the beginning of this book.

When you sit down in front of the system administration screen to write your application, it may help to:

1. Define the basic call flow.
   - Define how you want the application to sound to the caller.
   - Identify all phrases required.
   - Record all phrases (phrases must be defined but not recorded before they are assigned to CONVERSANT vectors).
2. Decide how your ports will be allocated on the call center platform. Calculate the number needed for:
   - Hard-allocated vectors playing standard announcements
   - Other hard-allocated vectors
   - Dynamic vectors

   Remember, applications may be directly assigned to a particular channel on the CONVERSANT platform, meaning that all calls directed to that port will initiate the same announcement or application. These are known as

"hard-allocated" channels. All standard announcements must be hard allocated to ports because they are treated as announcement extensions of the switch.

Ports may also be allocated dynamically, meaning that all calls directed to that port will initiate an application that corresponds with the value of an argument sent to the PBX using the *converse* step.

Each of the following checklists assumes that CONVERSANT vectors will be hard allocated to channels on the CONVERSANT Solutions system.

3. Identify the information required to pass from the DEFINITY to your CONVERSANT application via the *converse* step. For example:
   - ADA or Speak Queue Position requires queue position.
   - EWT requires a wait time estimate.
   - Message Drop may use VDN.
   - Dynamic vector allocation requires VDN or prompted digits (although prompting may also be done on the CONVERSANT platform).
   - Dynamic port allocation requires VDN or prompted digits (although prompting may also be done on the CONVERSANT platform).
   - Routing requires an argument such as ANI, prompted digits, or VDN.

   Consider carefully the number and order of the arguments to pass.

   Remember that any CONVERSANT vectors you set up that will be accepting information via the *converse* step should include the CONVERSE action as the first action within the vector. If you will be allocating vectors dynamically, VDN (or the argument for allocation) should be the first argument you send via the *converse* step.

4. Filling in the following checklist forms and worksheets manually may also help you define your application before system set-up. Also see the Chapter 6, *Sample Applications* and Chapter 5, *CONVERSANT Solutions Administration* for specific call scenarios that include setting up applications and recording phrases.

5. Follow the steps outlined in Chapter 5, ''CONVERSANT Solutions Administration'' and Chapter 8, *Index of Actions and Variables* for recording and assigning announcements to CONVERSANT vectors.

   Photocopy the following blank CONVERSANT vector worksheet in Figure 7-1 for help drafting applications on paper before administration at the screen.

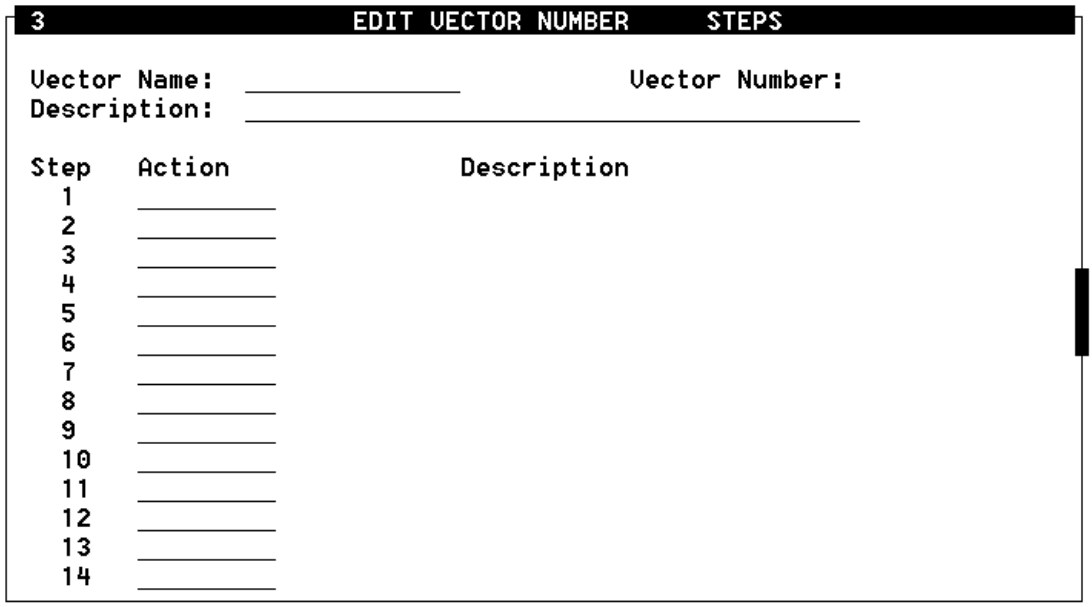


Figure 7-1. CONVERSANT Vector Worksheet

See Chapter 8, ''Index of Actions and Variables'' for a complete list of available actions and parameters for CONVERSANT applications.

To print worksheets for template vectors, activate the template you want, choose `report administration` from the System Administration menu, select `vector profile report`, and choose the print option.

Refer to your DEFINITY vectoring guide for a listing of actions and parameters for DEFINITY vectors.

Standard Announcement Checklist

Photocopy the blank standard announcement checklist below and the table of vectors in Table 7-1, for help drafting, defining, and archiving administration parameters for your DEFINITY and CONVERSANT vectors.

NOTE:
Standard Announcements are not available over digital (line-side T1) lines.

Standard Announcement Checklist

1. Script the phrase(s) you will need to record for standard announcements. ___
2. Follow the steps outlined for Speech Administration in Chapter 5, ''CONVERSANT Solutions Administration'' and the ANNOUNCE action in Chapter 8, ''Index of Actions and Variables'' to record announcements and assign them to CONVERSANT vectors. At a minimum, your vector should contain the ANNOUNCE and QUIT actions. ___
3. Make a note of the CONVERSANT vector number(s) you will use for standard announcements. You will need to use the setup vector to assign these announcement vectors to particular announcement extensions. ___
4. Make sure that the CONVERSANT channels that will be used for standard announcements are set up as announcement extensions on the switch. Use Table 7-1 to map ports for your application. ___ For example,

Vector 1 Phrase All agents are busy at this time Channel 0 Extension 1329

Table 7-1. CONVERSANT Vectors and Channels

Vector _____	Phrase _____	Channel _____	Extension _____
Vector _____	Phrase _____	Channel _____	Extension _____
Vector _____	Phrase _____	Channel _____	Extension _____
Vector _____	Phrase _____	Channel _____	Extension _____
Vector _____	Phrase _____	Channel _____	Extension _____
Vector _____	Phrase _____	Channel _____	Extension _____
Vector _____	Phrase _____	Channel _____	Extension _____
Vector _____	Phrase _____	Channel _____	Extension _____
Vector _____	Phrase _____	Channel _____	Extension _____
Vector _____	Phrase _____	Channel _____	Extension _____

5. Assign standard announcements to channel(s) with the setup vector. Also make sure to assign these channels to the service called "ccc." Remember that CONVERSANT Solutions channels that are assigned as announcement extensions cannot be dynamically-allocated for other CONVERSANT applications, nor can they be used for Speech Administration. ___
6. Complete all CONVERSANT vectors before setting up your DEFINITY vector to access these standard announcements. Follow instructions in Chapter 5, ''CONVERSANT Solutions Administration'' to place these new vectors in service. ___

Dynamic Announcement Checklist

Photocopy the following blank dynamic announcement checklist and the table of VDNs and phrase numbers in Table 7-2 for help drafting, defining, and archiving administration parameters for your DEFINITY and CONVERSANT vectors.

Dynamic Announcement Checklist

1. Script the phrase(s) you will need to record for dynamic announcements. ___
2. Follow instructions for Speech Administration in Chapter 5, ''CONVERSANT Solutions Administration'' to record your announcements. Make sure that the VDNs on the switch match the phrase numbers for dynamic announcements on the CONVERSANT Solutions system. (Although a phrase number is assigned automatically in Speech Administration, you can change a phrase number when you create a phrase, to match the corresponding VDN for that phrase.) Dynamic announcements use the *converse* step to pass VDN to the CONVERSANT platform to play announcements dynamically. ___
3. Follow instructions for the CONVERSE step and dynamic announcements in Chapter 8, ''Index of Actions and Variables'' to set up dynamic announcements. Make sure your CONVERSANT vector includes a CONVERSE action to gather VDN from the DEFINITY switch and that the corresponding DEFINITY vector includes a *converse* step to pass VDN. At a minimum, your Dynamic vector should contain the following steps: CONVERSE (to collect VDN), ANNOUNCE (to speak the phrase corresponding to the VDN), and QUIT. ___

   Use Table 7-2 to map VDN to phrase numbers.

Table 7-2. VDNs and Phrase Numbers

VDN ____ for _____Announcement; Matching Phrase # _____
VDN ____ for _____Announcement; Matching Phrase # _____
VDN ____ for _____Announcement; Matching Phrase # _____
VDN ____ for _____Announcement; Matching Phrase # _____
VDN ____ for _____Announcement; Matching Phrase # _____
VDN ____ for _____Announcement; Matching Phrase # _____
VDN ____ for _____Announcement; Matching Phrase # _____
VDN ____ for _____Announcement; Matching Phrase # _____
VDN ____ for _____Announcement; Matching Phrase # _____
VDN ____ for _____Announcement; Matching Phrase # _____

4. Make a note of the CONVERSANT vector number(s) that will be used for dynamic announcements. These will need to be assigned in the setup vector to allocate announcements dynamically.

   The DEFINITY vector must *converse* on a split (hunt group) containing the channels assigned to dynamic announcements on the CONVERSANT platform. Use the following table of CONVERSANT vectors (Table 7-3) to map ports for your application:

Table 7-3. CONVERSANT Vectors, Channels, and Splits (containing CONVERSANT ports).

Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____

5. Use the setup vector to assign dynamic announcements to CONVERSANT channel(s). Also be sure to assign this channel to the service named "ccc". ___
6. Complete all CONVERSANT vectors before setting up your DEFINITY vector to access these dynamic announcements. Place new vectors in service to cut over your dynamic announcements. ___

Anticipated Delay or Queue-Position Announcement Checklist (Before the G3V4 Switch)

Photocopy the following blank anticipated delay or queue-position announcement checklist for help drafting, defining, and archiving administration parameters for your DEFINITY and CONVERSANT vectors.

Anticipated Delay or Queue-Position Announcement Checklist

1. Script the phrase(s) you will need to record for anticipated delay announcements. Remember to define and record phrases for call instances such as no agents staffed, as well as alternative announcements you may wish to play in the event that the wait time is very long. In this case, you may wish to place the caller directly into a mailbox, or suggest an alternative time to call, rather than provide an option to wait in queue. Conversely, if waiting time is very short, you may not wish to give them the option to leave a message. ___

   NOTE:
   You may consider defining and recording the following phrases through Phrase Administration:

   - Menu option for leaving a message
   - Messages in case the caller makes an invalid selection

2. Talkfile 241 contains phrases for numbers one through 10; 20 through 100 in ten digit increments; one thousand; and one million. These are used specifically in estimated wait time announcements and in other applications when SPEAK_NUM is used to speak numbers to callers. For example:

   "Your estimated wait time is... three... minutes."

   NOTE:
   When rerecording standard speech for numbers, be sure to imitate the inflections that were used in the original phrases. Each phrase must be at least 1 second long. Also, record 100; 1000 and 1,000,000 without the preceding "one" (i.e. hundred, thousand, million) standard speech concatenates these together to speak numbers (i.e. one.hundred, two.million, etc.)

3. Anticipated delay and queue-position announcements use the *converse* step to pass queue position from the DEFINITY switch to the CONVERSANT Solutions system, so that the CONVERSANT system can calculate about how long a caller can expect to wait and then inform the caller. Make sure your DEFINITY vector is set up to pass, and your CONVERSANT vector to receive, queue position. ___

If you will be allocating ports for ADA or queue position announcements dynamically, you will also need to pass VDN or prompted digits via the *converse* step. A VDN must precede a queue position. (See the section of this chapter related to dynamic vector allocation for help setting up this vector.)

4. Note the average call length for the call center, and the number of agents staffed for each given hour of the week. Gather this information before you set up your CONVERSANT vectors.___

5. Read the information about vector templates in Chapter 5, ''CONVERSANT Solutions Administration'' whether you decide to use these templates or create your ADA or queue-position announcements from scratch instead. Note the CONVERSANT vector number(s) of the first CONVERSANT vector that will be used for anticipated delay or queue-position announcements. This is the vector that must contain the *converse* step to gather queue position from the PBX. The template does not automatically include the CONVERSE action in this first vector, however. You must add and define the CONVERSE action manually. Then, you must either assign the vector to a port through the setup vector or activate it through the SWITCH action in the dynamic vector allocation application discussed later in this chapter.

NOTE:
Refer to Chapter 8, ''Index of Actions and Variables'' for information about the MENU action you can use before the ADA application to offer callers the option to wait in queue or leave a message. If the caller chooses to leave a message, you should dequeue the call before the message drop function. You can accomplish this by returning an argument to the PBX (to be collected by a *collect digits* step in your DEFINITY vector), and then routing the call to another DEFINITY vector to take the call out of queue. The second DEFINITY vector can either queue the call to the CONVERSANT split assigned to Message Drop or pass the VDN (via the *converse* step) to dynamically allocate the Message Drop function to any port in that split.

The DEFINITY vector must *converse* on a split (hunt group) containing the channels assigned to ADA or queue-position announcements on the CONVERSANT system. Use Table 7-4 to map ports for your application:

Table 7-4. CONVERSANT Vectors, Channels, and Splits for Anticipated Delay Announcements

Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____

6. Use the setup vector to assign the anticipated delay announcement vectors to channel(s). Also make sure to assign these channels to the service called “ccc.” (See the section of this chapter on dynamic vector allocation for assigning these vectors dynamically.) ___
7. Complete all CONVERSANT vectors before setting up your DEFINITY vector to access these ADA or queue-position announcements. Place new vectors in service to cut over the ADA application. ___

Estimated Wait Time Announcement Checklist (Beginning with the G3V4 Switch)

Photocopy the following blank estimated wait time announcement checklist for help drafting, defining, and archiving administration parameters for your DEFINITY and CONVERSANT vectors.

Estimated Wait Time Announcement Checklist

1. Script the phrase(s) you will need to record for estimated wait time announcements. Remember to define and record phrases for call instances such as no agents staffed, as well as alternative announcements you may wish to play in the event that the wait time is very long. In this case, you may wish to place the caller directly into a mailbox, or suggest an alternative time to call, rather than provide an option to wait in queue. Conversely, if waiting time is very short, you may not wish to give them the option to leave a message. ___

   NOTE:
   You may consider defining and recording the following phrases through Phrase Administration:

   - Menu option for leaving a message

2. Messages in case the caller makes an invalid selection

   Talkfile 241 contains phrases for numbers one through 10; 20 through 100 in ten digit increments; one thousand; and one million. These are used specifically in estimated wait time announcements and in other applications when SPEAK_NUM is used to speak numbers to callers. For example:

   “Your estimated wait time is... three... minutes.”

   NOTE:
   When rerecording standard speech for numbers, be sure to imitate the inflections that were used in the original phrases. Each phrase must be at least 1 second long. Also, record 100; 1000 and 1,000,000 without the preceding “one” (i.e. hundred, thousand, million) standard speech concatenates these together to speak numbers (i.e. one.hundred, two.million, etc.)

3. The Estimated Wait Time template uses the *converse* step to pass a preliminary wait time estimate from the DEFINITY switch to the CONVERSANT Solutions system, so that the CONVERSANT system can recalculate this estimate and then inform the caller. Make sure your DEFINITY vector is set up to pass, and your CONVERSANT vector to receive, estimated wait time. ___

If you will be allocating ports for EWT announcements dynamically, you will also need to pass VDN or prompted digits via the *converse* step. A VDN must precede a queue position. (See the section of this chapter related to dynamic vector allocation for help setting up this vector.)

4. Decide whether to increase or decrease the switch's estimate, round the result up, down, or to the nearest whole number, and/or convert it from seconds to minutes. You can use the SET action after the EWT action to perform additional calculations.
5. Read the information about vector templates in Chapter 5, ''CONVERSANT Solutions Administration'', whether you decide to use these templates or create your EWT announcements from scratch instead. Note the CONVERSANT vector number(s) of the first CONVERSANT vector that will be used for estimated wait time announcements. This is the vector that must contain the *converse* step to gather queue position from the PBX. The template does not automatically include the CONVERSE action in this first vector, however. You must add and define the CONVERSE action manually. Then, you must either assign the vector to a port through the setup vector or activate it through the SWITCH action in the dynamic vector allocation application discussed later in this chapter.

NOTE:
Refer to Chapter 8, ''Index of Actions and Variables'' for information about the MENU action you can use before the EWT application to offer callers the option to wait in queue or leave a message. If the caller chooses to leave a message, you should de-queue the call prior to the message drop function. You can accomplish this by returning an argument to the PBX (to be collected by a *collect digits* step in your DEFINITY vector), and then routing the call to another DEFINITY vector to take the call out of queue. The second DEFINITY vector can either queue the call to the CONVERSANT split assigned to Message Drop or pass the VDN (via the *converse* step) to dynamically allocate the Message Drop function to any port in that split.

The DEFINITY vector must *converse* on a split (hunt group) containing the channels assigned to EWT announcements on the CONVERSANT system. Use Table 7-4 to map ports for your application:

Table 7-5. CONVERSANT Vectors, Channels, and Splits for Estimated Wait Time Announcements

Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____

6. Use the setup vector to assign the estimated wait time announcement vectors to channel(s). Also make sure to assign these channels to the service called “ccc.” (See the section of this chapter on dynamic vector allocation for assigning these vectors dynamically.) ___
7. Complete all CONVERSANT vectors before setting up your DEFINITY vector to access these EWT announcements. Place new vectors in service to cut over the EWT application. ___

Callback Messaging Checklist

Photocopy the following blank Callback Messaging checklist for help drafting, defining, and archiving administration parameters of your DEFINITY and CONVERSANT vectors.

1. Script the phrase(s) you will need to record for Callback Messaging. ___

   Script the phrases for prompting information you will need from the caller and whether this information will be gathered using touch-tone or recorded voice input. You may consider the following phrases (which you will define and record in mailbox phrase administration):

   - Name (defined as a record field)
   - Account number (defined as a data field)
   - Telephone number (defined as a data/phone field)
   - Reason for call (defined as a record field)
   - Scheduled time for callback (defined as a schedule field)
   - Others...

   Follow instructions in Chapter 5, ''CONVERSANT Solutions Administration'' for recording Callback Messaging speech and setting up mailboxes.

2. If you are using the Scheduled time for callback feature, the following are guidelines for recording scheduling prompts.

   Talkfile 243 contains phrases used in Message Drop for confirmation and scheduling of callbacks. It is recommended that phrases for scheduling callbacks be rerecorded to provide callers with guidelines for scheduling callbacks based on the hours of operation for your call center. Confirm messages are available both for confirmation of caller input, and verification of passed parameters, including information that has not been provided by the caller, such as ANI. (See Chapter 5, ''CONVERSANT Solutions Administration'' for additional information about configuring mailboxes for passed parameters.)

   Following is a list of phrases that may be rerecorded, and guidelines for doing so.

   The first seven phrases listed next pertain to scheduling callbacks. Following are some general guidelines:

   - Because the system does not restrict most valid future callback times or dates, include recommendations for callback times based on your call center hours of operation so callers do not request callbacks for midnight, when your call center only operates from 8:00 AM to 5:00 PM.

- Also, callers should be familiar with the time zone of your call center in order to make scheduling requests that are appropriate. For example, callers in California should know they are requesting times in the eastern standard time zone and should be directed to adjust their inputs accordingly.
- Also, depending upon how your CONVERSANT Solutions system is sized and configured (see Appendix B, Port Sizing Guidelines and the information about mailbox configuration elsewhere in this chapter), times requested are the times at which messages are available for delivery to an agent. Actual delivery times will be based on agent availability at the time and CONVERSANT port availability for callback. Consider including in your schedule prompt or caller good-bye phrase, (see Mailbox Configuration elsewhere in this chapter) the commitment that you will attempt to call them back as soon as an agent becomes available after the requested time.

Following is a list of phrases that may be rerecorded, and specific guidelines for doing so:

— Phrase number 1000: Schedule callback immediately

As recorded: *To schedule callback immediately, press 1*

Recommended: The promise to return a call immediately, or in approximately the timeframe of the estimated wait time message provided, is relative to the availability of agents and CONVERSANT ports to return messages to agents. It is recommended that “Immediate” callback be included in the scheduling prompt only if your CONVERSANT system includes port capacity sufficient to hold messages in queue for agents when they become available, and the mailboxes are set to AUTO mode. (See more on Mailbox Configuration in this chapter). Alternatively, set a realistic callback expectation for your callers such as, “To receive a callback as soon as an agent becomes available, press 1. Remember that even if one or more schedule options is disabled (See Mailbox Administration elsewhere in this chapter) the valid entry for each prompt remains unchanged. For example, if the only scheduling options available to the caller were immediate and later date, the menu options would be 1 and 3, respectively, and should be recorded accordingly.

— Phrase number 1001: Schedule callback later today.

As recorded: *For a callback later today, press 2.*

Recommended: It is important to include the hours of operation of your call center somewhere within the schedule menus. You may choose to include guidelines within this menu, for example, “To request a callback for a time before 5:00 PM EST today, press 2.” Options are also suggested for phrase 1004 and the main schedule prompt described above. Remember that even if one or more schedule options is disabled (See Mailbox Administration

elsewhere in this chapter) the valid entry for each prompt remains unchanged. For example, if the only scheduling options available to the caller were later today and later date, the menu options would be 2 and 3, respectively, and should be recorded accordingly.

— Phrase number 1002: Schedule callback for later date.

As recorded: *To schedule a callback for a later date, press 3.*

Recommended: Although the system allows the caller to enter any month up to 11 months in advance of the current date for maximum flexibility, you may not want to provide your callers with the option to schedule callbacks this far in the future. Consider bounding the timeframe in this prompt to set a clear direction for callers. For example, “To schedule a callback for later this month, press 3.” Remember that even if one or more schedule options is disabled (See Mailbox Administration in Chapter 5, ‘‘CONVERSANT Solutions Administration’’, System Administration) the valid entry for each prompt remains unchanged. For example, if the only scheduling options available to the caller were immediate and later date, the menu options would be 1 and 3, respectively, and should be recorded accordingly.

— Phrase number 1003: Enter a.m or p.m

As recorded: *Enter 1 for AM, 2 for PM.*

Recommended: As recorded.

— Phrase number 1004: Enter the callback hour.

As recorded: *Please enter the hour you would like us to call you back. Use numbers 1 through 12 to represent the hour.*

Recommended: Include in your prompt the hours of operation of your call center. For example, if callbacks will not be placed after 5:00 p.m., be sure to direct the caller not to enter a time following that time. For example, “Please enter the hour you would like us to call you back. Enter any convenient time within our regular business hours of 8:00 a.m to 5:00 p.m Monday through Saturday.” Be sure to include guidelines for entering months, as provided in the example above.

NOTE:
The system does not restrict any valid hour from input. (For additional information on valid schedule inputs, see Chapter 5, ‘‘CONVERSANT Solutions Administration’’, *System Administration*.) Callers entering a time later than 5:00 PM in the previous example would receive a callback from the first available agent on the following day.

— Phrase number 1005: Enter the day of the month.

As recorded: *Please enter the day of the month you wish to schedule a callback. For example, the fourteenth day of the month would be entered as one-four.*

Recommended: Include in your prompt the days of operation of your call center. For example, if callbacks will not be placed on Sundays, be sure to direct the caller not to enter days of the month that fall on Sundays. For example, "Please enter the day of the month you wish to schedule a callback. Do not enter days of the month corresponding to Sundays." Be sure to include guidelines for entering days of the month, as provided in the example above.

NOTE:
The system does not restrict any valid day of the month from input. Callers entering Sunday in the previous example would receive a callback from the first available agent on the following Monday.

— Phrase number 1006: Enter the number of the month.

As recorded: *Please enter the number of the month you wish to schedule a callback. For example, April would be entered as four and December would be entered as one-two. To schedule a callback for the current monthly, press the pound key.*

Recommended: Although the system allows the caller to enter any month up to 11 months in advance of the current date for maximum flexibility, you may not want to provide your callers with the option to schedule callbacks this far in the future. Consider bounding the timeframe in your message. For example, "Please enter the number of the month in which you wish to schedule a callback. The current or next month are accepted." Be sure to include guidelines for entering months, as provided in the example above.

NOTE:
Because month entries are not restricted by the system, the prompt provided is a guideline for the caller does not necessarily prevent the caller from entering a month up to 11 months in the future.

— Phrase number 1007: You entered...

As recorded: *You entered...*

Recommended: As recorded.

— Phrase number 1008: Not enough digits

As recorded: *Not enough digits entered. Please try again.*

Recommended: As recorded.

— Phrase number 1009: If correct, press 1. If incorrect, press 2.

As recorded: *If this is correct, press 1. If this is incorrect, press 2.*

Recommended: As recorded.

— Phrase number 1010: To approve, 1. To playback, 2. To rerecord, 3.

As recorded: *To approve, press 1. To playback, press 2. To rerecord, press 3.*

Recommended: As recorded.

— Phrase number 1011: Confirm passed value_A.

As recorded: *Please confirm the value...*

Recommended: Include a name which represents the value (Please confirm the account number, telephone number, etc.)

— Phrase number 1012: Confirm passed value_B.

As recorded: *Please confirm the value...*

Recommended: Include a name which represents the value (Please confirm the account number, telephone number, etc.)

— Phrase number 1013: Confirm passed value_C.

As recorded: *Please confirm the value...*

Recommended: Include a name which represents the value (Please confirm the account number, telephone number, etc.)

NOTE:
Because confirmation phrases for passed parameters are shared for all mailboxes using the passed parameter feature, a convention for passed parameters should be used in order to preserve the context of the confirmation phrase. For example, if you wish to pass ANI as a parameter to multiple mailboxes, use passed value A (or another) for ANI on every mailbox, and record the Confirm passed value_A phrase to say “We have your callback number listed at N, if this is correct, press 1, if this is incorrect, press 2.”

3. Evaluate how your call center will likely transcribe messages. The following guidelines should help to decide how to direct your agents to launch callback attempts, when to save and delete messages, and how long to administer the CONVERSANT Solutions system to stay conferenced with the agent and the call destination party. In brief, all callback messages can, after being launched, be either saved or deleted, depending on how the transcriber documents them.

   - Transcribe when first heard.

     If your agents will be transcribing all messages when they are first heard, these messages could always be launched and deleted. Each agent will then have responsibility for all follow-up for unsuccessful callback attempts. Alternatively, these messages could be launched and saved if you prefer to allow your agents to

be able to call in to transcribe at a later time, enter the message number, and invoke the auto-launch capability from the pool of saved messages.

CONVERSANT conference time can be set at an interval sufficient to determine whether a party reached is the correct party. You know best for your call center. Because they are transcribing messages, agents have all the information necessary to follow up with the caller, even in the event that the conference time expires before the correct party is identified.

- Transcribe only if callback attempt is unsuccessful.

  If your agents will not be transcribing messages unless a callback attempt is unsuccessful, these messages could be launched and saved or launched and deleted.

  By launching calls and saving them, your agents can call in at a later time to transcribe messages or attempt another callback in the event that they do not identify the correct party within the CONVERSANT conference time.

  Conversely, by launching calls and deleting them, all messages are saved in case the callback is unsuccessful and the agent is unable to identify the correct party within the CONVERSANT conference time. The CONVERSANT conference time can be set at an interval sufficient to determine whether a party reached is the correct party. You know best for your call center.

  If you want to ensure that the agent has access to a menu to save or delete these messages, or transcribe information after the callback is attempted, set the CONVERSANT conference time to accommodate the longest possible call duration.

  NOTE:
  This will tie up a CONVERSANT port for the entire duration of the call and limit traffic capacity.

- No agent transcription

  If your agents will not be transcribing messages at all, even if an attempt is unsuccessful, these messages should always be launched and saved to allow your transcribers to call in and transcribe unsuccessfully launched calls at a later time. However, your agents should keep a tally of message numbers for callbacks that were unsuccessful. This will provide an accurate account of those messages that have been handled, and those that still require follow-up. Agents or transcribers will then be responsible for emptying the saved messages mailbox.

  CONVERSANT conference time can be set at an interval (you will know best for your call center) sufficient to determine whether a party reached is the correct party. All messages will be saved in the event that a callback is unsuccessful.

- Call-in transcription only

  If your call center will be calling in only for transcription, and not using the agent callback feature, set CONVERSANT conference time to accommodate the longest possible call duration. In this instance, you will be tying up one CONVERSANT port for each transcriber for the entire time that transcription and callback attempts are taking place.

  If this traffic limitation is not acceptable, set the CONVERSANT conference time at a lower interval and follow the guidelines above for using the Launch and Delete and Launch and Save options. However, the transcriber will then have to recall the transcription application to access each message if the automatic callback is being utilized, and the CONVERSANT exits the call prior to completion on any attempt.

4. Follow the instructions in Chapter 8, ''Index of Actions and Variables'' for using the MSG_DROP and TRANSRIBE actions. Make a note of the CONVERSANT vector number(s) of the CONVERSANT vector for MESSAGE DROP and for TRANSCRIBE. You will need to assign these vectors to ports through the setup vector.

   At a minimum, your CONVERSANT vectors should contain the following actions. Vector A: MSG_DROP (mailbox #) and QUIT; Vector B: TRANSRIBE and QUIT.

   NOTE:
   If your call center will not be doing direct call in for transcription, there is no need to set up a transcribe vector.

   The DEFINITY vector must *converse* on a split (hunt group) containing the channels assigned to Message Drop and/or Transcription on the CONVERSANT Solutions system. Use Table 7-6 to map ports for your application:

Table 7-6. CONVERSANT Vectors, Channels, and Splits for Callback Messaging

Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____

5. Use the setup vector to assign the message drop and transcribe vectors to an extension(s). Also make sure to assign these channels to the service called "ccc." (See the section in this chapter on ''Dynamic Vector Allocation Checklist'' for assigning these vectors dynamically.) ___
6. Complete all CONVERSANT vectors and place new vectors in service before setting up your DEFINITY vector to access these Message Drop transcription applications. Place new vectors in service to cut over your Message Drop application. ___

Custom Call Routing Checklist

Photocopy the following blank Custom Call Routing Checklist for help drafting, defining, and archiving administration parameters for your DEFINITY and CONVERSANT vectors.

Custom Call Routing Checklist

1. Script any phrase(s) you will need to record for Custom Call Routing. ___
2. Identify the criteria you will use to route callers (for example, ANI, VDN, collected digits). Your DEFINITY vector must pass this information to the CONVERSANT platform via the *converse* step. ___

   If you will be allocating ports for Custom Call Routing dynamically, you will also need to pass VDN or prompted digits via the *converse* step. VDN must precede the routing argument. (See the section in this chapter on dynamic vector allocation for help setting up this vector.)
3. Identify the routing destination type (for instance, extension, split, VDN).

NOTE:
VDN is suggested for routing in conjunction with digits (such as account number) sent to an agent display. Set up a DEFINITY VDN corresponding to each split or extension to which callers will be routed.

4. Use a delimiter in the DATA_RTN action if the length of the digit string you will be passing (for instance, account numbers) will vary.
5. Read the information about Vector Templates in Chapter 5, ''CONVERSANT Solutions Administration'', whether you decide to use these templates or create your routing application from scratch instead. Note the CONVERSANT vector number of the first CONVERSANT vector that will be used for custom call routing. This is the vector that must contain the *converse* step to gather the routing argument from the PBX. You must either assign this vector to a port through the setup vector or activate it through the SWITCH action in the dynamic vector allocation application discussed later in this chapter.

   The DEFINITY vector must *converse* on a split (hunt group) containing the channels assigned to Custom Call Routing CONVERSANT calls.

   Use Table 7-7 to map ports for your application:

Table 7-7. CONVERSANT Vectors, Channels, and Splits for Custom Call Routing

Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____
Vector _____ Channels _____ Split _____

6. Use the setup vector to assign the Custom Call Routing vectors to an extension(s). Also make sure to assign these channels to the service called “ccc.” (See the Quick Start for dynamic vector allocation for assigning these vectors dynamically.) ___
7. Complete all CONVERSANT vectors before setting up your DEFINITY vector to access the Custom Call Routing application. Place new vectors in service to cut over your routing application. ___

Dynamic Vector Allocation Checklist

Photocopy the following blank dynamic vector allocation checklist for help drafting, defining, and archiving administration parameters for your DEFINITY and CONVERSANT vectors.

Dynamic Vector Allocation Checklist

1. Make sure that the VDN or the prompted digits precedes any other arguments passed by means of the *converse* step.

   NOTE:
   This dynamic allocation vector is used to dynamically allocate vectors to CONVERSANT ports. If you will be allocating ports to CONVERSANT vectors dynamically, you will need to pass VDN or prompted digits via the *converse* step.

2. Create a new vector and assign the following actions:

   - CONVERSE — to collect the dynamic allocation argument (such as VDN) from the DEFINITY switch ___
   - SWITCH — to map CONVERSANT vectors to values passed from the PBX. ___

   Use Table 7-8 to draft and archive arguments to vectors ___

Table 7-8. VDNs and CONVERSANT Vectors for Arguments

VDN/Digit Value_____	Vector _____
VDN/Digit Value_____	Vector _____
VDN/Digit Value_____	Vector _____
VDN/Digit Value_____	Vector _____
VDN/Digit Value_____	Vector _____
VDN/Digit Value_____	Vector _____
VDN/Digit Value_____	Vector _____
VDN/Digit Value_____	Vector _____

3. Make a note of the CONVERSANT vector number(s) that will be used for dynamic vector allocation. These will need to be assigned in the setup vector to allocate CONVERSANT vectors dynamically. ___

   The DEFINITY vector must *converse* on a split (hunt group) containing the channels assigned to the dynamic vector allocation application on the CONVERSANT.

   Use Table 7-9 to map ports to your application:

Table 7-9. Vectors, Channels, and Splits for Assigning Dynamic Vectors to Ports

Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____
Vector _____	Channels _____	Split _____

4. Use the setup vector to assign the dynamic vector allocation vector to a channel. Also make sure to assign these channels to the service called “ccc.” Place new vectors in service to cut over your applications. ___

Index of Actions and Variables

8

This chapter defines every action and variable in the CONVERSANT Solutions system.

Actions

There are twenty-six actions associated with CONVERSANT vectors. Eight of these, listed in bold, cause a CONVERSANT vector to surrender call control.

Generally, DEFINITY vectors should not place callers in queue before transferring them to CONVERSANT vectors that contain these bolded actions. (Exceptions are followed by an asterisk below.) DEFINITY vectors interrupt calls queued prior to transfer when an agent becomes available

Use a QUIT action after a DATA_RTN or TRANSRIBE action to stop the vector and ensure error-free reporting. CONVERSANT vectors end automatically after any of the other bolded actions.

- ADA_CALC
- ANNOUNCE
- CHAN_ASN
- CONVERSE
- **DATA_RTN***
- **DYNAMIC**
- DYN_ANNOU
- **EXECUTE**
- EWT
- LOOK_UP
- **MENU**
- **MSG_DROP**
- OFF_HOOK
- **QUIT***
- REPORT
- SCHEDULE
- SET
- SPEAK_NUM

- GET_DIGT
- GLOBAL
- GOTO
- HANG_ACT
- **SPCH_ADMN**
- SWITCH
- **TRANSRIBE**
- **TRANSFER**

The system associates nearly every action with a definition form that you complete to define parameter settings.

NOTE:
After any bolded action, choose other actions to handle calls in the event the bolded action encounters an error and fails.

ADA_CALC (for Use with DEFINITY G3V3 or G3V2 Switch)

Used after the CONVERSE action to approximate how long a caller will wait in queue.

1. After `Avg. Call Length`, enter an estimate, in seconds, of how long each caller will remain on the line after exiting the queue.
2. After `Queue Position`, enter the name of the variable you used with CONVERSE to acquire the caller's relative queue position.
3. After `Result`, enter the name of the variable ADA_CALC should use to return its estimate, in minutes, of how long this caller will wait in the queue.
4. Optionally, enter a comment to associate with the ADA_CALC action.
5. Move your cursor to the grid titled `Number of Agents Staffed`. For each day of the week (found above the cursor) and each hour of the day (found to the left of the cursor), estimate how many agents will be staffed. Blank spaces correspond to 0 agents. Use PREVPAGE F4, NEXTPAGE, F5, and the directional keys to move around this form.

   Do not press CANCEL F6 unless you want to abandon your entries.

ANNOUNCE

Speaks a prerecorded phrase to the caller.

1. After `Phrase Tag`, enter the name of the speech phrase to play or press CHOICES F2 for a menu of phrase tags. Notice that the number and text of the phrase to play appears on the action definition form automatically after you enter its phrase tag.

   NOTE:
   To create a new phrase tag for this action instead, press ADD-PHR F8. A phrase definition form will appear. Use this form to define your new phrase tag and press SAVE F3. Although you cannot

record speech at this time, you can assign the phrase to your ANNOUNCE action immediately.

CHAN_ASN

Used only in the setup vector to assign CONVERSANT vectors to ports on the CONVERSANT Solutions system.

1. Enter a comment, if you wish.
2. Move your cursor to an available line under the column marked `Channel`, type the number of an active channel, and press ENTER.
3. In the column marked `Vector`, type the number of the CONVERSANT vector to associate with calls to this channel. Press CHOICES F2 for a list.

   If the channel corresponds to more than one vector in this column, the CHN_ASN action activates the vector associated with the first match.
4. Press ENTER.

   Pause for the name of the CONVERSANT vector you chose to appear automatically under the column marked Name.

   Repeat steps 2 through 4 for every active port on your CONVERSANT Solutions system up to a total of 12 ports. Use several CHAN_ASN actions in a CONVERSANT vector to assign more than 12 ports.

NOTE:
The setup vector assigns vectors to ports *within the CONVERSANT Solutions system only*. It will not respond to calls unless you assign CONVERSANT Solutions software to every port you plan to use. (See *the INTUITY CONVERSANT VIS Version 5.0 Operations Guide, 585-310-550,* for more information about assigning services to channels.)

CONVERSE

Gathers touch tones passed to a CONVERSANT vector by a DEFINITY vector with the *converse* call vectoring step. The CONVERSE action receives data on the CONVERSANT, the *converse* step sends, data from the DEFINITY switch. You can acquire one or two items of information per call. Each can consist of up to 16 digits, but the combined total of both items cannot exceed 24 digits.

1. After `Number of Digits to Collect`, enter the number of digits to expect from the DEFINITY, up to a limit of 16. In this total, do not include the # key, which the DEFINITY uses automatically to mark the end of the variable string. The system uses the variable *%num_dig_got* to represent the actual number of digits collected.

2. After `Load Digits into Variable`, name the variable to associate with the value from the DEFINITY vector.

   NOTE:
   The system assigns the value 0 (zero) to the variable *%num_dig_got* if it does not receive any touch tones from the DEFINITY.

   You may use the CONVERSE action again to receive a second value from the DEFINITY vector.

3. Enter a comment, if you wish.

   NOTE:
   After a DEFINITY vector passes a call and information to a CONVERSANT vector through the *converse* step, the DEFINITY vector cannot recognize a flash hook signal. This inhibits the CONVERSANT vector from performing, until the next call, flash hook functions including transferring a call and launching a customer callback.

   NOTE:
   Before using the CONVERSE action with line-side T1 channels, access the Systems-Parameters Features screen on the DEFINITY switch and set the Converse First Data Delay parameter to 1 instead of zero.

DATA_RTN

Returns information for call control to the DEFINITY switch. The switch can use this information to route or remove calls from queue, or to populate agents' telephone or computer displays.

The DATA_RTN action must always be preceded by the CONVERSE action in a CONVERSANT vector. This prepares a DEFINITY vector to receive information from the CONVERSANT Solutions system.

1. Enter the feature access code (FAC) you want to transmit to the PBX prior to the value. Your entry must correspond to the Converse Data Return Code already defined on the DEFINITY switch.
2. On the lines marked `Data Return Segments`, list the values (or variables containing values), up to a combined limit of 24 characters, to return to the DEFINITY vector.

   Every character in values you list on these lines counts toward the limit, including # which you may use as a delimiter.

   NOTE:
   When using variables to represent values, keep in mind that the number of characters in the value, not the number of characters in the variable, counts toward the limit.

3. Enter a comment, if you wish.

DYNAMIC

Transfers call control to one of up to 10 CONVERSANT applications, depending on the value of a variable.

1. Enter a comment, if you wish.
2. Enter the name of the variable whose value will determine which CONVERSANT application to execute. Press CHOICES F2 for a list.
3. Under the column marked `Value`, enter a possible value for the variable you chose.
4. Under the column marked `Program`, enter the name of the CONVERSANT application to execute if the actual value of the variable matches the value indicated at left. Press CHOICES F2 for a list.

   If the variable's value matches more than one value in this column, the DYNAMIC action activates the application associated with the first match.
5. Use remaining columns to specify up to three arguments (ARG1, ARG2, ARG3) to pass to the executed program. Valid arguments include numbers, text strings, or variables.
6. Repeat steps 2 through 5 for each possible variable value.

NOTE:
After removing a CONVERSANT application from your hard disk drive or restoring your CONVERSANT vector to a new hard disk drive, check that the DYNAMIC action's Program column still lists valid CONVERSANT applications on the hard disk drive.

DYN_ANNOU

Generally used with CONVERSE to respond to callers with a vector phrase you specify.

1. Name the variable to contain the number of the phrase to play. Press CHOICES F2 for a list.

EWT (for Use with DEFINITY G3V4 Switch)

Recalculates the switch's estimate of how long a caller must wait for an agent.

1. After `EWT Input`, enter the name of the variable you used with CONVERSE to acquire the caller's estimated wait time. Press CHOICES F2 for a list.
2. After `Calculated Output`, enter the name of the variable to represent the recalculated wait time. Press CHOICES F2 for a list.

3. After `Weighting Index`, enter the percentage of this original estimate to use; for example, to double the wait time estimate, specify 200%. (The minimum option for `Weighting Index` is 10% and the maximum is 300%.)
4. After `Resolution`, use the default setting "Minutes" to convert the estimate to minutes; otherwise, enter "Seconds." Press CHOICES F2 to toggle between responses.
5. After `Rounding`, use the default setting "Nearest" to round the estimate to the nearest minute or the nearest 10 seconds (if "resolution" has been set to seconds) or enter "Up" or "Down." Press CHOICES F2 to toggle among responses.
6. Optionally, enter a comment.

EXECUTE

Transfers control of a call, unconditionally, to a CONVERSANT application on the CONVERSANT Solutions platform and communicates information for reporting to CONVERSANT's call data handler (CDH).

1. After `Application`, enter the name of the program to execute. Press CHOICES F2 for a list.
2. Specify up to ten arguments to pass to the executed program. Numbers, text strings, or variables can represent valid arguments.

   The system automatically uses the variable *%return_vlu* to represent any data returned by the CONVERSANT in the event of an error.
3. Enter a comment, if you wish.

GET_DIGT

Gathers touch tones from callers. This action typically follows an announcement that prompts the caller for input.

1. After `Number of Digits to Collect`, enter the maximum number of digits the caller can press, up to a limit of 24.

   Every touch-tone key, including the # key, which callers can press to indicate that an entry is complete, counts toward this total. The variable *%num_dig_got* automatically represents the number of touch tones actually entered, including the # key.
2. After `Load Digits into Variable`, name the variable to associate with the caller's touch tones. Press CHOICES F2 for a list. The system does not include the # key in this variable's value.

   NOTE:
   The system assigns the value 0 (zero) to the variable *%num_dig_got* if the caller does not enter any touch tones.

3. Enter a comment, if you wish.

GLOBAL

Appears in the setup vector to initialize CONVERSANT Solutions system variables and establish global parameters.

GOTO

Moves call control to another CONVERSANT vector or another step in the current vector unconditionally, or if a relational equation you enter tests true.

For conditional navigation, the GOTO action evaluates both arguments in an equation as strings if either argument is 10 or more characters. The comparison is then alphabetic, not numeric.

1. After GOTO, use the default value "Vector" to refer another vector, or press CHOICES F2 and select "Step" to refer to another action in the current vector.

   If you enter a vector number and a CONVERSANT vector with this number already exists, its name appears automatically. If no CONVERSANT vector exists, no text appears.

2. After If variable, enter a variable name.
3. Press ENTER to advance to the next position in the equation and enter a relational operator. Choices include:

"equal to"	=
"not equal to"	!=
"less than"	<
"less than or equal to"	<=
"greater than"	>
"greater than or equal to"	>=

4. Press ENTER to advance to the last position in the equation and enter a value or variable name.
5. Optionally, enter a comment.

For unconditional navigation, enter only the step or vector destination. Leave equation positions blank.

NOTE:
Be sure to create CONVERSANT vectors for vector numbers you enter here before you place new vectors into service.

HANG_ACT

Identifies a CONVERSANT vector to launch if the caller leaves the call prematurely. A caller activates the HANG_ACT action by exiting at any point in a CONVERSANT vector that is after the HANG_ACT action and before the QUIT action.

1. Enter the number of the vector to launch after the caller disconnects.

   If a CONVERSANT vector with this number already exists, its name appears automatically. To select from a list, press CHOICES F2. If no CONVERSANT vector exists, no text appears.

2. Enter a comment, if you wish.

LOOK_UP

Refers to an internal database table for values associated with a key value you specify.

1. After `Routing Table`, enter the name of the database table you want to search -OR-

   Press CHOICES F2 to select from a list.

2. After `Look-up Field`, name the variable containing the "key" value you want to use in your search -OR-

   Press CHOICES F2 to select from a list.

3. After `Number of Matches Found`, name a variable to represent the number of times the routing table lists this value in its index (first column). Press CHOICES F2 for a list.

   For intelligent routing applications, this value must never be greater than 1.

4. After `Data Field 1`, name a variable to represent the first value that the routing table associates (in its second column) with the key value. Press CHOICES F2 for a list.

5. After `Data Field 2`, name a variable to represent the second value that the routing table associates (in its third column) with the key value. Press CHOICES F2 for a list.

6. Enter a comment, if you wish.

NOTE:
If a LOOK_UP action is used to search a single database table using the same "key" value on a single call, the LOOK_UP action searches for the next instance of that "key" value. It does not retrieve the same record twice.

MENU

Prompts the caller for touch-tone input and moves call control to one of up to 13 CONVERSANT vectors, depending on the value of the input. Callers may have more than one attempt to enter a valid value. You can configure the MENU action to respond differently to callers who delay, enter too few digits, or enter values not on a list of acceptable values.

1. Optionally, after `Prompt`, enter the name of an existing speech phrase to play or press CHOICES F2 for a list. To create a new phrase tag for this action instead, first press ADD-PHR F8. This phrase is the first prompt for input that callers hear.
2. After `Min`, enter the minimum number of digits to accept from the caller. If a caller delays, the system can reprompt the caller for the entire entry.

   NOTE:
   Every touch-tone key, including the # key, which callers can use to indicate that an entry is complete, counts toward this total.

3. After `Max`, enter the maximum number of digits to accept. After the system has collected this number of digits, it stops waiting for additional input.

   NOTE:
   Every touch-tone key, including the # key, which callers can use to indicate that an entry is complete, counts toward this total.

4. After `1st digit`, enter the number of seconds to wait for the first digit in a caller's response. This parameter is often called the "initial timeout." Exceeding this time limit corresponds to the second special case in step 11: "Caller did not enter the 1st digit within the time allowed."
5. After `Next digit(s)`, enter the number of seconds to wait for each subsequent digit in a multidigit response. This parameter is often called the "interdigit timeout." Exceeding this time limit before entering the minimum number of digits required corresponds to the third special case in step 11: "Caller did not enter the minimum number of digits required." However, if a caller exceeds this time limit after entering the minimum number of digits required, the system considers the entry complete.
6. Optionally, after `Input`, use the default variable *%ci_value* to represent the caller's input, or press CHOICES F2 and choose a different variable. Other vectors can use this variable's value to make call handling decisions. The system does not include the # key in this variable's value.
7. Optionally, after `Output`, use the default variable *%data1* to represent any output value you want to associate with the caller's input, or press CHOICES F2 and choose a different variable. Other vectors can use this variable's value to make call handling decisions. For example:

- To create an automated attendant, you could assign *telephone extensions* to the output variable and populate the `GOTO Vector` field, described later, with the number of a CONVERSANT vector that uses the TRANSFER or DATA_RTN action to transfer callers.
- To create a bulletin board, you could assign *phrase numbers* to the output variable, follow the MENU action in your vector with a DYN_ANNOU action, and enter **CONT** (or no entry) in the `GOTO Vector` field to continue the current vector.

8. Optionally, in the column marked `Valid Input`, enter up to ten acceptable values. Most common entries will include:
   - the standard digits **0** - **9**.
   - the touch-tone symbol ***** (star).
   - **n**, the wild card character representing any single standard digit. For example, **nn** represents any 2-digit number.
   - **r**, the repeat character. For example, **123r** represents "123," "1233," "12333," etc.
   - **q**, the quit character. For example, **123q** represents any entry, up to the maximum allowable length, that begins with the digits "123."

     NOTE:
     Refer to your Script Builder documentation for more information about using n, r, and q and other special characters.

9. Optionally, associate an output value with every value in the corresponding `Valid Input Column`. The MENU action assigns an output value to the output variable when a caller's entry matches the valid input value. If the caller's entry matches more than one valid input value, the MENU action uses the output value associated with the first match in the column.
10. Optionally, after `GOTO Vector`, enter the number of a CONVERSANT vector to activate if the caller's input matches the value in the corresponding Input Value column. Enter **CONT** (or no entry) instead of a vector number to continue within the current vector.

    If a CONVERSANT vector with this number already exists, its name appears automatically. If no CONVERSANT vector exists, no text appears.

    NOTE:
    Be sure to create CONVERSANT vectors for vector numbers you enter here before you place new vectors into service. (The CONVERSANT Solutions system assigns numbers to vectors sequentially.)

11. Press NEXTPAGE and perform steps 12 - 16 for each of the first three "special cases."

    - Caller's input not on list: The caller's entry is not represented in the Valid Input column.
    - Caller did not enter the 1st digit within the time allowed: The caller did not respond to the prompt for input within the time allowed by the first digit parameter.
    - Caller did not enter the minimum number of digits required. The caller exceeded the time limit represented by the Next digit(s) parameter before entering the minimum number of digits required.

12. Optionally, after `Speak Phrase`, enter the name of an existing speech phrase to play or press CHOICES F2 for a list. To create a new phrase tag for this action special case instead, first press ADD-PHR F8.

    NOTE:
    After you use the ADD-PHR function to create a new phrase tag for the MENU action, the system returns your cursor to the beginning of the first page of the action definition form. Press NEXTPAGE to return to your previous location.

13. After `Max. number of tries`, use the default value or enter a different limit to the number of times a caller's input may represent this special case.

14. Optionally, after `Output Value`, enter the value to assign to the output variable when a caller exceeds the maximum number of tries for this special case.

15. After `GOTO Vector`, enter the number of the CONVERSANT vector to activate if the caller exceeds the maximum number of tries for this special case. Enter either **CONT** (or no entry) instead of a vector number to continue the current vector.

    NOTE:
    Be sure to create CONVERSANT vectors for vector numbers you enter here before you place new vectors into service. (The CONVERSANT Solutions system assigns numbers to vectors sequentially.)

16. For the last instance of Speak Phrase, select a phrase to play when the caller exceeds the maximum number of tries for *any* of the three special cases. You can enter the name of an existing speech phrase to play or press CHOICES F2 for a list. To create a new phrase tag for this action special case instead, first press ADD-PHR F8. After callers hear this phrase, they proceed to the vector associated with their special case, or continue as defined.

MSG_DROP

Sends the caller to a mailbox you previously created at the Mailbox Administration menu.

1. After `Message Drop In Mailbox`, enter the number of the mailbox to accept calls

   or

   Press CHOICES F2 to select from a list of valid mailboxes.

2. If a value (s) is to be passed to the target mailbox as an argument, enter in a valid variable name in argument fields **A, B, or C**

   or

   Press CHOICES F2 to select from a list of variables. Up to three fields can be defined. Optionally, enter a value in each field.

   NOTE:
   A variable must be assigned a value before the MSG_DROP action can use it to decide which mailbox to activate. You may use the CONVERSE, SET, or GET_DIGT actions to assign values to variable

   Argument fields A, Or C, will be used by a callback messaging mailbox only if arguments types A, B, or C are selected at the Data Configuration menu defined in the target mailbox. Argument field A in the MSG_DROP Action is associated with Argument A in the Data Configuration menu of a mailbox, etc.

3. After `Jump to Vector`, enter the number of the CONVERSANT vector to activate if the caller presses 0 in response to any prompt for touch-tone input.

4. Optionally, enter a comment.

OFF_HOOK

Used in the setup vector to take a voice port off hook and answer a call.

1. Enter a comment, if you wish.

QUIT

Releases the call currently under the CONVERSANT vector's control. Control of calls released using QUIT returns to the DEFINITY G3.

1. Enter a comment, if you wish.

REPORT

Records the current value of a variable for reporting purposes along with the time, caller number, and CONVERSANT vector number.

1. Name the variable to document. Press CHOICES F2 for a list.
2. Enter a comment, if you wish.

SCHEDULE

Transfers call control to a CONVERSANT vector associated with the current date and time.

1. Enter a comment, if you wish.
2. Move your cursor to the first line in the column marked Start/During.
3. Enter **Start** to begin routing at a specific time and continue for the duration of the greater hour, day, week, month, or year as represented in table below; enter **During** to route callers only during a specific minute, hour, day, week, month, or year. Press CHOICES F2 to toggle between responses.

If the greatest unit in your "start" time is:	**Routing will continue until the end of the:**
minute	hour
hour	day
day (i.e. "M," "T," "W," etc.)	week (midnight Saturday)
date ("1," "2," 3," etc.)	month
"M-F"	week (midnight Saturday)
month	year
year	(routing continues indefinitely)

4. Under HR, enter an hour to begin, from 00 to 23, where 00 indicates midnight. Press CHOICES F2 for a list. Enter ***** or leave the field blank to indicate all hours.
5. Under MN, enter a minute to begin, from 00 to 59, where 00 indicates the top of the hour. Press CHOICES F2 for a list. Enter ***** or leave the field blank to indicate all minutes.
6. Under Day, press CHOICES F2 and select a day of the week, "M-F," or a date from 1 to 31. Press CHOICES F2 for a list. Enter ***** or leave the field blank to indicate all days.
7. Under Month, press CHOICES F2 and select a month. Enter ***** or leave the field blank to indicate all months.

8. Under `Year`, enter a year from 1995 to 1999. Press CHOICES F2 for a list. Enter ***** or leave the field blank to indicate all years.

   NOTE:
   Valid choices include the current year and the next four years.

9. After `GOTO Vector`, enter the number of a CONVERSANT vector to activate during the specified period. Press CHOICES F2 for a list.

   If a CONVERSANT vector with this number already exists, its name appears automatically. If no CONVERSANT vector exists, no text appears.

   NOTE:
   Be sure to create CONVERSANT vectors for vector numbers you enter here before you place new vectors into service. (The CONVERSANT Solutions system assigns numbers to vectors sequentially.)

10. Repeat steps 3 through 9 for each period you want to associate with a vector.

SET

Performs a mathematical operation on the value of a numeric variable and replaces the original value with the resulting value.

1. After `Variable`, enter the name of the variable containing the value to modify. Press CHOICES F2 for a list.
2. Follow Operator with an arithmetic operator. Choices include:

addition	**+**
subtraction	**-**
multiplication	*****
division	**/**
new value	**=**

3. After `Value`, enter the operand to use with the operator just defined.

   or

   Press CHOICES F2 to select from a list. You can use either a variable or a number.

4. Enter a comment, if you wish.

NOTE:
Although values you assign to variables with the new value operator (=) may be alphanumeric and up to 16 characters long, values you use in other operations must be fewer than 10 characters. Otherwise, the integer 999,999,999,999 will result automatically to indicate an error. In operations where both arguments are within bounds but the result falls beyond the system's limits for integers (-2,147,483,648 to 2,147,483,647), the system will yield unpredictable results.

SPEAK_NUM

Speaks the value of a numeric variable.

1. After `Number`, name the variable that will contain the value to speak, or enter a value directly. Press CHOICES F2 for a list of variables.
2. After `Speak as Number/Character string`, use the default setting "Number" to speak the value as a whole number (for example, twenty-two), or press CHOICES F2 and select `Character` to speak the value as a string of characters.

NOTE:
The system always speaks numbers over 999,999,999 digit by digit.

SPCH_ADMN

Starts the Speech Administration utility. This action allows authorized users to review and record speech phrases over the telephone without using the CONVERSANT Solutions terminal.

1. Specify the talkfile containing the phrase to record. Press CHOICES F2 for a list of talkfile numbers. Leave this space blank to prompt callers for a talkfile number.
2. Specify the number of the phrase to record or choose the variable containing this phrase by pressing CHOICES F2 and selecting from a list. Leave this space blank to prompt callers to enter a phrase number.

NOTE:
Although you can specify a talkfile to administer without also specifying a phrase, you cannot specify a phrase without first specifying its talkfile.

SWITCH

Moves call control to one of up to 11 CONVERSANT vectors, depending on the value of a variable. SWITCH is similar to DYNAMIC EXECUTE, but it launches CONVERSANT vectors, not CONVERSANT applications.

1. Enter a comment, if you wish.
2. Enter the name of the variable whose value will determine which CONVERSANT vector to target. Press CHOICES F2 for a list.
3. In the column marked Value, enter up to 11 acceptable values. Most common entries will include:
   - The standard digits **0** - **9**.
   - The touch-tone symbol ***** (star).
   - **n**, the wild card character representing any single standard digit. For example, **nn** represents any 2-digit number.
   - **r**, the repeat character. For example, **123r** represents "123," "1233," "12333," etc.
   - **q**, the quit character. For example, **123q** represents any entry, up to the maximum allowable length, that begins with the digits "123."

     NOTE:
     Refer to your Script Builder documentation for more information about using **n**, **r**, **q**, and other special characters.
4. In the corresponding column marked Vector num, associate each value with the number of a CONVERSANT vector to activate if that value matches the caller's entry. Press CHOICES F2 for a list. If a CONVERSANT vector with this number already exists, its name appears automatically. If no CONVERSANT vector exists, no text appears.

   If the variable's value matches more than one value in this column, the SWITCH action activates the vector associated with the first match.

   NOTE:
   Be sure to create CONVERSANT vectors for vector numbers you enter here before you place new vectors into service. The CONVERSANT Solutions system assigns numbers to vectors sequentially.

TRANSRIBE (TRANSCRIBE)

Plays the contents of a Message Drop mailbox. Touch-tone options, documented in Chapter 3, ''CONVERSANT Callback Messaging'', move transcribers through messages and launch return calls automatically.

1. Optionally, enter the number of the mailbox containing messages you want to transcribe. Press CHOICES F2 for a list.

   NOTE:
   The system will prompt the caller to enter a mailbox number if you do not specify one in the TRANSRIBE action. If you specify a variable, remember that the variable must be assigned a value before the TRANSRIBE action can use it to decide which mailbox to activate. You may use the CONVERSE or SET actions to assign values to variables for the TRANSRIBE action.

2. Enter a comment, if you wish.

   NOTE:
   Outbound calls may not follow a *converse* step.

TRANSFER

Performs a flash hook transfer to a DEFINITY G3 extension.

1. Enter the number of the extension to target or a name of the variable representing the extension number. Press CHOICES F2 for a list.

   The system automatically uses the variable *&return_vlu* to represent any data returned by the DEFINITY in the event of an error, for example.

2. Enter a comment, if you wish.

   NOTE:
   Call Management System (CMS) reports do not document calls transferred by this action. For more accurate CMS reporting, use the DATA_RTN action to return an extension number to a DEFINITY vector that you configure to transfer the call.

   NOTE:
   Before using the TRANSFER action with line-side T1 channels, use the ANNOUNCE action at least once in the CONVERSANT vector.

   NOTE:
   Transfers may not follow a *converse* step.

Variables

CONVERSANT vectors use variables to pass information from one action to another. They act as place holders for values that actions receive during calls.

For example, a call center application might use the variable *%vdn* to gather the value of VDN when the DEFINITY switch passes it to a CONVERSANT vector via the *converse* step. The CONVERSANT vector can then use the same *%vdn* variable to identify and speak an appropriate dynamic announcement. The variable must be assigned a value before it can be used for call handling decisions.

Each new call uses its own independent set of variables. Variables for different calls do not share their values.

A variable retains its value for the life of an individual call across all CONVERSANT vectors in the database. A variable loses its value only when the caller hangs up or when the vector executes an action, such as MSG_DROP, that surrenders call control. Refer to the beginning of this chapter for a list of actions that cause vectors to surrender call control.

Each of the 15 variables available by default has an input limit of 24 characters (if a string) or 9 digits (if a number). Valid numeric results include any integer from -2,147,483,648 to +2,147,483,647. The system determines variable type (number or character) in consideration of how the value will be manipulated, and converts it into a number or character string based on the requirements of the associated vector action. Examples of actions that use numeric operators include SET and GOTO.

You can create up to 40 variables for use in vectors, or you can rename four of the 15 variables available by default: %vdn, %ani, %phrase_num, and %qpos. Default variables are named to suggest their use and, with the exception of *%caller_num*, have no intrinsic or system-defined values.

Typically, no restrictions apply to the use of variables in vector actions although some actions already have variables defined to receive certain values. For example, the GET_DIGT action, which gathers touch-tone input from the caller, places the number of digits entered into the variable *%num_dig_got*, but it can use any variable to hold the actual digits entered by the caller. The definition form for GET_DIGT lets you choose the variable to store the caller input, but it automatically places the number of digits gathered in the variable *%num_dig_got*. The list below contains the names and descriptions of the 15 variables that available by default.

Name	Possible Use
%ani	Variable for Automatic Number Identification, Calling Party Number, or caller id.
%caller_num	System-defined. The number of callers that day. (First caller is 1, second 2, etc.) *%caller_num* can also be passed as an argument, via the *converse* step or by executing the CONVERSANT Solutions system from other Script Builder applications, to link multiple appearances of the same call in reports. See Chapter D, ''Maximum Values in Call Center Packages'' for more information about administering this capability.
%ci_value	Variable for storing caller input value
%data1	Generic variable data element 1
%data2	Generic variable data element 2
%data3	Generic variable data element 3
%data4	Generic variable data element 4
%data5	Generic variable data element 5
%matched	Variable for storing number of look-up matches
%num_dig_got	Variable for storing number of digits entered by caller
%num_tried	Variable for saving number of caller attempts
%phrase_num	Variable for storing speech phrase number
%qpos	Variable for storing the caller's position in queue
%return_vlu	Variable for storing results of an action
%vdn	Variable for storing extension number or vdn sent between the switch and CONVERSANT

These are only suggestions; all variables are interchangeable. In using variables in vectors:

- Consider how a variable will be assigned its initial value.
- Determine how subsequent actions will use the variable.
- Match the variable name with the intended use of the variable.
- Limit the length of the value to 24 characters or 9 digits if mathematical operations will be performed on the variable.
- Use the REPORT action to record the final or intermediate value of the variable. The Event Detail and Call Detail reports can list values saved from calls.

  For example, if you were writing a vector that asked the caller to enter a home telephone number, consider using *%ani* in the GET_DIGT action that collects touch tones. Then follow this action with the REPORT action to store the number entered.

Troubleshooting

9

This chapter documents the steps necessary to solve any problems with CONVERSANT Solutions software. A problem will typically fall under one of three general areas in which functionality should be verified: the CONVERSANT Voice Information System, DEFINITY vectors, and the CONVERSANT Solutions platform.

Voice System Functionality

Table 9-1.

Problem	Cause and Possible Remedy
System is not taking calls. Port rings no answer.	The voice system is not running. Verify functioning of analog stations on the PBX and the functioning of the voice board. Check to see that the call is being presented to the CONVERSANT system on the system monitor.

DEFINITY Switch and Its Vector Functionality

Table 9-2.

Problem	Cause and Possible Remedy
System is not taking calls. Port rings no answer.	Either the steps by which the DEFINITY switch routes the call to the CONVERSANT system has failed, or the DEFINITY vector is not passing the correct information. Verify the route to the CONVERSANT system and check the sanity of the DEFINITY vector.
Port answers but hangs up.	The DEFINITY vector is not sending the correct value or information to the CONVERSANT system. Use the system monitor or trace utility to see what is passed to the CONVERSANT system. Try calling the CONVERSANT system and entering touch-tone digits manually.
	No vectors are defined and/or placed in service.
The CONVERSANT system cannot dial an agent, transfer a caller, or complete a conference call via line-side T1.	Whenever the DEFINITY switch cannot respond with resources in time (during a period of high call volume, for example) the CONVERSANT's attempt will fail. Remedies include increasing the dial-tone delay or increasing the number of touch-tone receivers on the DEFINITY switch.

CONVERSANT Solutions Functionality

Table 9-3.

Problem	Cause and Possible Remedy
Port answers but hangs up.	The CONVERSANT Solutions phrase that answers the call has not been recorded.
	The CONVERSE action on the CONVERSANT vector has not been administered correctly, or is not there.
	A CONVERSANT vector has not been assigned to a port under CHAN_ASN on the setup vector.
	CONVERSANT vectors have not been placed in service.
	CONVERSANT vectors have been assigned to the wrong extensions under CHAN_ASN on the setup vector.
	Call is coming in on an active port used for Message Waiting lamp notification, which requires a dedicated CONVERSANT channel.
Port rings no answer.	The voice system is not running. The application ccc has not been assigned to a voice channel, or startup service is not blank.
	Make sure the vectDIP and vrptDIP processes are in the process table. Reinstalling Platform Runtime may be necessary. Contact your AT&T support representative.
A change made to a vector is not there.	The change was not saved and/or placed in service.
The system could not execute a program.	The program is no longer a valid program.

Table 9-3.

Problem	Cause and Possible Remedy
	The program is not a Script Builder or TSM program.
The system could not execute CONVERSANT Solutions from another program.	Vector not set up correctly for the channel executing CONVERSANT Solutions. Check CHAN_ASN to ensure that a vector is mapped to the channel.
The system could not execute CONVERSANT Solutions from another program for a specified vector.	Vector does not exist in CONVERSANT Solutions or is improperly set up.
	EXECUTE action in Script Builder is missing an argument for the vector to pass to CONVERSANT Solutions.

Platform

Table 9-4.

Problem	Cause and Possible Remedy
Incorrect phrase played.	Restored speech overwrote the correct phrase.
	Wrong phrase selected. Check the ANNOUNCE action to ensure that the correct phrase has been selected.
	Phrase not installed when rerecorded. Listen to the selected phrase in Speech Administration to ensure that the proper phrase corresponds. If not, rerecord and be sure to install the phrase using ***#**.
No phrase played.	Restored speech overwrote the phrase.
Phrase tag disappeared.	Restored speech overwrote the phrase.
Standard Announcements do not work with line-side T1.	Standard Announcements are not supported by line-side T1.
Anticipated delay announcement not spoken.	Switch not passing queue position. Check DEFINITY vectors to ensure that a converse step is defined and passing the correct information.
	Variable for the CONVERSANT action not defined. Check the CONVERSANT action to be sure you have selected a variable in which to load queue position.
	CONVERSANT action variable for queue position on CONVERSANT platform does not match that used for ADA_CALC. Check both actions to be sure the same variable has been selected.
	ADA_CALC action missing from vector series.
	SPEAK_NUM action missing from vector series. Check your vectors to make sure that this action is defined, and the variable corresponding to the `ADA_CALC result` field is selected.
	Elements not defined for ADA_CALC action, such as average call duration, variables for queue position and result, or number of agents staffed is at zero and no “no agents staffed” contingency message is defined.
Estimated wait time not spoken.	Switch not passing EWT. Check DEFINITY vectors to ensure that a converse step is defined and passing the correct information.

Table 9-4.

Problem	Cause and Possible Remedy
	Variable for the CONVERSANT action not defined. Check the CONVERSANT action to be sure you have selected a variable in which to load EWT.
	CONVERSANT action variable for EWT in CONVERSE Action on CONVERSANT platform does not match that used for EWT Action. Check both actions to be sure the same variable has been selected.
	SPEAK_NUM action missing from vector series. Check your vectors to make sure that this action is defined, and the variable corresponding to the `EWT Action output` field is selected.
Incorrect delay announcement spoken (wait time consistently low).	CONVERSE action set to collect too few digits on CONVERSANT platform. Check the CONVERSE action to make sure the `number of digits to collect` field allows for the greatest possible number of digits to accept from the PBX.
Caller's queue position not spoken.	Switch is not passing queue position. Check DEFINITY vectors to ensure that a converse step is defined and passing the correct information.
	Variable for the CONVERSE action is not defined. Check your CONVERSANT vectors to ensure that you have selected and defined a CONVERSE action and variable to load.
	CONVERSE action variable for queue position on CONVERSANT platform does not match that used for SPEAK_NUM.
Caller hears "no agents staffed" message at a time when agents are staffed.	The table for ADA_CALC is incorrectly set up for that day and time. Return to the ADA_CALC action to ensure that all staffed times hold a value.
	The wrong phrase is assigned to ANNOUNCE for Anticipated Delay. Check the CONVERSANT action to ensure that the correct phrase has been selected.
Vector size warning message.	The vector size exceeds the maximum size allowed for software. This is likely to occur if you attempt to add many actions to a vector containing ADA_CALC or SCHEDULE. Utilize a GOTO step to define actions and continue CONVERSANT vector processing on a subsequent CONVERSANT vector.

Table 9-4.

Problem	Cause and Possible Remedy
Speech administration not calling your telephone when you select LAUNCH.	The port selected during the execution of the DIAL step is busy
	Invalid channel selected. Check the DIAL step of Speech Administration to ensure that you are using a channel assigned for the CONVERSANT system.
Speech administration not calling your telephone when you select LAUNCH.	Channel is disabled for soft_szr. Check your CONVERSANT manual for information about enabling channels.
	Incorrect extension or telephone number defined. Check the DIAL step in Speech Administration to ensure that you have defined the correct telephone number or extension.
Speech administration calls but does not acknowledge answer.	You did not activate Speech administration. The utility is touch-tone activated. Press “1” when answering phone.
Speech administration calls but does not accept touch tones.	Port is configured as standard announcement port on the DEFINITY. Do not call out on standard announcement ports.
Speech administration won’t let you record short phrases.	The minimum phrase length for recorded speech is one second. Certain numbers and short phrases may not normally be that length; stretch phrases to fill the one-second minimum.
Unable to create a vector or a template vector.	Attempt exceeds the 256 vector limit. Delete old and unused vectors.
Unable to back up vectors or speech to floppy.	Disk not formatted properly (UnixWare operating system or DOS) or is not formatted at all.
Dynamic port allocation application not executing applications.	Switch not passing the argument (VDN, digits, etc.) used for selecting applications. Check DEFINITY vectors to ensure that a *converse* step is defined.
	CONVERSE, MENU or GET_DIG action needed to load the variable used for dynamic port allocation not defined. Check your CONVERSANT vectors to ensure that you have selected and defined a CONVERSE, MENU or GET_DIG action and variable that precedes the dynamic port allocation vector.

Table 9-4.

Problem	Cause and Possible Remedy
	CONVERSE action, MENU or GET_DIG variable used to collect the argument does not match that used for DYNAMIC EXECUTE. Check both actions to be sure the same variable has been selected.
	Executed application is missing or faulty.
New vector applications defined, but not heard.	New vectors have not been placed in service.
	Speech has not been recorded for the phrases that the vector applications use.
CONVERSE step does not work with line-side T1.	Settings on the DEFINITY are incorrect. Access the System-Parameters Features screen on the DEFINITY switch and set the Converse First and Second Data Delay parameters to 1.
Actions that are typed in and not selected from CHOICES not saved on the vector worksheet.	Typed in actions must be defined to be saved. Check that the vector contains actions that have been defined.
"Place New Vectors in Service" option gives vector update failed message.	The voice system is not running. Check that the voice system is running and that it is at run level "4."
Could not restore vector database.	The database was backed up using the UnixWare operating system and the restore is from DOS or vice versa.
	The vector database was backed up in a previous version and must be restored using the option "Restore Data from Previous Version of Call Center."
Could not back up vector database, speech, mailbox configuration, or routing data.	There is no disk in the drive.
Caller goes to an incorrect vector.	Error in the vector logic, such as a GOTO action to the wrong vector.
	A new vector database is placed in service and the vector the caller is to go to next is in the new vector database but is used for another purpose.

Table 9-4.

Problem	Cause and Possible Remedy
Caller is dropped unexpectedly during a call.	Error in the way the CONVERSANT vectors are set up. Check the end of every vector to ensure each one specifies where a call should go, especially when non-standard conditions are encountered.
	The voice system has been shut down, such as when mailbox configurations are restored.
	A new vector database is placed in service and the call is sent to a vector that no longer exists.
Wrong numbers spoken back in Speech Administration, ADA announcement or queue position.	Numbers rerecorded incorrectly in Speech Administration. Check all likely number phrases in standard Speech Administration to ensure that they contain speech.
Incorrect phrase played for DYNAMIC ANNOUNCEMENT.	VDN passed not corresponding to the correct phrase. Check the mapping of PBX VDN passed and phrase numbers on the CONVERSANT platform.
No phrase played for DYNAMIC ANNOUNCEMENT.	VDN passed not corresponding to a phrase. Check the mapping of PBX VDN passed and phrase numbers on the CONVERSANT Platform.
	Phrase not installed when recorded. Listen to the selected phrase in Speech Administration to ensure that the proper phrase corresponds. If not, rerecord and be sure to install the phrase using *#.
	Switch not passing VDN. Check DEFINITY vectors to ensure that a *converse* step is defined and passing the correct information.
	Variable for the CONVERSANT action not defined. Check DEFINITY vectors to ensure that a *converse* step is defined.
Call Management System (CMS) reports show abandons for all calls using the TRANSFER action.	A call routed by means of the TRANSFER action will show as an abandon. Consider using the DATA_RTN action for routing through the DEFINITY switch instead.
Collect digits command on the DEFINITY does not appear to accept DATA_ RTN digits.	Use a **wait** command just before the **collect digits** command in the DEFINITY vector as a caution in case DEFINITY resources are busy.
Call is not routed to vector defined in CHAN_ASN.	Call is coming over a different channel. Verify using system monitor.

Table 9-4.

Problem	Cause and Possible Remedy
	Channel is assigned to multiple vectors in CHAN_ ASN. The system will use the first definition and ignore the rest.
Scheduled events (as defined by the SCHEDULE action) don't start.	The SCHEDULE action processes events from top to bottom. A *higher* event has taken precedence.
Scheduled events (as defined by the SCHEDULE action) won't stop.	Use the "during" choice for events that last for a certain period.
	Define a subsequent start event to redirect the course of the SCHEDULE Action.
Scheduled events stop prematurely.	Events that start for a given time period lasts through that time period until that time period cycles. For example, if an event is to start at hour 7 it will last until the hour resets to 0 at midnight.
Inbound calls collide with Outbound callback messaging and the inbound caller hears transcription scripts.	An empty vector database was placed in service.
	The OFF_HOOK action was deleted from the set up vector.
	Consider allocating channels to callback only and do not direct inbound calls to any or all of the agent access channels defined.
The vector database contains missing actions, configuration errors, or is otherwise corrupted.	Restore from previous runtime was executed before installation of CONVERSANT Solutions was completed, or before new vectors were placed in service on a new system (meaning previous runtime database was blank.)

Callback Messaging

Table 9-5.

Problem	Cause and Possible Remedy
Prompts not playing for Callback Messaging.	Phrases have not been recorded. Listen for the selected phrase in Callback Messaging phrase administration to ensure that the phrase exists. If it does not, record and be sure to install the phrase using *#.
	Phrases have not been selected/defined for the mailbox. Check mailbox administration to be sure that the correct phrase has been selected.
Message segments are blank.	Field was not defined as “Required to Save Message,” and the caller did not respond with an input.
	Field was not defined as “Required to Save Message,” and the caller did not respond with at least the minimum defined input.
	A passed parameter is not sent (not available, not properly defined, etc.) and the segment does not include a prompt to collect the missing data.
Caller hears “We're sorry. That is an invalid mailbox.”	Mailbox not defined. You must first create a mailbox and assign phrases in mailbox administration.
	Mailbox not selected by vector. Check that the MSG_DROP action in your CONVERSANT vector uses a valid mailbox number or a variable that contains a valid mailbox number.
Mailbox disappeared.	Mailbox configuration was overwritten during a restore.
Messages were lost.	Mailbox was removed.
	Mailbox configuration was overwritten during a restore.
.	A message was forwarded at the same time a mailbox was deleted by the system administrator.
Some or all message segments cannot be retrieved from a mailbox.	Segments were inserted or deleted from a mailbox containing existing messages.

Table 9-5.

Problem	Cause and Possible Remedy
Message Waiting lamp is not lit although messages await.	Message Waiting lamp extension missing or incorrect. On the CONVERSANT system, check this value on the Mailbox Definition form; ensure that it corresponds to the extension of the agent to notify of new messages.
	Message Waiting lamp FAC missing or incorrect. On the CONVERSANT system, check the Message Waiting Lamp On Code on the Global Mailbox Administration form; ensure that it corresponds to the feature access code for lighting a message Waiting lamp. On the DEFINITY, check that the `Leave Word Calling Send A Message` field contains the same value.
	Message Waiting lamp access channel not defined. On the CONVERSANT, check this field on the Global Mailbox Administration form.
	The channel used to light the Message Waiting lamp is disabled for soft_szr. Refer to your CONVERSANT manual for information about enabling channels.
	Message Waiting lamp access channel changed prematurely. The CONVERSANT system must use the same Message Waiting Lamp Access channel to activate and de-activate a Message Waiting Lamp. Replace the Message Waiting lamp access channel with the channel originally used to light this lamp or manually turn this lamp off on the switch.
	The channel used to turn off the message Waiting lamp is disabled for soft_szr. Refer to the CONVERSANT manual for information about enabling channels.
	Another program (for example, INTUITY AUDIX) has illuminated the lamp.
Announcement not played prior to mailbox information for automatic agent access transcription.	Phrases have not been recorded. Listen for the selected phrase in callback messaging phrase administration to ensure that the phrase exists. If it does not, record and be sure to install the phrase using *#.

Table 9-5.

Problem	Cause and Possible Remedy
	Phrase not installed when rerecorded. Listen for the selected phrase in Speech Administration to ensure that the proper phrase corresponds. If not, rerecord and be sure to install the phrase using *#.
	Phrase not assigned. Check mailbox administration to be sure that a phrase has been selected.
Agent callback not working.	A working port has not been assigned for callback.
	The channel used to call agents is disabled for soft_szr. Refer to your CONVERSANT manual for information about enabling channels.
	The port assigned for callback is busy or has been set up as an announcement station on the DEFINITY switch.
	Incorrect agent extension or VDN defined. Check mailbox administration to ensure that a valid VDN or extension for agent access has been defined.
	The retry interval agent or callback hours have not been administered correctly.
	The VDN threshold on the PBX is not allowing messages to be sent. Check the threshold level set on the DEFINITY switch.
	Channels are busy with other calls. Try dedicating a channel to agent callback.
	Calls intended for agents are being answered in a queue with a recorded announcement or music on hold.
Agent callback not working for a specific mailbox.	No new messages exist in the mailbox.
	No agent access number is specified for the mailbox.
	Messages are being forwarded to another mailbox.
Messages are not being delivered quickly enough to agents.	Agent access channels are busy with incoming calls.

Table 9-5.

Problem	Cause and Possible Remedy
	Insufficient agent access channels exist to handle the callback volumes.
	Channel access time is set at too high of an interval.
Agents are bombarded with callback messages.	Channel access time is set on AUTO or on too low of an interval.
After reaching an answering machine, the agent cannot reach the Message menu.	Agents must disconnect from AUDIX or AUDIX Voice Power before they can access the After Callback menu. Press * * 9 to exit a mailbox; then press * 9 9 to reenter the Message menu.
Message Waiting lamps, agent access, and automatic call launching do not work with line-side T1.	Whenever the DEFINITY switch cannot respond with resources in time (during a period of high call volume, for example) Callback Messaging will fail. Increase the Dial Tone Delay parameter on the CONVERSANT system's digital protocol screen or increase the number of touch-tone receivers on the DEFINITY switch.
Parts of messages are not spoken back.	The `Playback to Transcriber` field is set to No.
Fragmented message received by agent in Callback Messaging.	Caller hung up during Message Drop. No resolution required.
Messages are not being kept even though callers leave them.	"Segment required to save message" segment is not being completed by the callers.
Customer Callback not working.	The mailbox does not include a a data type segment with `Treat as a phone` field set to `Yes`.
	Outside line access code not specified or incorrect for this mailbox.
	The customer's telephone number is a long distance number and the system requires an accounting code for long distance calls.(See your AT&T representative for configuration).
	DEFINITY port configuration is incorrect. Check to see that conference call transfer and outside line access are enabled.
	DEFINITY port is restricted from making toll calls.

Table 9-5.

Problem	Cause and Possible Remedy
Automatic launch on phone numbers doesn't work.	Caller left an incomplete phone number in the data field.
	Customer Callback is not configured correctly.
Calls are not being saved or deleted after being launched for customer callback.	Callback conference time has not expired. Calls terminated before the conference time expires will revert to their original status.
Agent is permanently placed on soft hold when initiating outcall. Consequently, outcall fails.	ARS setting in DEFINITY dial plan set incorrectly. Must be set to "No." Dialing initial digit "1" not required. Retry interval should be reduced.
	"Message retry interval" for mailbox is set too low.
Messages are not being delivered to agents in a time equivalent to the estimated wait time.	Channel access time is not set to AUTO.
	There are insufficient agent access channels defined. As many channels are required as there are possible messages to be "queued" in order to achieve this service.
	The "Time to wait for an agent" is insufficient to queue messages for an available agent. The callback process is timing out.
	Consider setting mailboxes that require this service at the highest priority.
The same message is repeatedly sent to agents.	Callback attempt fails or is aborted. Try saving the message to retry later.
Data fields do not work with agent callback; displays are not filled.	Callers are not entering the field requested in the message.
	DEFINITY vector not set up properly with *collect* and *route* steps. Test the DEFINITY vector with a plain phone.
	There is no call classification card on the DEFINITY switch. Touch-tone recognition in the *collect* step within a DEFINITY vector requires a call classification card.

Table 9-5.

Problem	Cause and Possible Remedy
Important messages are being delivered for certain mailboxes but not for others.	Mailboxes have different priority settings. Mailboxes with higher priority will have all ready messages delivered to agents before delivering messages for mailboxes with lower priority.
Messages are getting backed up in a single mailbox.	Transcribe the messages in the mailbox.
	Add more callback channels.
	Send overflow messages to a forwarding mailbox.
Ready messages are sitting in a certain mailbox for too long.	Send old messages to a forwarding mailbox.
Callback does not occur when a caller schedules it.	Agents are busy with other calls.
	Agent hours are off when the callback is to occur.
	CONVERSANT callback channels are not available.
	Confusion exists over the time zone difference. Times are schedule for call center's local time, not the caller's time.
The `phone number` field (or other passed parameter) is not being automatically filled from ANI (or other variable) in callback message.	ANI (or other value) is not being sent with the call.
	The parameter is not defined properly in MSG_DROP and is therefore not being sent from the platform.
	The parameter is not defined properly in the data segment of the mailbox.

Custom Call Routing

Table 9-6.

Problem	Cause and Possible Remedy
Application hangs up.	No match in the table and a "no match found" alternative is not defined. Check your CONVERSANT vector to ensure that a message or transfer pattern for "no match found" is included (for instance, transfer to an operator).
	Table is not populated. Check custom call routing administration to ensure that records exist in your table. If not, populate your table from DOS floppy, or from on-screen administration.
	Converse step not passing digits. Check DEFINITY vectors to ensure that a *converse* step is defined and passing the correct information.
	Data return FAC code on CONVERSANT does not match the code on the DEFINITY switch.
	Use a **wait** command just before the **collect digits** command on the DEFINITY switch as a caution in case DEFINITY resources are busy.
Caller routed to the wrong destination.	Error in routing table data. Use add/delete records in custom call routing administration to check that the record in your table is defined correctly. If not, it may be changed via on-screen administration.
	The **collect digits** command on the DEFINITY switch is out of order. Check the DEFINITY setup to be sure that the DEFINITY switch is routing on the destination, and not other digits passed via DATA_RTN.
	DATA_RTN action in the wrong place on the CONVERSANT vector. DATA_RTN passing destination should correspond to the DEFINITY **collect digits** command immediately preceding the route command on the DEFINITY vector. Check the switch and the CONVERSANT platform to verify.
Unable to load data to a routing table.	Not a DOS floppy. Table must be loaded from a DOS floppy.

Table 9-6.

Problem	Cause and Possible Remedy
	Wrong file or path specified.
	Table not created. Must create a routing table in custom call routing administration first.
	Incorrect delimiters used. Check the documentation and on-screen help for a list of valid options.

System Administration

Table 9-7.

Problem	Cause and Possible Remedy
No data in reports.	
General	No calls received during selected day.
	There are too many lines in the report to display.
Call Event Detail	Activated vectors did not include a REPORT action.
Call Event Summary	Activated vectors did not include a REPORT action.
Message Log	No messages left during selected day.
Traffic Report	Cannot report on current day's activity; reports only past days' activity.
Reports will not print.	Printer not configured properly.
Printed reports jumbled.	Printer not compatible.
Back up to floppy failed.	Floppy disk incorrectly formatted.
More than 40 variables are included in the Event Detail and Event Count Reports.	A variable was renamed in the time interval for which the report was run.
A previously valid variable is not valid as an entry in the Event Detail Report.	Renamed or deleted variables are not recognized as valid. Choose 'all' in the event Detail report to retrieve data for a variable that was deleted or renamed in the current reporting interval.
AUDIT shows in invalid variable that you did not intend to create as a variable.	A % sign has been erroneously entered before a value in one of the `Action` fields.
	Floppy disk is write-protected.

Table 9-7.

Problem	Cause and Possible Remedy
Restore from floppy failed.	Floppy disk has been overwritten or damaged.
There may be insufficient free processes to administer this package warning message encountered at program startup.	Check the NPROC UNIX System tunable parameter.
There may be too many files open to administer this package warning message encountered at program startup.	Check the NFILE UNIX System tunable parameter.
There may be insufficient free i-nodes to administer this package warning message encountered at program startup.	Check the NINODE, NS5INODE, and NFILE UNIX System tunable parameters to determine if they may be increased.
There may be insufficient disk space under /usr to administer this package error encountered at program startup.	Delete unnecessary files from the disk. Consider adding disk storage.

CONVERSANT Error Log Messages

The following error messages are for the four data interface processes (dips) that support the CONVERSANT Call Center package. These messages are found in the CONVERSANT error log. See **<to be provided, name of document>** for information about the error log.

The message priorities and their definitions are:

- NOTICE

  This is for information only.

- WARNING

  There could be a problem that needs to be addressed.

- TROUBLE

  There is probably a problem that needs to be addressed.

- CRITICAL

  There is a problem that needs to be addressed immediately.

SOURCE: VCT_RPT

CCC002 -- -- --- WARNING: VSstartup failed.

- Message priority:

  CCC002 - WARNING

- Description and effect:

  The dip was unable to start or post itself on the internal CONVERSANT bulletin board, making communication to the CONVERSANT impossible.

- Repair procedure:

  — Use the **kill** command to try to restart the dip.

  — Reboot the system.

CCC003 -- -- --- TROUBLE: unknown mcont.

- Message priority:

  CC003 - TROUBLE

- Description and effect:

  The dip received an unknown message from an unknown source.

- Repair procedure:

  Check that other applications are functioning correctly.

CCC002 -- -- --- WARNING: cannot send msg.

- Message priority:

  CCC002 - WARNING

- Description and effect:

  The dip was unable to send a message back to TSM.

- Repair procedure:
  - — Use the **kill** command to try to restart the dip.
  - — Reboot the system.

CCC001 -- -- --- NOTICE: Unknown morig.

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  The dip received a message from an unknown source.

- Repair procedure:

  Notification only — no action necessary.

CCC003 -- -- --- TROUBLE: mesgsnd failed.

- Message priority:

  CCC003 - TROUBLE

- Description and effect:

  The dip was unable to send a message back to TSM. The dip is unable to function correctly.

- Repair procedure:
  - — Use the **kill** command to try to restart the dip.
  - — Reboot the system.

CCC001 -- -- --- NOTICE: message reception failed.

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  The dip was unable to send a message back to TSM.

- Repair procedure:

  — Use the **kill** command to try to restart the dip.

  — Reboot the system.

CCC001 -- -- --- NOTICE: clearing message off queue.

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  On dip start up, dip clears any old messages off the queue.

- Repair procedure:

  Notification only — no action necessary.

CCC001 -- -- --- NOTICE: Call number <number> is a duplicate.

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  The system was reporting on a call number already used.

  <number> is the call assigned to the call that has been already used.

- Repair procedure:

  Check that the file **/usr/add-on/ccc/logs/current/log_stat** exists.

CCC001 -- -- --- NOTICE: Caller Xref <X_number> is = caller number. <Curr_number>

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  The system has a request to log a cross-referenced call (X number) that has an ID number that is later in sequence from the current call number <Curr_number>. This cross-reference number is probably invalid.

- Repair procedure:

  Check that the:

  — Platform runtime is passing the number to the executed application

  — Number is being read by the executed application

  — Executed application is passing the correct number back to the platform runtime

  —

  —

SOURCE: VECTOR

CCC002 -- -- --- WARNING: VSstartup failed.

- Message priority:

  CCC002 - WARNING

- Description and effect:

  The dip was unable to start or post itself on the internal CONVERSANT bulletin board, making communication to the CONVERSANT impossible.

- Repair procedure:

  — Use the **kill** command to try to restart the dip.

  — Reboot the system.

CCC002 -- -- --- WARNING: cannot send msg.

- Message priority:

  CCC002 - WARNING

- Description and effect:

  The dip was unable to send a message back to TSM.

- Repair procedure:

— Use the **kill** command to try to restart the dip.

— Reboot the system.

CCC001 -- -- --- NOTICE: Unknown morig.

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  The dip received a message from an unknown source.

- Repair procedure:

  Notification only — no action necessary.

CCC001 -- -- --- NOTICE: message send error.

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  The dip was unable to send a message back to TSM.

  The dip was unable to function correctly.

- Repair procedure:

  — Use the **kill** command to try to restart the dip.

  — Reboot the system.

CCC001 -- -- --- NOTICE: message error.

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  The dip was unable to send a message back to TSM.

  The dip is unable to function correctly.

- Repair procedure:

  — Use the **kill** command to try to restart the dip.

  — Reboot the system.

CCC001 -- -- --- NOTICE: clearing message off queue.

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  On dip startup, the dip clears any old messages off the queue.

- Repair procedure:

  Notification only — no action necessary.

CCC003 -- -- --- TROUBLE: vectDIP: VECTOR <vect num> out of range (0-255).

- Message priority:

  CCC003 - TROUBLE

- Description and effect:

  The vector requested in the runtime was out of the allowable range.

- Repair procedure:

  Check vector references, especially variable references.

  Use REPORT action to verify that the vector requested is in range.

CCC003 -- -- --- TROUBLE: vectDIP: STEP <step num> out of range (0-14).

- Message priority:

  CCC003 - TROUBLE

- escription and effect:

  The step number requested in the runtime was out of the allowable range.

- Repair procedure:

  Check references to stops, especially variable references.

  Use REPORT action to verify that the step requested is in range.

CCC003 -- -- --- TROUBLE: vectDIP: VECTOR <vector num> MISSING VECTOR

- Message priority:

  CCC003 - TROUBLE

- Description and effect:

  The vector requested in the runtime was not in the database.

- Repair procedure:

  Check vector references, especially variable references.

  Use REPORT action to verify that the vector requested is in range.

CCC003 -- -- --- TROUBLE: vectDIP: VECTOR <vect num> MISSING STEP (step_ num).

- Message priority:

  CCC003 - TROUBLE

- Description and effect:

  The step <step num> requested in the vector <vector num> is not in the vector.

- Repair procedure:

  Check GOTO action references to steps, especially variable references.

  Use REPORT action to verify that the vector requested is in the vector.

CCC003 -- -- --- TROUBLE: variable: <variable name> not defined.

- Message priority:

  CCC003 - TROUBLE

- Description and effect:

  The variable <variable name> has not been defined in the current administration screen.

- Repair procedure:

  Check the action and change references to the variable or add the variable name through variable administration.

CCC002 -- -- --- WARNING: vector <vector num> exceeds size limit of 1000 bytes.

- Message priority:

  CCC002 - WARNING

- Description and effect:

  The vector <vector num> in the vector database has total size in excess of 1000 bytes and cannot be processed correctly.

- Repair procedure:

  Edit the vector and shorten or remove a step.

  Save the vector and place in service

CCC002 -- -- --- WARNING: unable to allocate memory for vector.

- Message priority:

  CCC002 - WARNING

- Description and effect:

  When loading the vector database into the vector dip, there was not enough memory available for storing the vector database.

- Repair procedure:

  Check for malfunctioning programs or processes.

  Reboot the system and try again.

CCC001-- -- -- NOTICE: reloading vector database.

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  A new vector database has been placed in service.

- Repair procedure:

  Notification only — no action necessary.

CCC001 -- -- --- NOTICE: no log_stat file.

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  The file that stores the daily stats, **/usr/add-on/ccc/logs/current/log_stat**, is not in the directory. This is normal for the first call of the day.

- Repair procedure:

  Notification only — no action necessary.

CCC003 -- -- --- TROUBLE: unknown mcont.

- Message priority:

  CCC003 - TROUBLE

- Description and effect:

  The dip received an unknown message from an unknown source.

- Repair procedure:

  Check that other applications are functioning correctly.

SOURCE: PHR_ADM

CCC003 -- -- --- TROUBLE: mesgsnd failed.

- Message priority:

  CCC003 - TROUBLE

- Description and effect:

  The dip was unable to send a message back to TSM.

  The dip is unable to function correctly.

- Repair procedure:

  — Use the **kill** command to try to restart the dip.

  — Reboot the system.

CCC001 -- -- --- NOTICE: clearing message off queue.

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  On dip startup, dip clears any old messages off the queue.

- Repair procedure:

  Notification only — no action necessary.

CCC001-- -- -- NOTICE: VSstartup failed, new instance

- Message priority:

  CCC0021 - NOTICE

- Description and effect:

  On dip startup, dip was unable to start and is trying to start under a new instance number.

- Repair procedure:

  Notification only — no action necessary.

CCC001 -- -- --- NOTICE: VSstartup failed.

- Message priority:

  CCC0021 - NOTICE

- Description and effect:

  On dip startup, dip was unable to start.

- Repair procedure:

  If problems occur while recording or playing phrases, kill the dip and restart the voice system.

CCC001 -- -- --- NOTICE: Unknown morig.

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  The dip received a message from an unknown source.

- Repair procedure:

  Notification only — no action necessary.

CCC001 -- -- --- NOTICE: msgsend error

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  The dip was unable to send a message back to TSM.

- Repair procedure:

  If problems occur while recording or playing phrases, kill the dip and restart voice system.

SOURCE: MSG_DROP

CCC004 -- -- --- CRITICAL: invalid command line, usage is: <usage string>

- Message priority:

  CCC004 - CRITICAL

- Description and effect:

  The message drop dip cannot start with the parameters specified.

- Repair procedure:

  The inittab entry for starting the message drop dip is incorrect. Rebuild the inittab by entering **mkittab** on the command line.

CCC004 -- -- --- CRITICAL: msgdrpDIP unable to open log: <file name>

- Message priority:

  CCC004 - CRITICAL

- Description and effect:

  At dip startup, the dip was unable to open the logfile <file name>.

- Repair procedure:

  Check that the directory exists.

  Try rebooting the system.

CCC004 -- -- --- CRITICAL: ERROR: VSstartup() error: <error phrase>

- Message priority:

  CCC004 - CRITICAL

- Description and effect:

  At dip startup, there was a problem with starting or posting the dip.

- Repair procedure:

  Try rebooting the system.

  Consult the CONVERSANT documentation for an explanation about the <error phrase>.

CCC003 -- -- --- TROUBLE: couldn't open **/usr/add-on/ccc/data/calback_cfg**

- Message priority:

  CCC003 - TROUBLE

- Description and effect:

  The configuration file is missing. This file contains operating parameters for the message drop process.

- Repair procedure:

  Check if directory and file exists.

  Use the **cbk_menu** command to try to press the DEFAULTS key to restore file.

CCC001 -- -- --- NOTICE: starting DIP

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  On dip startup, dip has successfully started and is posted on the internal CONVERSANT bulletin board, making communications possible.

- Repair procedure:

  Notification only — no action necessary.

CCC001 -- -- --- NOTICE: Oracle login successful

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  On dip startup, dip has successfully logged into the Oracle database. Repair procedure:

- Repair procedure:

  Notification only — no action necessary.

CCC001 -- -- --- NOTICE: Callback Queue Key obtained

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  On dip startup, msgdrop dip has successfully obtained the Queue key for the callback dip.

- Repair procedure:

  Notification only — no action necessary.

CCC001 -- -- --- NOTICE Param file loaded

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  msgdrop dip has successfully loaded the parameter file.

- Repair procedure:

  Notification only — no action necessary.

CCC001 -- -- --- NOTICE: Global tables loaded

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  msgdrop dip has successfully loaded the global parameter table.

- Repair procedure:

  Notification only — no action necessary.

CCC001 -- -- --- NOTICE: message array refreshed

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  The array of ready messages awaiting agent callback has been refreshed.

- Repair procedure:

  Notification only — no action necessary.

CCC001 -- -- --- NOTICE: <module>: Oracle error <error code>

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  — <module> identifies when in the sequence the problem occurred.

  — <error code> is the specific Oracle error code associated with the message.

  An Oracle error code has occurred. Consult the Oracle documentation for an explanation of the <error code>

- Repair procedure:

  Notification only — if notifications persist, the database could be corrupted.

CCC001 -- -- --- NOTICE: AUDIT UPDATE in <table> table <type> <count>

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  The audit process has corrected a problem in the message database.

  — <table> - is the Oracle table with the problem.

  — <type> - describes the type of problem fixed.

  — <count> - indicates the number of instances repaired.

- Repair procedure:

  Notification only — no action necessary.

SOURCE: CALLBACK

CCC003 -- -- --- CRITICAL: Invalid command line, usage is: callbackDIP [-d | -i NUM_INSTANCES | -l LOG_SIZE | -t INTERVAL | -a AUDIT_CHAN | -x DEBUG_ LEVEL]

- Message priority:

  CCC003 - CRITICAL:

- Description and effect:

  The callbackDIP program was executed with the wrong command line options.

  The program will not run and agent callback will not be done.

- Repair procedure:

  1. Check if the last line in the **/etc/conf/init.d/spcallback** file is **z302:4:respawn:/vs/bin/vrs/callbackDIP >/tmp/CBlog 2>&1**.

  2. If not, edit the file so that this is the last line in the file. Then type **mkitab**.

CCC003 -- -- --- CRITICAL: CALLBACK: Unable to open log: **/usr/add-on/ccc/logs/callbackDIP**

- Message priority:

  CCC003 - CRITICAL

- Description and effect:

  The callbackDIP program is unable to open a log file. The program will terminate and agent callback will not be done.

- Repair procedure:

  Create the directory **/usr/add-on/ccc/logs** if it doesn't exist.

CCC003 -- -- --- CRITICAL: ERROR: VSStartup0 error:<VSStartup error message>

- Message priority:

  CCC003 - CRITICAL

- Description and effect:

  The callbackDIP program could not register itself with the CONVERSANT bulletin board. The program will terminate and agent callback will not be done.

- Repair procedure:

  The repair procedure depends on the VSStartup error. Possible fixes to the
  problem include:

  — Stop and restart the voice system.

  — Reboot the machine.

CCC003 -- -- --- CRITICAL: CallbackDIP FATAL
0: getNextInterval : Terminated

- Message priority:

  CCC003 - CRITICAL

- Description and effect:

  The callbackDIP program could not access the system clock. There could be something wrong with the computer's system clock. The program will terminate and agent callback will not be done.

- Repair procedure:

  — Check that the system clock is okay.

  — Stop and restart the voice system.

CCC003 -- -- --- CRITICAL: CallbackDIP FATAL
1000: Oracle login failed, will exit...

- Message priority:

  CCC003 - CRITICAL

- Description and effect:

  The callbackDIP program could log into Oracle using **username sti** with password **sti**. The program will terminate and agent callback will not be done.

- Repair procedure:

  — Check that there is a user **sti** with password **sti** in the Oracle database — if there isn't, the user must be added.

  — Check that the Oracle database is not corrupted.

CCC003 -- -- --- CRITICAL: CallbackDIP FATAL
1006: Cannot read global table.

- Message priority:

  CCC003 - CRITICAL

- Description and effect:

  The callbackDIP program could not read from the Oracle table MBGLOBAL

  The program will terminate and agent callback will not be done.

- Repair procedure:

  — The program could not read from the table either because there is no record in the table or the table does not exist.

  — To check which of these caused the problem, open the Mailbox Global Settings form. If the form is empty, the problem was caused by the missing table. If the form has default values when it was last set to different values, the record was missing. This can be fixed by entering the appropriate values and saving the form.

  — If none of these worked, stop and restart the voice system. If the problem still persists, remove the Callback Messaging package and reinstall it.

CCC002 -- -- --- TROUBLE: callbackDIP MAJOR
1001: Oracle logout failed.

- Message priority:

  CCC002 - TROUBLE

- Description and effect:

  The callbackDIP program encountered problems while logging out of Oracle. The program should not log out of Oracle unless some problem caused it to do so. The program will terminate and agent callback will not be done.

- Repair procedure:

  Fix the problem that caused the program to log out in the first place.

CCC002 -- -- --- TROUBLE: callbackDIP MAJOR
1004: Oracle logout failed.

- Message priority:

  CCC002 - TROUBLE

- Description and effect:

  The callbackDIP program encountered problems while logging out of Oracle. The program should not log out of Oracle unless some problem caused it to do so. The program will terminate and agent callback will not be done.

- Repair procedure:

  Fix the problem that caused the program to log out in the first place.

CCC002 -- -- --- TROUBLE: CallbackDIP MAJOR
1000: sqlLogin: <Oracle error description>.

- Message priority:

  CCC002 - TROUBLE

- Description and effect:

  The callbackDIP program could log not into Oracle using **username sti** with password **sti**. The problem is described by the Oracle error description. The program will terminate and agent callback will not be done.

- Repair procedure:

  — Check that there is a user **sti** with password **sti** in the Oracle database. If there isn't, the user must be added.

  — Check that the Oracle database is not corrupted.

  — Refer to the Oracle error codes document for more detail on the Oracle error.

CCC002 -- -- --- TROUBLE: CallbackDIP MAJOR
1001: sqlLogin: <Oracle error description>.

- Message priority:

  CCC002 - TROUBLE

- Description and effect:

  The callbackDIP program encountered some problems while logging outof Oracle. The problem is described by the Oracle error description. The program should not log out of Oracle unless some problem caused it to do so.

- Repair procedure:

  — Refer to the Oracle error codes document for more detail on Oracle.

  — Fix the problem that caused the program to log out in the first place.

CCC002 -- -- --- TROUBLE: CallbackDIP MAJOR
0: getNextInterval : Could not get current time

- Message priority:

  CCC002 - TROUBLE

- Description and effect:

  The callbackDIP program could not access the system clock. There might be something wrong with the computer's system clock.

- Repair procedure:

  — Check that the system clock is okay.

  — Stop and restart the voice system.

CCC002 -- -- --- TROUBLE: CallbackDIP MAJOR
1006: Cannot fill message Cache

- Message priority:

  CCC002 - TROUBLE

- Description and effect:

  A problem was encountered while loading the cache from the Message table. The description of the Oracle error will be in the error log before this entry.

- Repair procedure:

  Refer to the Oracle error codes document for more detail on the Oracle error.

CCC002 -- -- --- TROUBLE: CallbackDIP MAJOR
1008: Cannot fill message Cache

- Message priority:

  CCC002 - TROUBLE

- Description and effect:

  A problem was encountered while loading the cache from the Message table. The description of the Oracle error will be in the error log before this entry.

- Repair procedure:

  Refer to the Oracle error codes document for more detail on the Oracle error.

CCC002 -- -- --- TROUBLE: CallbackDIP MAJOR
1:ForwardOldMsg : SQL error during forwarding

- Message priority:

  CCC002 - TROUBLE

- Description and effect:

  A problem was encountered while forwarding an alarm message. A description of the Oracle error will be in the error log before this entry.

- Repair procedure:

  Refer to the Oracle error codes document for more detail on the Oracle error.

CCC002 -- -- --- TROUBLE: CallbackDIP MAJOR
1:MWLOnOff : SQL error during MWL on/off.

- Message priority:

  CCC002 - TROUBLE

- Description and effect:

  A problem was encountered while turning MWL on or off. The description of the Oracle error will be in the error log before this entry this entry.

- Repair procedure:

  Refer to the Oracle error codes document for more detail on the Oracle error.

CCC001 -- -- --- NOTICE: startingDIP

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  This message is entered every time the callbackDIP starts up. If it started because of the voice system being stopped and restarted, it is okay. If the voice system is up and this message keeps appearing, there is a possible problem.

- Repair procedure:

  If there could be a problem, stop and restart the voice system.

CCC001 -- -- --- NOTICE: callbackDIP WARNING <Oracle error code>:<module>:Oracle error<Oracle error code>:<Oracle error description>

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  An Oracle error was encountered during the execution of callbackDIP program. The effects depend on what the error is. Look at the surrounding error messages from callbackDIP on what the effects are.

- Repair procedure:

  Refer to the Oracle error codes document for more detail on the Oracle error and refer to the other error messages from callbackDIP on how to repair the problem.

CCC001 -- -- --- NOTICE: CallbackDIP WARNING
1: C4AUDIT:failed to run system.Ret code(<num>)

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  The C4AUDIT script could not be soft_szr. If the <num> is 2, the script could not run because there were too many soft_szr requests for the CONVERSANT application manager to handle. If the <num> is a negative number, the program could not make a system call. The hourly audit will not be done.

- Repair procedure:

  — If the <num> is 2, no corrective action is necessary.

  — If the <num> is a negative number, the maximum number of simultaneous processes running might be too low. If so, increase it.

CCC001 -- -- --- NOTICE: CallbackDIP WARNING
1: C4CB:failed to run system.Ret code(<num>)

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  The C4CB script could not be soft_szr. If the <num> is 2, the script could not run because there were too many soft_szr requests for the CONVERSANT application manager to handle. If the <num> is a negative number, the program could not make a system call. The agent callback attempt failed.

- Repair procedure:

  — If the <num> is 2, no corrective action is necessary.

  — If the <num> is a negative number, the maximum number of simultaneous processes running might be too low. If so, increase it.

  —

  —

CCC001 -- -- --- NOTICE: CallbackDIP WARNING
1: C4MWL:failed to run system.Ret code(<num>)

- Message priority:

  CCC001 - NOTICE

- Description and effect:

  The C4MWL script could not be soft_szr. If the <num> is 2, the script couldnot run because there were too many soft_szr requests for theCONVERSANT application manager to handle. If the <num> is a negativenumber, the program could not make a system call. The turning MWL on or off was not done.

- Repair procedure:
  - If the <num> is 2, no corrective action is necessary.
  - If the <num> is a negative number, the maximum number of simultaneous processes running might be too low. If so, increase it.

Other Problems

Because of the structure of the CONVERSANT Solutions system, a single problem can sometimes have any one of a number of causes and remedies. The following section presents a broad selection of problems that may be addressed by any of the remedies given.

Problem:

System operates improperly or database(s) have become corrupted. Specifically:

- Can't open file: file does not exist error encountered
- System does not write data to fields
- System does not write to fields that it normally populates after the user enters information elsewhere on the form
- Error encountered when attempting to save, close, or cancel a form or text entry
- SAVE appears to work, but user finds information missing after reentering form
- Function keys, such as REMOVE and DIR, do not work
- System will not place new vectors in service
- System will not record speech
- System will not input, export, back up, or restore databases
- Vector, phrase, mailbox, and routing databases become corrupted
- System dumps core
- System monitor does not become activated
- Access to UnixWare operating system denied

- Terminal freezes
- Form accepts invalid input or rejects valid input
- System routinely gives warning messages when starting the CONVERSANT Solutions program

Cause and Possible Remedy:

System is improperly tuned or configured. Check:

- Free disk space under /usr
- Console system messages
- UnixWare operating system parameters
- The hardware may be faulty. Check all key components.

NOTE:
If one of the databases has been corrupted, follow the recommendations above to correct the underlying problem and then restore the database from a backup on floppy disk. If a backup is not available, restore as follows:

Vector database: Check each action in each vector to verify that each is correct. Change actions as necessary and save the vector.

Phrase database: Check each phrase to verify that all tags and texts are correct. Change and save phrases as necessary.

Mailbox database: Check each mailbox to verify that all forms and settings are correct. Change and save settings as necessary.

Routing tables: Consider removing and adding these tables. If databases cannot be restored or rebuilt, call your support representative. Do not save a form if you think it may corrupt your database.

Installing and Removing CONVERSANT Solutions Software

10

This chapter describes the specific steps to follow when you install and remove the CONVERSANT Solutions software.

Overview of Installation and Removal

This chapter explains how to install and remove the Conversant Solutions platform and optional modules on the system. To install the CONVERSANT Solutions software, you must have the CONVERSANT VIS Version 5.0 application software in place. (See the *Intuity CONVERSANT VIS Version 5.0 Installation* and the *Intuity CONVERSANT VIS Version 5.0 Upgrade* manuals for more information.)

The four packages you must install are:

- Announcement Administration
- Announcement Runtime
- Announcement Speech Administration
- Announcement Speech

The optional packages are:

- Custom Call Routing
- Callback Messaging Runtime and Speech

After you install your packages, you must assign the CONVERSANT Solutions service, named **ccc**, to every port you plan to use. Refer to the CONVERSANT 5.0 operations guide for more information about assigning service to channels.

NOTE:
When the CONVERSANT Solutions packages are installed, the CONVERSANT system needs to be rebooted. Do not install this software on a system that is receiving calls.

Installing CONVERSANT Solutions Software

Announcement Administration

When installing the CONVERSANT Solutions Announcement platform, you must install the announcement administration package first. Use the following procedure:

1. Log into the system as **root**.
2. At the UNIX system prompt (#), enter **installpkg**.

   System response:

   ```
   Confirm

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

   Strike ESC to stop.
   ```

3. Press **f**.

   System response:

   ```
   Confirm

   Please insert the floppy disk.
   If the program installation requires more than one
   floppy disk, be sure to insert the disks in the
   proper order, starting with disk number 1.

   After the first floppy disk, instructions will be
   provided for inserting the remaining floppy disks.

   Strike ENTER when ready
   or ESC to stop.

   Insert the Announcement Administration floppy disk
   1 of 4 and press (ENTER).
   ```

   System response:

```
Installation is in progress -- do not remove the
floppy disk.
Searching for the Size file

                Install in progress

Enter the version of the Definity Switch (G3V4,
G3V3, G3V2).

Enter other for other types.

Input:


Checking packages...
All required packages have been installed.
Checking space in filesystem...
The space is available.

System Message
This utility installs the CONVERSANT SOLUTIONS
Announcement
Administration package. It creates directories and
changes configuration files. Press
<DELETE> to abort.

Strike ENTER when ready.
```

4. Press ENTER.

   System response:

   ```
   Copying files....
   Adding user ccc to the system...
   New password:
   ```

5. You can use any password, for example, "ccc." Enter **ccc**.

   System response:

   ```
   Reenter new password:
   ```

6. Enter **ccc**.

   System response:

   ```
   Installing crontab entries.
   UX:crontab: WARNING: Commands will be executed
   using /usr/bin/sh

   Installation of CONVERSANT SOLUTIONS  Announcement
   Administration is complete.

   The installation of the CONVERSANT SOLUTIONS
   Announcement Administration  Version 4.0, xx Ports
   is now complete.
   ```

7. Make sure that the light on the floppy disk drive is off. When it is off, remove the floppy disk.

You have completed this procedure.

8. Continue with the installation of the Announcement Runtime package.

Announcement Runtime

When installing the CONVERSANT Solutions announcement platform, you must install the announcement Rruntime package after announcement administration. Use the following procedure:

1. If you are not already logged in, log into the system as **root**.
2. At the UNIX system prompt (#), enter **installpkg**.

   System response:

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

   Strike ESC to stop.
   ```

3. Press **f**.

   System response:

   ```
   Confirm

   Please insert the floppy disk.

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

   Strike ENTER when ready
   or ESC to stop.
   ```

4. Insert the Announcement Runtime floppy disk 2 of 4 and press ENTER.

   System response:

   ```
   Installation is in progress -- do not remove the floppy
   disk.
   Searching for the Size file
                  Install in progress

   System Message
   This script installs the CONVERSANT Solutions
   Announcement Runtime package.  It creates
   directories and changes configuration files.
   Press <DELETE> to abort.

   Strike ENTER when ready.
   ```

5. Press ENTER.

   System response:

   ```
   Checking space in filesystem...
   The space is available.
   Copying files....
   Installing script....
   Configuring error logs....
   Installing DIPS ....
   Installing inittab entries.
   Reconfigure the UNIX kernel (Y/N)
   (Type <Y> to continue, <N> to skip step):
   ```

   NOTE:
   Each time you reconfigure the UnixWare operating system kernel, the system evaluates the distribution of processing resources and, if necessary, prompts you to devote more resources to the CONVERSANT Solutions software by increasing the "NPROC" parameter value. To ensure peak performance from your CONVERSANT Solutions software, choose to reconfigure the kernel when you install the Announcement Runtime module for the first time. You do not need to reconfigure the UnixWare operating system kernel if you have ever installed the Announcement Runtime module onto your server before. Please understand that by increasing the NPROC parameter, you leave fewer resources for other applications on your system.

6. Enter **y**.

   System response:

   ```
   Setting kernel parameters....
   ```

   NOTE:
   If the system asks you to set tunable parameter "NPROC" to 250, press y.

   ```
   The UNIX operating system kernel will be rebuilt
   to include your configuration changes during the
   next system reboot.

   Installation of CONVERSANT SOLUTIONS Announcement
   Runtime is complete.

   The installation of the CONVERSANT SOLUTIONS
   Announcement Runtime Version 4.0, xx Ports is now
   complete.
   ```

7. Make sure that the light on the floppy disk drive is off. When it is off, remove the floppy disk.

   You have completed this procedure.

8. Continue with the installation of Announcement Speech administration.

Announcement Speech Administration

When installing the CONVERSANT Solutions announcement platform, you must install the announcement Speech Administration package after announcement administration and announcement runtime. Use the following procedure:

1. If you are not already logged in, log into the system as **root**.
2. At the UNIX system prompt (#), enter **installpkg**.

   System response:

   ```
   Confirm

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

   Strike ESC to stop.
   ```

3. Press **f**.

   System response:

   ```
   Confirm

   Please insert the floppy disk.

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

   Strike ENTER when ready
   or ESC to stop.
   ```

4. Insert the Announcement Speech Administration floppy disk and press ENTER.

   System response:

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

   Searching for the Size file
                  Install in progress
   ```

```
System Message
This utility installs the CONVERSANT SOLUTIONS
Announcement Platform: Speech Administration
package. It creates directories and changes
configuration files.  Press <DELETE> to abort.

Strike ENTER when ready.
```

5. Press ENTER.

   System response:

   ```
   Copying files....
   Installing script....
   Installing DIPS ....
   Installing inittab entries.

   Installation of CONVERSANT SOLUTIONS Announcement
   Platform: Speech Administration is complete.

   The installation of the CONVERSANT SOLUTIONS
   Announcement Speech Administration  Version 4.0 is
   now complete.
   ```

6. Make sure that the light on the floppy disk drive is off. When it is off, remove the floppy disk.

   You have completed this procedure.

7. Continue with the installation of the Announcement Speech package.

Announcement Speech

When installing the CONVERSANT Solutions announcement platform, you must install the announcement speech package after the announcement administration, announcement runtime, and announcement Speech Administration packages. Use the following procedure:

1. If you are not already logged in, log into the system as **root**.
2. At the UNIX system prompt (#), enter **installpkg**.

   System response:

   ```
   Confirm

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

   Strike ESC to stop.
   ```

3. Press **f**.

   System response:

   ```
   Confirm
   ```

```
Please insert the floppy disk.

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

Strike ENTER when ready
or ESC to stop.
```

4. Insert the Announcement Speech floppy disk and press ENTER.

   System response:

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

Searching for the Size file
                Install in progress

System Message
This utility installs the CONVERSANT SOLUTIONS
Announcement Speech package. It adds speech. Press
<DELETE> to abort.

Strike ENTER when ready.
```

5. Press ENTER.

   System response:

```
Checking if the package has already been
installed....
Checking space in speech slice....
The space is available.
Checking talkfile....
Adding speech...
Adding speech to talkfile 241...
Adding speech to talkfile 201...

The installation of the CONVERSANT SOLUTIONS
Announcement Speech (USA)  Version 4.0 is now
complete.
```

You have completed the installation of the announcement platform. If you will be installing the optional modules, continue with the next procedures. To begin administering the system, type **exit** to return to the login prompt and follow the instructions in Chapter 5, ''CONVERSANT Solutions Administration'' to log in as user **ccc**.

Custom Call Routing

Before installing CONVERSANT Solutions Custom Call Routing, you must first install the Announcement Administration, Announcement Runtime, Announcement Speech Administration, and Announcement Speech packages. Use the following procedure to install Custom Call Routing:

1. If you are not already logged in, log into the system as root.
2. At the UNIX system prompt, (#), enter **installpkg**.

   System response:

   ```
   Confirm

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

   Strike ESC to stop.
   ```

3. Press **f**.

   System response:

   ```
   Confirm

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

   Strike ENTER when ready
   or ESC to stop.
   ```

4. Insert the Custom Call Routing floppy disk and press ENTER.

   ```
   System response:
   Installation is in progress -- do not remove the floppy
   disk. Searching for the Size file
                 Install in progress

   System Message
   This utility installs the CONVERSANT Solutions
   Custom Call Routing package.  It creates
   directories and changes configuration files.
   Press <DELETE> to abort.

   Strike ENTER when ready.
   ```

5. Press ENTER.

   System response:

   ```
   Copying files....
   ```

```
The installation of the CONVERSANT SOLUTIONS
Custom Call Routing is complete.
The installation of the CONVERSANT SOLUTIONS
Custom Call Routing Version 4.0 is now complete.
```

6. Make sure that the light on the floppy disk drive is off. When it is off, remove the floppy disk.

You have completed the installation of Custom Call Routing. To begin administering the system, type **exit** to return to the login prompt and follow the instructions in Chapter 5, ''CONVERSANT Solutions Administration'' to log in as user **ccc**.

Callback Messaging

Before installing CONVERSANT Solutions Callback Messaging, you must first install the Announcement Administration, Announcement Runtime, Announcement Speech Administration, and Announcement Speech packages. Also, when installing the Callback Messaging software, you should install Callback Messaging Runtime before Callback Messaging Speech. Use the following procedure to install these packages:

1. If you are not already logged in, log into the system as **root**.
2. At the UNIX system prompt, (#), enter **installpkg**.

   System response:

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

   Strike ESC to stop.
   ```

3. Press **f**.

   System response:

   ```
   Confirm

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

   Strike ENTER when ready
   or ESC to stop.
   ```

4. Insert the Callback Messaging Runtime floppy disk 1 of 5 and press ENTER.

```
System response:
Installation in progress -- do not remove the
floppy disk. Searching for the Size file
                Install in progress

End of medium on input.
You may remove this floppy disk.
To QUIT - strike <q> followed by <ENTER>
To continue - insert floppy disk number 2 and
strike the <ENTER> key.
```

5. Insert the Callback Messaging Runtime floppy disk 2 of 5 and press ENTER.

   System response:

   ```
   End of medium on input.
   You may remove this floppy disk.
   To QUIT - strike <q> followed by <ENTER>
   To continue - insert floppy disk number 3 and
   strike the <ENTER> key.
   ```

6. Insert the Callback Messaging Runtime floppy disk 3 of 5 and press ENTER.

   System response:

   ```
   End of medium on input.
   You may remove this floppy disk.
   To QUIT - strike <q> followed by <ENTER>
   To continue - insert floppy disk number 4 and
   strike the <ENTER> key.
   ```

7. Insert the Callback Messaging Runtime floppy disk 4 of 5 and press ENTER.

   System response:

   ```
   System Message
   This script installs the CONVERSANT SOLUTIONS
   Callback
   Messaging: Runtime package. It creates directories
   and
   changes configuration files. Press <DELETE> to
   abort.

   Strike ENTER when ready.
   ```

8. Press ENTER.

   System response:

   ```
   Copying files....
   Installing scripts....
   Installing CALLBACK daemon....
   Installing MSGDROP dip...
   Installing inittab entries.
   Inittab successfully rebuilt
   Installing Oracle Tables...
   Stop and restart voice system to allow database
   update(Y/N):
   ```

9. Press **y**.

   System response:

   ```
   The Voice System is now stopping
   Initiating request to clear all calls in the next
   180 seconds.
   Orderly idling of system succeeded

   After the Voice System has completely stopped, use
   the
   "Start Voice System" choice from the System
   Control menu
   to restart the Voice System

   INIT: New Run level: 2

   Inittab changed.  Rebuilding the inittab
   Inittab successfully rebuilt
   running bitmapmgr ...
   bitmapmgr completed.
   ORACLE RDBMS is already started

   The Voice System is starting

   The Voice System is initializing cards

   Startup of the Voice System is complete

   INIT: New run level: 4

   NOTICE: *** *** *** rmiReset *** *** ***

   Installation of CONVERSANT SOLUTIONS Callback
   Messaging: Runtime is complete.

   The installation of the CONVERSANT SOLUTIONS
   Callback
   Messaging Runtime  Version 4.0 is now complete.
   ```

10. Make sure that the light on the floppy disk drive is off. When it is off, remove the floppy disk.

    You have completed the installation of Callback Messaging Runtime.

Next, install Callback Messaging Speech:

1. If you are not already logged in, log into the system as **root**.
2. At the UNIX system prompt (#), enter **installpkg**.

   System response:

   ```
   Confirm

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

   Strike ESC to stop.
   ```

3. Press **f**.

   System response:

   ```
   Confirm

   Please insert the floppy disk.

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

   Strike ENTER when ready
   or ESC to stop.
   ```

4. Insert the Callback Messaging Speech floppy disk 5 of 5 and press ENTER.

   System response:

   ```
   Installation is in progress -- do not remove the
   floppy disk. Searching for the Size file
                  Install in progress

   System Message
   This utility installs the CONVERSANT SOLUTIONS
   Callback Messaging Speech package. It adds speech.
   Press <DELETE> to abort.

   Strike ENTER when ready.
   ```

5. Press ENTER.

   System response:

   ```
   Checking if the package has already been
   installed....
   Checking space in speech slice....
   The space is available.
   Checking talkfile....
   Adding speech...
   Adding speech to talkfile 240...
   Adding speech to talkfile 242...
   Adding speech to talkfile 243...

   The installation of the CONVERSANT SOLUTIONS
   Callback Messaging Speech (USA)  Version 4.0 is
   now complete.
   ```

6. Make sure that the light on the floppy disk drive is off. When it is off, remove the floppy disk.

   You have completed the installation of the Callback Messaging Speech Administration software.

You have completed the installation of the CONVERSANT Callback Messaging Package. To begin administering the system, type **exit** to return to the login prompt and follow the instructions in Chapter 5, ''CONVERSANT Solutions Administration'' to log in as user **ccc**.

Removing the CONVERSANT Solutions Software

The CONVERSANT Solutions packages should be removed in reverse order. Therefore, you should remove the optional packages first:

- Callback Messaging Speech
- Callback Messaging Runtime
- Custom Call Routing

Then you should remove the announcement packages:

- Announcement Speech
- Announcement Speech Administration
- Announcement Runtime
- Announcement Administration

This procedure will also remove all standard speech phrases in talkfile 241.

Callback Messaging Speech

To remove CONVERSANT Callback Messaging Speech, do the following:

1. If you are not already logged in, log into the system as **root**.
2. At the UNIX system prompt (#), enter **removepkg**.

   The system displays a list of installed UNIX packages numbered 1 to *n*.
3. Enter the number of the CONVERSANT Solutions Callback Messaging Speech Version 4.0.

   The system displays the following message:

```
Confirm

Do you really want to remove CONVERSANT SOLUTIONS
Callback Messaging Speech (USA) Version 4.0?

Strike ENTER when ready
or ESC to stop.
```

4. Press ENTER.

   System response:

   ```
   Removing the CONVERSANT SOLUTIONS  Callback
   Messaging Speech package....
   Removing speech....

   The CONVERSANT SOLUTIONS  Callback Messaging
   Speech (USA) Version 4.0 is now removed.
   ```

Callback Messaging Runtime

To remove Callback Messaging Runtime, follow this procedure:

1. If you are not already logged in, log into the system as root.
2. At the UNIX system prompt, (#), enter **removepkg**.

   The system displays a list of installed UNIX packages numbered 1 to *n*.
3. Enter the number of the CONVERSANT Solutions Callback Messaging Runtime Version 4.0.

   The system displays the following message:

   ```
   Confirm

   Do you really want to remove CONVERSANT SOLUTIONS
   Callback Messaging Runtime Version 4.0?

   Strike ENTER when ready
   or ESC to stop.
   ```
4. Press ENTER.

   System response:

   ```
   Removing the CONVERSANT SOLUTIONS CallBack
   Messaging Runtime package...
   The voice system must be stopped in order to
   remove the Callback Messaging package.  Press y or
   Y followed by ENTER to stop the voice system  and
   remove the package. Press any other key to stop.
   ```
5. Press **y** or **Y**.

   System response:

   ```
   The Voice System is now stopping

   Initiating request to clear all calls in the next
   180 seconds.
   Orderly idling of system succeeded

   After the Voice System has completely stopped, use
   the "Start Voice System" choice from the System
   Control menu to restart the Voice System
   ```

```
Please wait...
Removing the inittab entries . . .
Inittab successfully rebuilt
Removing the callback daemon . . .

Removing the msgdrop dip . . .

Table dropped.

Table dropped.

Table dropped.

Table dropped.

Restarting the voice system....
Inittab changed. Rebuilding the inittab
Inittab successfully rebuilt
running bitmapmgr ...
bitmapmgr completed.
ORACLE RDBMS is already started

The Voice System is starting

The Voice System is initializing cards

Startup of the Voice System is complete

Removal of CONVERSANT SOLUTIONS CallBack Messaging
Runtime is complete.

The CONVERSANT SOLUTIONS  Callback Messaging
Runtime Version 4.0 is now removed.
```

Custom Call Routing

To remove the CONVERSANT Solutions Custom Call Routing package, follow this procedure:

1. If you are not already logged in, log into the system as **root**.
2. At the UNIX system prompt (#), enter **removepkg**.

   The system displays a list of installed UNIX packages numbered 1 to *n*
3. Enter the number of the CONVERSANT Solutions Custom Call Routing Version 4.0.

   The system displays the following message:

```
Confirm

Do you really want to remove CONVERSANT Solutions
Custom Call Routing Version 4.0?

Strike ENTER when ready
or ESC to stop.
```

4. Press ENTER.

   System response:

   ```
   The voice system must be stopped in order to
   remove the Router package.  Press y or Y followed
   by ENTER to stop the voice system and remove the
   package.  Press any other key to stop.
   ```

5. Press **y** or **Y**.

   System response:

   ```
   The Voice System is now stopping
   Initiating request to clear all calls in the next
   180 seconds.
   Orderly idling of system succeeded

   After the Voice System has completely stopped, use
   the "Start Voice System" choice from the System
   Control menu to restart the Voice System

   Please wait...
   Dip ldbdip stopped.
   Routing database tables removed.
   Restarting the voice system....
   running bitmapbgr ...
   bitmapmgr completed.
   ORACLE RDBMS is already started

   The Voice System is starting

   The Voice System is initializing cards

   Startup of the Voice System is complete

   vs/bin/start_vs : Voice system is already running

   Removal of CONVERSANT SOLUTIONS Custom Call
   Routing is complete.

   The CONVERSANT SOLUTIONS Custom Call Routing
   Version 4.0 is now removed.
   ```

Announcement Speech

To remove the CONVERSANT Solutions Announcement Speech package, follow this procedure:

1. If you are not already logged in, log into the system as **root**.
2. At the UNIX system prompt (#), enter **removepkg**.

   The system displays a list of installed UNIX packages numbered 1 to *n*.

3. Enter the number of the Announcement Speech package.

   The system displays the following message:

   ```
   Confirm

   Do you really want to remove CONVERSANT SOLUTIONS
   Announcement Speech (USA) Version 4.0?

   Strike ENTER when ready
   or ESC to stop.
   ```

4. Press ENTER.

   System response:

   ```
   Removing the CONVERSANT Speech Announcement Speech
   package.....
   Removing speech...

   The CONVERSANT SOLUTIONS  Announcement Speech
   (USA) Version 4.0 is now removed.
   ```

Announcement Speech Administration

To remove the CONVERSANT Solutions Announcement Speech Administration package, follow this procedure:

1. If you are not already logged in, log into the system as root.
2. At the UNIX system prompt (#), enter **removepkg**.

   The system displays a list of installed UNIX packages numbered 1 to *n*.

3. Enter the number of the Announcement Speech Administration package.

   The system displays the following message:

   ```
   Confirm

   Do you really want to remove CONVERSANT SOLUTIONS
   Announcement Speech Administration Version 4.0?

   Strike ENTER when ready
   or ESC to stop.
   ```

4. Press ENTER.

   System response:

   ```
   Removing the CONVERSANT Call Center Speech
   Administration package.....
   Removing the inittab entry...
   Inittab successfully rebuilt
   Removing the DIP...
   ```

```
Removal of CONVERSANT Call Center Speech
Administration is complete.

The CONVERSANT SOLUTIONS  Announcement Speech
Administration  Version 4.0 is now removed.
```

Announcement Runtime

To remove the CONVERSANT Solutions Runtime package, follow this procedure:

1. If you are not already logged in, log into the system as **root**.
2. At the UNIX system prompt (#), enter **removepkg**.

   The system displays a list of installed UNIX packages numbered 1 to *n*.
3. Enter the number of the CONVERSANT Solutions Announcement Runtime package.

   The system displays the following message:

   ```
   Confirm

   Do you really want to remove CONVERSANT SOLUTIONS
   Announcement Runtime Version 4.0, xx ports?

   Strike ENTER when ready
   or ESC to stop.
   ```
4. Press ENTER.

   System response:

   ```
   Removing the CONVERSANT Solutions Announcement
   Runtime package....
   Removing the inittab entries...
   Inittab successfully rebuilt
   Removing the DIPS...
   Removing the DIP logging messages
   remake -f formats.mk in /usr/spool/log/head/
   Removal of message files complete.

   Removal of CONVERSANT SOLUTIONS Announcement
   Runtime is complete.

   The CONVERSANT SOLUTIONS  Announcement Runtime
   Version 4.0, xx Ports is now removed.
   ```

Announcement Administration

To remove the CONVERSANT Solutions Announcement Administration package, follow this procedure:

1. If you are not already logged in, log into the system as **root**.
2. At the UNIX system prompt (#), enter **removepkg**.

   The system displays a list of installed UNIX packages numbered 1 to *n*.

3. Enter the number of the CONVERSANT Announcement Administration package.

   The system displays the following message:

   ```
   Confirm

   Do you really want to remove the CONVERSANT
   SOLUTIONS Announcement Administration Version 4.0,
   xx Ports?

   Strike ENTER when ready
   or ESC to stop.
   ```

4. Press ENTER.

   System response:

   ```
   Do you want to save the current vector
   configuration (y/n)?
   ```

5. To save your current vector configuration to a file, which can be restored by reinstalling the Platform Administration package, press **y**.

   To remove the vector configuration, press **n**.

   System response:

   ```
   Removal of CONVERSANT SOLUTIONS  Announcement
   Administration is complete.

   The CONVERSANT SOLUTIONS  Announcement
   Administration Version 4.0, xx Ports is now
   removed.
   ```

Performing Upgrades

Announcement Package

Follow these steps to upgrade the call handling capacity of your CONVERSANT Solutions announcement package. Upgrades are available separately from AT&T.

NOTE:
These instructions apply only to expanding the number of ports your version of the software can support; not to upgrading the current release of your software to a more recent release.

1. At the system backup/restore menu, back up your runtime vectors by selecting:
   a. `Restore Vector Database - from Current Runtime` (to overwrite the development database with the runtime database).
   b. `Back up Vector Database to Floppy Disk`

   NOTE:
   If you want to back up your original development vectors too, back up the development database once before you perform steps a. and b.

2. Back up talkfile 224 (vector phrases). If you have made changes to standard speech, back up talkfile 241 (standard speech phrases) on a separate disk.
3. If you have Callback Messaging installed:
   a. Back up talkfile 242 (mailbox phrases). If you have made changes to mailbox standard speech, back up talkfile 243 (mailbox standard speech).
   b. At the system backup/restore menu, select `Backup Mailbox Configuration`.
   c. Follow the instructions in this chapter to remove callback messaging speech and runtime.
4. If you have Custom Call Routing installed, first back up your routing tables, then follow the instructions in this chapter to remove it.

   NOTE:
   This will permanently erase your Custom Call Routing database tables.

5. Follow the instructions in this chapter to remove announcement speech, runtime, and administration.
6. Install your new CONVERSANT Solutions announcement package.
7. If you removed Custom Call Routing, reinstall it.
8. If you removed Callback Messaging:
   a. reinstall it.
   b. Select `Restore Mailbox Configuration` at the system backup/restore menu.
   c. Select `Restore Speech` at the system backup/restore menu, and restore talkfile 242 (mailbox phrases), and 243 (mailbox standard speech).
9. At the system backup/restore menu, restore your original runtime vectors by choosing:

a. `Restore Vector Database - from Foppy Disk` (to overwrite the development database with the runtime database).

b. `Place New Vectors in Service`

NOTE:
If you want to restore your original development database too, restore it from disk *after* you perform steps 9.a. and 9.b. Do not select `Place New Vectors in Service` a second time.

10. At the system backup/restore menu, select `Restore Speech` and restore talkfile 224 (vector phrases.) If you performed a backup of standard speech, also restore talkfile 241 (standard speech phrases).

Hard Disk Drive Space Requirements

A

When used in a busy call center environment, the CONVERSANT Solutions software occupies a significant amount of hard disk storage space under the /root, /usr and /home2 (speech) file systems. This appendix will help you decide how much space to allocate to the CONVERSANT Solutions package when you configure your CONVERSANT system.

For general disk drive partitioning guidelines, refer to the *INTUITY CONVERSANT VIS Version 5.0 Software Installation Manual,* 585-310-151*, and the INTUITY CONVERSANT VIS Version 5.0 Upgrade Manual,* 585-310-152. When using the CONVERSANT Solutions software as the only application on a CONVERSANT system, it is typically safe to use the partitions for general usage this manual recommends. These partitions apply to:

- MAP/40 systems that receive 10,000 or fewer calls per day, need fewer than 1.4 hours of speech storage, and have under 4 call routing tables (depending on the size of the tables).
- MAP/100 systems that receive 30,000 or fewer calls per day, need fewer than seven hours of speech storage, and have under 20 call routing tables (depending on the size of the tables).

If you will use the CONVERSANT Solutions software with any other application(s) or exceed the limits above, use the following information to calculate the amount of space you must include for CONVERSANT Solutions when you partition your hard disk.

NOTE:
In making your calculations, remember that one caller making a single call to the switch may generate several separate calls on the CONVERSANT Solutions platform. For example, one caller may receive a standard announcement *and* an anticipated delay announcement *and* leave a message in the Callback Messaging module.

File Systems /root and /usr

When gauging space requirements, you must account for:

- CONVERSANT Solutions application software
- CONVERSANT Solutions call logs for reporting
- Call-handling data stored in the ORACLE database
- Any ORACLE database table(s) you create for the CONVERSANT Solutions Custom Call Routing

CONVERSANT Solutions Software

Initially, the CONVERSANT Solutions package requires approximately 2.0 megabytes under /root and 2.0 megabytes under /usr for application files. Include these figures in your calculations to define the total space required in the /root and /usr file systems.

Call Logs

The CONVERSANT Solutions system stores information about each call in its own call log database, a UNIX file under /usr . Each call creates a record of about 65 bytes that the system normally stores in the call log for seven days.

Keep in mind that one call by one caller to the DEFINITY switch can generate many calls to the CONVERSANT Solutions system. Your database must be able to accommodate information about each of these events. For example, to provide a standard announcement, an anticipated delay announcement, and an opportunity to leave a message in the Callback Messaging module, a DEFINITY vector calls the CONVERSANT Solutions platform three times.

To calculate the space needed in the /usr file system for the CONVERSANT Solutions call log database, use the following equation where:

- X = Number of days to keep data in the call log
- Y = Number of calls per day to the CONVERSANT Solutions application

Then,

(X days) * (Y calls/day) * (65 bytes/call) * (1 megabyte/1,000,000 bytes) =

The total megabytes of space in /usr for call logs.

For example, a call center that receives 10,000 calls per day and stores call logs for the default seven days needs:

(7 days) * (10,000 call/day) * (65 bytes/call) * (1 megabyte/1,000,000 bytes) =

4.6 megabytes in /usr.

Call-Handling Data in ORACLE

The CONVERSANT VIS stores call handling data in the ORACLE database in the /root file system. For ORACLE database sizing, refer to the manual *INTUITY CONVERSANT Version 5.0 Operations*, 585-310- 550.

NOTE:
The database file takes space from the /root file system. Recognize this requirement when you partition /root.

For a general guideline of CONVERSANT systems with the CONVERSANT Solutions software only:

A CONVERSANT MAP/40 that receives 10,000 calls per day needs an ORACLE database of at least 17 megabytes. This fits in the 20 megabytes ORACLE database of the general usage partitioning for the MAP/40.

A CONVERSANT MAP/100 that receives 30,000 calls per day needs an ORACLE database of at least 45 megabytes. This fits in the 60 megabytes ORACLE database of the general usage partitioning for the MAP/100.

When using the CONVERSANT Solutions software with any other application(s) or when exceeding the above parameters, see the operations manual to calculate your database's actual size requirements.

CONVERSANT Solutions Custom Call Routing Information in ORACLE Database Tables

When using the CONVERSANT Solutions Custom Call Routing module, you will create an ORACLE database table in the /usr file system for each call routing application. Each ORACLE table has the potential to hold thousands of records. An ORACLE database table configured with the maximum number of records requires 2.5 megabytes. A much smaller table, such as one with only 100 records, needs approximately 20 kilobytes. Therefore, you must estimate the amount of space required by your tables and add it to your calculations for hard drive partitioning in the /usr file system for each call routing table you will define.

NOTE:
The routing module is optional. If you will not be using it, you do not need to include additional space requirements in your calculations to define /usr.

To calculate the space needed in the /usr file system for the custom call routing database tables, use the following equation where:

X = Expected number of custom call routing database tables

Y = Estimated amount of space required per table

Then,

X * Y= The total megabytes of space in the /usr partition for the custom call routing database tables.

For example, a CONVERSANT Solutions system with 2 maximum-size call routing database tables needs:

2 * (2.5 megabytes) = 5 megabytes of space in the /usr partition.

Speech Partition

In this partition (/home2), you must account for:

- CONVERSANT Solutions system speech and announcements and Callback Messaging prompts
- CONVERSANT Solutions Message Drop messages

To estimate the space required for the speech partition, refer to the *INTUITY CONVERSANT VIS Version 5.0 Software Installation Manual, 585-310-151, and the INTUITY CONVERSANT VIS Version 5.0 Upgrade Manual, 585-310-152*.

CONVERSANT Solutions System Speech

System speech comes standard with the CONVERSANT Solutions application and uses 1 megabyte of space from the speech partition (/home2) in the UnixWare operating system file system.

To ensure that performance is not degraded, CONVERSANT systems with more than 30 ports should not use the 64K speech coding rate. By default, CONVERSANT Solutions announcements and Callback Messaging prompts use the 32K coding rate. At this rate, approximately 14 megabytes of the speech partition(s) are used for each hour of speech.

For systems with fewer than 30 ports, a speech coding rate of 64K can be used for higher speech quality, especially for CONVERSANT Solutions announcements and Callback Messaging prompts. At this rate, approximately 28 megabytes of the speech partition(s) are used for each hour of speech. Include the requirements of system speech, announcements and Callback Messaging prompts in your calculations to define speech partition(s).

To calculate the space needed for CONVERSANT Solutions system speech, announcements, and Callback Messaging prompts, use the following equation, where:

X = Expected number of announcements and Callback Messaging prompts

Y = Expected average length of announcements and Callback Messaging prompts in seconds

Z = 14 megabytes/hr (32K coding rate) or 28 megabytes/hr (64K coding rate) for speech usage

Then,

(1 megabyte) + [(X) * (Y sec) * (Z megabytes/hr) / 3600 sec/hr)] =

The total megabytes of space in the speech partition(s) for the CONVERSANT Solutions System speech and announcements

For example, a CONVERSANT Solutions system with a total of 50 announcements and Callback Messaging prompts of 20 seconds long, each using the 32K coding rate needs:

(1 megabyte) + [(50) * (20 sec) * (14 megabytes/hr) / (3600 sec/hr)] =

5 megabytes of space in the UnixWare operating system file system

CONVERSANT Solutions Callback Messaging Messages

The system records all Callback Messaging messages using the 16K coding rate. This means that about seven megabytes of the speech partition(s) are used for each hour of messages stored. The system stores messages until a call center agent or system administrator removes them.

Note that the Callback Messaging module is optional. If you will not use it, you do not need to include additional memory requirements in your calculations.

To calculate the space needed for CONVERSANT Solutions Callback Messaging messages, use the following equation, where:

X = Expected number of end user messages

Y = Expected average length of end user messages in seconds

Then,

(X) * (Y sec) * (7 megabytes/hr) / (3600 sec/hr) =

The total megabytes of space in the UnixWare operating system file system for the end user messages.

For example, a CONVERSANT Solutions system that stores 250 end user messages with an average length of 120 seconds each needs:

(250) * (120 sec) * (7 megabytes/hr) / (3600 sec/hr) =

58 megabytes of space in the speech partition(s)

Therefore, a system with 50 announcements, each 20 seconds long; and also 250 end-user messages, each 120 seconds long, requires:

5 megabytes for system speech and announcements +

58 megabytes for messages =

A total of 63 megabytes in the UnixWare operating system file system for CONVERSANT Solutions speech.

Example Summary

Using the above examples, a CONVERSANT Solutions system having:

- CONVERSANT Solutions application software
- 7days of CONVERSANT Solutions call log data
- 10,000 calls/day
- 2 maximum-size Custom Call Routing database tables
- 50 announcements and Callback Messaging prompts of 20 seconds long, each using the 32K coding rate
- 250 end user messages with an average length of 120 seconds each

Would require approximately:

- /root

  2.0 megabytes for CONVERSANT Solutions application software

- /usr

  2.0 megabytes for CONVERSANT Solutions application software

  4.6 megabytes for CONVERSANT Solutions call logs

  5 megabytes for CONVERSANT Solutions Custom Call Routing tables

- The ORACLE database

  17 megabytes for call handler data in /root

- Speech

  5 megabytes for the CONVERSANT Solutions system speech, announcements, and Callback Messaging prompts

  58 megabytes for Callback Messaging messages

Port Sizing Guidelines

B

General Considerations

Use the following forms to help estimate the number of analog ports required for various CONVERSANT vector applications created on the CONVERSANT Solutions platform.

You can set up your DEFINITY vector to direct calls to any available CONVERSANT port by assigning all CONVERSANT ports to a single hunt group. Or, you can create groups of hard- and dynamically-allocated ports by segregating particular CONVERSANT ports within multiple DEFINITY hunt groups.

Refer to standard ERLANG B engineering tables in the *INTUITY CONVERSANT VIS Version 5.0 Operations Manual*, 585-310-550, for assistance in sizing ports for each CONVERSANT Solutions application.

Application Considerations

Standard Announcement Guidelines

CONVERSANT ports must be assigned as dedicated announcement extensions on the CONVERSANT Solutions platform. You must allow one hard-allocated port for each standard announcement. Therefore, port requirements must be calculated on a per-announcement basis.

Dynamic Port Allocation

General Observations

You can allocate ports on the CONVERSANT Solutions platform dynamically to provide efficient port utilization. All CONVERSANT vector applications other than standard announcements may be allocated dynamically across CONVERSANT ports.

Dynamically-allocated ports receive arguments from the PBX and start CONVERSANT vectors based on the values of those arguments. For example, a single call directed to a CONVERSANT Solutions channel 0 may pass VDN 2000 to execute an ADA or EWT vector, whereas the next call directed to channel 0 may pass 3000 to hear a Custom Call Routing application.

Callback Messaging

As a rule, it is sufficient to calculate only port requirements for incoming calls because other Callback Messaging activities, such as agent callback, transcription, and automatic callback, occur on the same ports at nonpeak times when agents and ports are readily available.

However, some call centers may require ports dedicated to transcription. These call centers should hard allocate one port per transcriber.

NOTE:
If you wish to provide the option for callers to drop a message to “wait in queue” in place of the caller, you must allocate a number of ports that is equal to the number of callers/messages that are required to be queued to achieve this service. For example, if the wait time for the caller is estimated at five minutes, and you wish to provide the option for the caller to receive a callback in approximately five minutes, you must have as many ports available as you expect to have callers select this option for any given group. Otherwise, messages will be held back in the messaging queue, and not in queue for agents, and will thereby not reserve agent availability over inbound calls.

Custom Call Routing

On the average, you can budget fewer than ten seconds for lookup and call routing. Remember that the average call duration does not include post-routing call activity. The overall call duration for Custom Call Routing will vary according to the length and the number of announcements that play before the system routes the call, the time used for prompting in the CONVERSANT Solutions system, the string length of the lookup field, and the size of the database.

Port Sizing Worksheet

Use the following worksheet to calculate the number of ports required for each application on the CONVERSANT Solutions platform:

No. of Ports Required

- **Standard Announcements**

  Total number of standard announcements = _____

- **Dynamic Announcements**

  Number of calls in the busy hour

  Average call duration

  Grade of service

  Result from standard ERLANG tables = _____

- **Anticipated Delay/Queue Position Announcements**

  Number of calls in the busy hour

  Average call duration

  Grade of service

  Result from standard ERLANG tables = _____

- **Script Builder Applications Executed from CONVERSANT Solutions**

  Number of calls in the busy hour

  Average call duration

  Grade of service

  Result from standard ERLANG tables = _____

- **Callback Messaging/Incoming Calls**

  Number of calls in the busy hour

  Average call duration

  Grade of service

  Result from standard ERLANG tables = _____

- **Callback Messaging/Dedicated Transcription**

  Number of simultaneous transcribers in the busy hour = _____

- **Custom Call Routing**

  Number of calls in the busy hour

  Average call duration

  Grade of service

  Result from standard ERLANG tables = _____

You may be able to minimize the number of ports required on your CONVERSANT Solutions system if you dynamically allocate groups of applications to a particular hunt group(s) of CONVERSANT channels. This is particularly effective if peak times vary from application to application because several applications do not compete for resources within the same group of ports.

Use the following form to allocate multiple applications dynamically across CONVERSANT ports.

Remember that standard announcements and ports dedicated for Callback Messaging transcription still require hard-allocated ports.

- **CONVERSANT Solutions Application Group A:**

  Number of calls in the busy hour

  Average call duration

  Grade of service

  Result from standard ERLANG tables = _____

- **CONVERSANT Solutions Application Group B:**

  Number of calls in the busy hour

  Average call duration

  Grade of service

  Result from standard ERLANG tables = _____

- **CONVERSANT Solutions Application Group C:**

  Number of calls in the busy hour

  Average call duration

  Grade of service

  Result from standard ERLANG tables = _____

- **CONVERSANT Solutions Application Group D:**

  Number of calls in the busy hour

  Average call duration

  Grade of service

  Result from standard ERLANG tables = _____

- **CONVERSANT Solutions Application Group E:**

  Number of calls in the busy hour

  Average call duration

  Grade of service

  Result from standard ERLANG tables = _____

- **CONVERSANT Solutions Application Group F:**

  Number of calls in the busy hour

  Average call duration

  Grade of service

  Result from standard ERLANG tables = _____

- **Standard Announcements**

  Total number of standard announcements = _____

- **Callback Messaging/Dedicated Transcription**

  Number of simultaneous transcribers in

  the busy hour = _____

Mailbox Conversion Utility

C

This document describes the Mailbox Conversion Utility, an accessory for versions 1.0, 1.1, and 1.2 of the CONVERSANT Solutions for DEFINITY Call Center software.

Overview

The Mailbox Conversion Utility helps you transfer Callback Messaging mailbox settings from version 1.0, 1.1, or 1.2 of the CONVERSANT Solutions software to version 2.0 or greater.

The utility enhances the CONVERSANT Solutions system by adding an option to the System Backup/Restore menu. By using this option to backup your Mailbox Configuration, you can preserve parameters you established for Callback Messaging before you replaced your CONVERSANT Solutions software with a newer version.

Use this utility once, before you upgrade your system, or anytime you want to transfer a mailbox configuration from a 1.X system to a 2.X or greater system.

Supported Hardware/Software

The Mailbox Conversion Utility for CONVERSANT Solutions for DEFINITY Call Center is supported on these configurations:

CONVERSANT VIS Hardware

- MAP/40 (up to 24 incoming ports) or MAP/100 (up to 48 incoming ports)
- IVP6 analog interface to G3
- Color monitor

CONVERSANT VIS Software

- 3.1 or 4.0 CONVERSANT software
- 1.0, 1.1, or 1.2 CONVERSANT Solutions for DEFINITY Call Center software

Peripherals:

- AT&T printer
- AT&T modem

CONVERSANT Solutions for DEFINITY Call Center software requires additional hardware and system software. Refer to Chapter 5, *CONVERSANT Solutions Administration*, in this document for details.

Installing the Utility

To install the Mailbox Conversion Utility, you must have Issue 3.1, 4.0, or 5.0 of the CONVERSANT VIS software in place and already be using version 1.0, 1.1, or 1.2 of the CONVERSANT Solutions for DEFINITY Call Center software. If you are already using 2.0 or a greater version of the CONVERSANT Solutions software, you do not need to install this utility.

NOTE:
Although installing this utility will not disrupt call handling, you should avoid installing this or any other software package during periods of very high call activity.

Use the following procedure:

1. Log into the system as **root**.
2. At the UnixWare operating system prompt, #, enter **installpkg**.

   System response:

   ```
   Confirm

   Please indicate the installation medium you intend
   to use.
   ```

```
Strike “C” to install from CARTRIDGE TAPE

or “F” to install from FLOPPY DISKETTE.

Strike ESC to stop.
```

3. Press **f**. If the system prompts you to identify the disk drive you want to use, enter **0** or **1**, as appropriate.

   System response:

```
Confirm

Please insert the floppy disk.

If the program installation requires more than one
floppy disk, be sure to insert the disks in the
proper order, starting with disk number 1.

After the first floppy disk, instructions will be
provided for inserting the remaining floppy disks.

Strike ENTER when ready

or ESC to stop.
```

4. Insert the Mailbox Conversion Utility floppy disk and press ENTER.

   System response:

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

Searching for the Size file

     Install in progress

Transfer in progress - Do not remove the floppy
disk.

It is safe to remove the floppy disk.

Copying files...

Installation of CONVERSANT SOLUTIONS 1.X to 2.0
Mailbox Conversion Utility is complete.

The installation of the CONVERSANT SOLUTIONS 1.X
to 2.0 Mailbox Conversion Utility  Version 1.0 is
now complete.
```

5. Remove the floppy disk.
6. You have successfully installed the Mailbox Conversion Utility.

Using the Utility

After you install the Mailbox Conversion Utility, you can copy your mailbox configuration to a floppy disk, in a format suitable for use with the latest version of the CONVERSANT Solutions for DEFINITY Call Center software.

1. Log into the CONVERSANT Solutions Administration interface by following the instructions in Chapter 5, "CONVERSANT Solutions Administration" in this document. The main menu will appear (see Figure C-1).

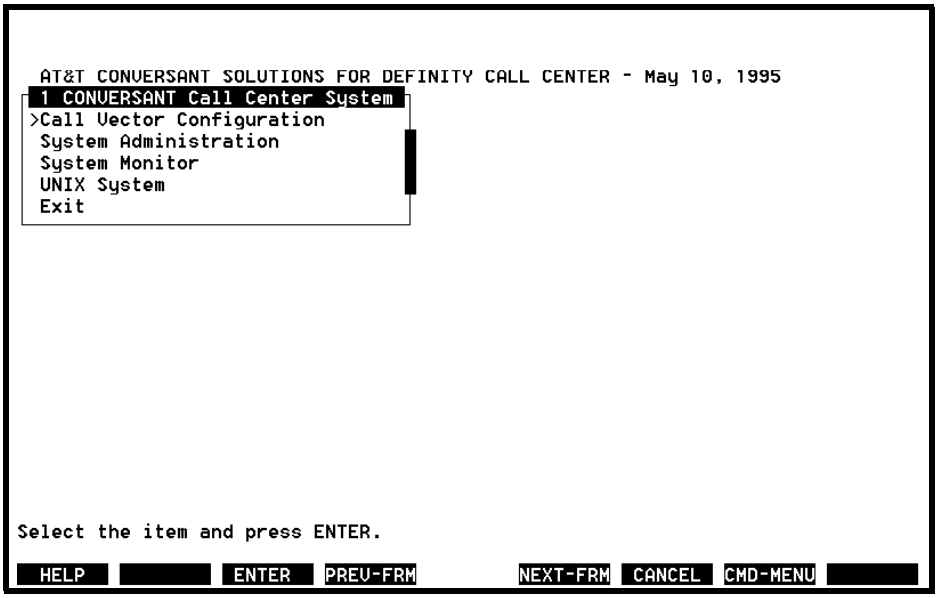


Figure C-1. The Main Menu

2. Select System Administration. The System Administration menu will appear (see Figure C-2).

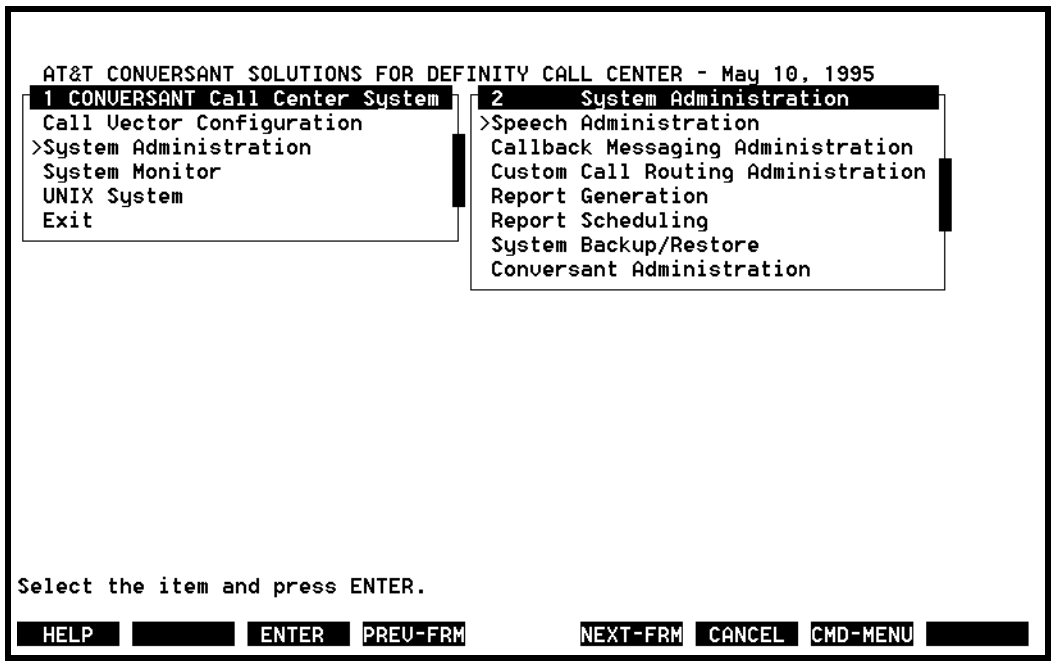


Figure C-2. System Administration menu

3. Select System Backup/Restore. The System Backup/Restore menu will appear (see Figure C-3).

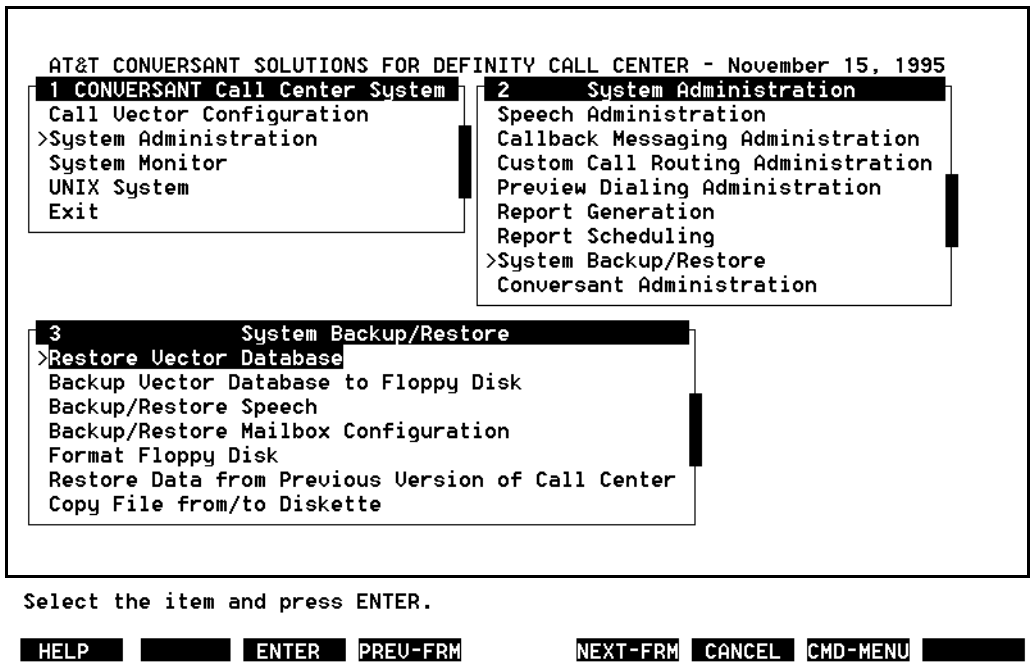


Figure C-3. System Backup/Restore menu

4. Insert a diskette into drive 0 and select `Backup Mailbox Config` for Version 2.0 or greater.
5. When prompted, press ENTER. The system will:
   - Acquire the existing data from the Callback Messaging database
   - Convert the data into the version 2.0 format
   - Write the converted data to a floppy disk.
6. Load the Callback Messaging data onto your upgraded system by choosing Backup/Restore Mailbox Configuration from the System Backup/Restore menu. Refer to Chapter 5, "CONVERSANT Solutions Administration" in this document for step-by-step instructions.

Removing the Utility

If you decide to remove the CONVERSANT Solutions for DEFINITY Call Center software from your system, follow these instructions to remove the Mailbox Conversion Utility too.

If you plan to replace the software with an upgraded version, first be sure to backup your vectors, speech, and mailbox configuration settings by following the instructions in this document and in Chapter 5, *CONVERSANT Solutions Administration*, in this document.

Although you must remove the components of Callback Messaging, Custom Call Routing, and the Announcement Platform in a specific order, you can remove the Mailbox Conversion Utility at any time by following these instructions:

1. If you are not already logged in, log into the system as **root**.
2. At the UnixWare operating system prompt (#), enter **removepkg**.

   The system will display a list of installed UnixWare operating system packages numbered 1 to *n.*
3. Enter the number of the CONVERSANT SOLUTIONS 1.X to 2.0 Mailbox Conversion Utility Version 1.0

   System response:

   ```
   Confirm

   Do you really want to remove CONVERSANT
   SOLUTIONS  1.X to 2.0 Mailbox Conversion Utility
   Version 1.0?

   Strike ENTER when ready or ESC to stop.
   ```
4. Press ENTER.

   System response:

   ```
   Removal of CONVERSANT SOLUTIONS 1.X to 2.0 Mailbox
   Conversion Utility is complete.

   The CONVERSANT SOLUTIONS  1.X to 2.0 Mailbox
   Conversion Utility Version 1.0 is now removed.
   ```
5. You have successfully removed the Mailbox Conversion Utility.

Maximum Values in Call Center Packages

D

Table D-1. General Administration

Maximum number of concurrent calls per system	12, 24, 48, or 96
Maximum number of concurrent administrators	1
Maximum length of each variable value	24 characters (if used as a string) or 9 digits (if used as a number)
Maximum number of administrable vectors per system	256
Maximum length of each vector	14 steps
Maximum number of mailboxes for Callback Messaging	999,999
Maximum number of messages for Callback Messaging	99,999
Maximum number of mailboxes performing the callback function at the same time	15
Maximum number of records per Custom Call-Routing table	25,000
Maximum number of routing tables	Limited only by hard disk capacity
Maximum number of lines of a report that may be displayed on screen	2000; however, the entire report can be printed.

- The platform uses 23 actions, two additional actions for callback messaging and 1 additional action for custom call routing.
- The platform uses six talkfiles for recorded speech:

  Talkfile 224 for vector phrases

  Talkfile 241 for standard speech phrases

  Talkfile 242 for mailbox phrases

  Talkfile 243 for standard mailbox phrases

  Talkfile 240 for prerecorded callback messaging speech

  Talkfile 201 for prerecorded Speech Administration speech
- Each talkfile is limited to 65525 discrete phrase numbers.

NOTE:
Actual number of phrases that can be created is also limited by the size of the speech slice on the hard disk.

Table D-2. Key to Codes in the Following Table

Code	Meaning	Format	Notes
NUM	Numeric only	(0-9)	
AN	Alphanumeric	(a-z, A-Z, 0-9)	
TT	Touch tones	(0-9, *, #)	
C	Comparison	(=, !=, <, <=, >, >=)	
O	Operators	(+, -, *, /, =)	
VEC	Vector numbers	(1 to 99)	
ANY	Any input except | and /		
VAR	Variables		
ACT	Actions		
D	Day of the week		
MONTH	Month of the year		
MM/DD/YY	Month/day/year		
PHR	Phrase tag		
E	Existing		
NE	Not existing		
R	Input required		

Continued on next page

Table D-2. Key to Codes in the Following Table — *Continued*

Code	Meaning	Format	Notes
NR	Input optional (not required)		
CT	Column type		Name of transcription detail column type
DF	Display format	Left justify — data	
		Right justify — numbers	
		YYYYMMDDHH24MISS	(ie) 19951107081530
		YYYYMMDD	(ie) 19951107
		YYYY	(ie) 1995
		YYMMDD	(ie) 951107
		YYMM	(ie) 9511
		YY	(ie) 95
		MMDD	(ie) 1107
		MM	(ie) 11
		DD	(ie) 07
		DD-MM-YYYY	(ie) 07-11-1995
		DD-MM-YY	(ie) 07-11-95
		DD-MON-YYYY	(ie) 07-NOV-1995
		DD-MON-YY	(ie) 07-NOV-95
		DD-MONTH-YYYY	(ie) 07-NOVEMBER-1995
		DD-MONTH-YY	(ie) 07-NOVEMBER-95
		DD/MM/YYYY	(ie) 07/11/1995
		DD/MM/YY	(ie) 07/11/95
		DD/MON/YYYY	(ie) 07/NOV/1995
		DD/MON/YY	(ie) 07/NOV/95
		DD/MONTH/YYYY	(ie) 07/NOVEMBER/1995

Continued on next page

Table D-2. Key to Codes in the Following Table — *Continued*

Code	Meaning	Format	Notes
DF		DD/MONTH/YY	(ie) 07/NOVEMBER/95
		MM-DD-YYYY	(ie) 11-07-1995
		MM-DD-YY	(ie) 11-07-95
		MON-DD-YYYY	(ie) NOV-07-1995
		MON-DD-YY	(ie) NOV-07-95
		MONTH-DD-YYYY	(ie) NOVEMBER-07-1995
		MONTH-DD-YY	(ie) NOVEMBER-07-95
		MON/DD/YYYY	(ie) NOV/07/1995
		MON/DD/YY	(ie) NOV/07/95
		MONTH/DD/YYYY	(ie) NOVEMBER/07/1995
		MONTH/DD/YY	NOVEMBER/07/95
		D	Day of week (1 = Sun,...7 = Sat)
		DAY	Day of the week (Sunday,...Saturday)
		DY	Abbreviate day of wk (Sun,...Sat)
		HH24:MI:SS	(ie) 08:15:30
		HH24:MI	(ie) 08:15
		HH24	(ie) 08
		HH:MI:SS AM	(ie) 08:15:30 AM
		HH:MI AM	(ie) 08:15 AM
		HH AM	(ie) 08 AM
CF	Convert format (sort by):	Character — data	
		Number — numbers	

Continued on next page

Table D-2. Key to Codes in the Following Table — *Continued*

Code	Meaning	Format	Notes
CF		YYYYMMDDHH24MISS	(ie) 19951107081530
		YYYMMDD	(ie) 19951107
		YYYY	(ie) 1995
		YYMMDD	(ie) 951107
		YYMM	(ie) 9511
		YY	(ie) 95
		MMDD	(ie) 1107
		MM	(ie) 11
		DD	(ie) 07
		DD-MM-YYYY	(ie) 07-11-1995
		DD-MM-YY	(ie) 07-11-95
		DD-MON-YYYY	(ie) 07-NOV-1995
		DD-MON-YY	(ie) 07-NOV-95
		DD-MONTH-YYYY	(ie) 07-NOVEMBER-1995
		DD-MONTH-YY	(ie) 07-NOVEMBER-95
		DD/MM/YYYY	(ie) 07/11/1995
		DD/MM/YY	(ie) 07/11/95
		DD/MON/YYYY	(ie) 07/NOV/1995
		DD/MON/YY	(ie) 07/NOV/95
		DD/MONTH/YYYY	(ie) 07/NOVEMBER/1995
		DD/MONTH/YY	(ie) 07/NOVEMBER/95
		MM-DD-YYYY	(ie) 11-07-1995
		MM-DD-YY	(ie) 11-07-95
		MON-DD-YYYY	(ie) NOV-07-1995
		MON-DD-YY	(ie) NOV-07-95

Continued on next page

Table D-2. Key to Codes in the Following Table — *Continued*

Code	Meaning	Format	Notes
CF		MONTH-DD-YYYY	(ie) NOVEMBER-07-1995
		MONTH-DD-YY	(ie) NOVEMBER-07-95
		MON/DD/YYYY	(ie) NOV/07/1995
		MON/DD/YY	(ie) NOV/07/95
		MONTH/DD/YYYY	(ie) NOVEMBER/07/1995
		MONTH/DD/YY	NOVEMBER/07/95
		D	Day of week (1 = Sun,...7 = Sat)
		DAY	Day of the week (Sunday,...Saturday)
		DY	Abbreviate day of wk (Sun,...,Sat)
		HH24:MI:SS	(ie) 08:15:30
		HH24:MI	(ie) 08:15
		HH24	(ie) 08
		HH:MI:SS AM	(ie) 08:15:30 AM
		HH:MI AM	(ie) 08:15 AM
		HH AM	(ie) 08 AM

Table D-3. Actions

		Valid Inputs	Max. Length	Comments
ADA_CALC	average call length:	NUM, R	3	
	queue position:	VAR, NUM, R	12	
	result:	VAR, R	12	
	number of agents per hour:	NUM, NR	3	(Total of 168 of this field.)

Continued on next page

Table D-3. Actions — *Continued*

		Valid Inputs	Max. Length	Comments
ANNOUNCE	phrase tag:	PHR (E), R	50	
CHAN_ASN	channel number:	0 to 99, NR	2	
	vector number	VEC, NR	3	Total of 12 pairs of the above two fields.
CONVERSE	number of digits to collect:	1 to 16, R	2	
	load digits into variable:	VAR, R	12	
DATA_RTN	feature access code:	TT, R	10	
	data return segment:	VAR, TT, NR	24	Total of 8 of these fields. The number of characters in all fixed and variable values combined cannot exceed 24.
DYNAMIC	variable:	VAR, R	12	
	value:	NUM, -NUM, NR	10	
	program:	AN (E), NR	12	Existing Script Builder programs only.
	arg 1, 2, 3:	VAR, ANY, NR	12	Total of 10 sets of the Value, Program, and Arg fields.
DYN_ANNOU	phrase number:	VAR, NUM (E), R	12	
EWT	EWT input:	VAR, NUM, R	12	
	calculated output	VAR, R	12	
	weighting index:	10 to 300, R	3	

Continued on next page

Table D-3. Actions — *Continued*

		Valid Inputs	Max. Length	Comments
EWT	resolution:	Minutes, Second, R	7	
	rounding:	Nearest, Up, Down, R	7	
EXECUTE	application:	AN (E), R	12	Existing Script Builder programs only.
	arguments:	ANY, VAR, NR	24	Total of 10 arguments.
GET_DIGIT	number of digits to collect:	1 to 24, R	2	
	Load digits into variable:	VAR,R	12	
GOTO	Vector/Step:	Vector, Step, R	6	
	Vector/Step#:	VEC, VAR, R	12	
	Variable:	VAR, R	12	
	Operator:	C, R	2	
	Value:	NUM, -,NUM, VAR, R	24	
HANG_ACT	Vector number:	VEC (E), R	3	
LOOK_UP	Routing table name:	AN (E), R	10	Existing Routing table names only.
	Lookup field:	VAR, R	12	
	Number of matches found:	VAR, NR	12	
	Data field 1:	VAR, NR	12	
	Data field 2:	VAR, NR	12	
MENU	Normal Input Prompt	PHR (E), NR	50	

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Table D-3. Actions — *Continued*

		Valid Inputs	Max. Length	Comments
MENU	Num digits to collect: Min	1 to 24, R	2	
	Num digits to collect: Max	1 to 24, R	2	
	Time to wait for input: 1st digit	NUM, R	2	
	Time to wait for input: Next digit(s)	NUM, R	2	
	Input Variable	VAR, NR	12	
	Output Variable	VAR, NR	12	
	Valid Input	NUM, *, A, B, C, D, n, s, e, t, r, q, NR	16	
	Output Value	ANY	16	
	Goto Vector	VEC, CONT, NR	4	10 sets of input, output vectors, and goto vector sets.
	Input not on list phrase	PHR (E), NR	50	
	Input not on list Max # of tries	1 to 99, R	2	
	Input not on list output value	ANY, NR	16	
	Input not on list Goto Vector	VEC, CONT, R	4	
	Initial timeout phrase	PHR (E), NR	50	
	Max # of tries	1 to 99,R	2	
	Output value	ANY, NR	16	
	Goto Vector	VEC, CONT, R	4	
	Too few digits phrase	PHR (E), NR	50	

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Table D-3. Actions — *Continued*

		Valid Inputs	Max. Length	Comments
MENU	Max# of tries	1 to 99, R	2	
	Output value	ANY, NR	16	
	Goto vector	VEC,CONT,R	4	
	No more tries phrase	PHR (E), NR	50	
MSG_DROP	Mailbox:	VAR, NUM (E), R	12	NUM must represent an existing mailbox number.
	Argument A:	ANY, NR	24	
	Argument B:	ANY, NR	24	
	Argument C:	ANY, NR	24	
	Goto vector	VAR, VEC, NR	12	
REPORT	Variable	VAR, R	12	
SCHEDULE	Start/During	Start,During, NR	6	Required if using the row.
	HR	00 to 23, *, NR	2	
	MN	00 to 59, *, NR	2	
	Day	Mon,Tue,Wed,Thu,Fri,Sat, Sun,M-F, 1 to 31, *, NR	3	
	Month	*,MONTH, NR	3	
	Year	NUM, *, NR	4	Current year and the next 4 years
	Vector	VEC, NR	3	Required if using the row
SET	Variable:	VAR, R	12	
	Operator:	O, R	1	
	Value:	ANY, VAR, R	24	

Continued on next page

Table D-3. Actions — *Continued*

		Valid Inputs	Max. Length	Comments
SPCH_ADM	Talkfile:	224, 241, 242, 243, NR	3	
	Phrase number:	VAR, 10 to 65535, NR	12	
SPEAK_NUM	Number:	VAR, NUM, R	24	
	Speak as:	Number, Character, R	9	
SWITCH	Variable:	VAR, R	12	
	Value:	ANY, NR	24	
	Vector number:	VEC, NR	3	Total of 11 sets of the Value and Vector Number fields).
TRANSFER	Extension:	NUM, VAR, R	24	
TRANSCRIBE	Mailbox:	VAR, NUM (E), NR	12	NUM must represent an existing mailbox number

Table D-4. Vector Administration

		Valid Inputs	Max. length	Comments
Vector Worksheet	Vector name:	ANY, NR	14	
	Description:	ANY, NR	40	
	Action:	ACT, NR	9	Total of 14 fields
Help Index	Help key word:	ANY, NR	25	
Copy Vector	Copy from vector	VEC (E), R	3	
	To vector	VEC (NE), R	3	
	Vector name	ANY, NR	14	
	Description	ANY, NR	40	

Table D-5. Speech Administration

		Valid Inputs	Max. Length	Comments
Add New Phrase	Phrase number:	10 to 65535 (NE), R	5	Unused phrase number only
	Phrase tag:	PHR (NE), R	50	Unused phrase tag only.
	Phrase text:	ANY, NR	50 X 5	
Edit Phrase	Phrase tag:	PHR (NE), R	50	Unused phrase tag only.
	Phrase text:	ANY	50 x 5	
Copy Phrase	From phrase tag	PHR (E) ,R	50	
	To phrase tag	PHR (NE) ,R	50	
	To phrase number	10 to 65535, (NE) ,R	5	
Record Phrase	Code rate:	ADPCM16, ADPCM32, PCM64, R	7	
Dial Number	Telephone number:	NUM, -, R	24	
	Channel:	0 to 99, R	2	
Password for Speech Administration	Password	TT, NR	16	
Add New Phrase to Talkfile 224	Same as Add New Phrase	Same as Add New Phrase	Same as Add New Phrase	Activated by pressing the ADD-PHR key while defining either the ANNOUNCE or MENU action.

Table D-6. Report Generation

		Valid Inputs	Max. Length	Comments
Call Detail	Day:	D, R	9	
	Caller ID:	all, last, 1 to 32768, R	5	
Event Count	Day:	D, R	9	
	List by:	vector, variable, R	8	
Event Detail	Day:	D, R	9	
	Variable:	VAR, all, R	12	
Message Count	Mailbox ID:	AN (E), all, R	6	Existing mailbox ID only.
Message Log	Day:	MM/DD/YY (E), Today, Yesterday, R	9	
	Mailbox ID:	AN (E), all, R	6	Existing mailbox ID only.
	Type:	MESSAGE, SAVED, all, DELETED, R	8	
Vector Profile	Vector:	VEC, all, 0, R	3	
	Database:	DEVELOPMENTRUNTIME PREV_RUNTIME, R	12	
Vector Map	Selection Criteria:	vector, channel, vdn, R	7	
	Selection Argument:	0-99999, all, R	5	
	Database:	DEVELOPMENTRUNTIME PREV_RUNTIME, R	12	
Routing Table	Routing table name:	AN (E), R	10	(Existing routing table name only).
Traffic Report	Day:	MM/DD/YY (E), Today, Yesterday, R	9	
	Hours:	0 to 23, all, R	5	
Vector Usage	Day:	D, R	9	

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Table D-6. Report Generation — *Continued*

		Valid Inputs	Max. Length	Comments
Vector Usage	Vector:	0, VEC, All, R	7	
Agent Callback Count	Day For Report	MM/DD/YY (E), Today, R	9	
Transcription Detail	Report Name	AN, R	30	
	Print automatically	Y, N, R	1	
	Description	AN, NR	50	
	Day for report	MM/DD/YY (E), Today,NR	9	
	Title	AN, NR	20	12 sets of Title, Display,Column Width and Format
	Display	0 to 12, N, R	2	
	Column Width	1 to 99, R	2	
	Format	DF, R	16	
	Type	CT, NR	18	6 sets of Type and Format
	Format	CF, NR	16	
	Column type	CT, NR	18	7 sets of Column Type, Operator, Value, and Format
	Operator	C, NR	2	
	Value	ANY, NR	20	
	Format	CF, NR	16	

Table D-7. Report Scheduling

		Valid Inputs	Max. length	Comments
Report Scheduling Options	Number of days to archive:	0 to 7, R	1	

Table D-8. Callback Messaging Administration

		Valid Inputs	Max. Length	Comments
Create Mailbox	Mailbox name	ANY, NR	24	
	Mailbox ID:	NUM (NE) (0 not allowed) R	6	Unused mailbox number only.
	Password:	NUM, R	6	
	Mailbox priority	0 to 5,R	1	
	Transcriber welcome phrase	PHR (E), NR	50	
	Agent access number:	TT,NR	10	
	Time to wait for answer	NUM, R	4	
	Outside line access code	TT, NR	10	
	Message retry interval	1 to 999, R	3	
	MWL extension:	NUM, NR	10	
	Minutes	1 to 99, NR	2	
	Hours	1 to 99, NR	2	
	Days	1 to 99, NR	2	
	Max messages	NUM, NR	5	

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Table D-8. Callback Messaging Administration — *Continued*

		Valid Inputs	Max. Length	Comments
Create Mailbox	Forward messages into mailbox	AN (E), NR	6	Existing mailbox ID only.
	Caller goodbye message	PHR (E), NR	50	
	Type:	Data, Record, Sched, NR	6	
Data Configuration	Phrase tag	PHR (E), NR	50	
	Reponse limits minimum	0 to 24, R	2	
	Response limits maximum	0 to 24, R	2	
	Have caller confirm?	Yes, No, R	3	
	Segment required to save message?	Yes, No, R	3	
	Playback to transcriber?	Yes, No, R	3	
	Treat as Display field?	Yes, No, R	3	
	Treat as Phone field?	Yes, No, R	3	
	Enable Automatic Launch?	Yes, No, R	3	
	Message treatment	None, Delete, Save, R	6	
	Passed parameter?	Yes, No, R	3	
	Argument	A, B, C, NR	1	
Record configuration	Phrase tag	PHR (E), NR	50	

Continued on next page

Table D-8. Callback Messaging Administration — *Continued*

		Valid Inputs	Max. Length	Comments
Record configuration	Response limits minimum	0 to 600 ,R	3	
	Response limits maximum	0 to 600, R	3	
	Recording quality	High, Low, R	4	
	Have Caller Confirm?	Yes, No, R	3	
	Segment required to save message?	Yes, No, R	3	
	Playback to transcriber?	Yes, No, R	3	
Schedule configuration	Phrase tag	PHR (E), NR	50	
	Have caller confirm?	Yes, No, R	3	
	Segment required to save message?	Yes, No, R	3	
	Playback to transcriber?	Yes, No, R	3	
Copy Mailbox	From mailbox ID	NUM (E), R	6	Existing mailbox ID.
	To mailbox ID	NUM (NE), R	6	Not existing mailbox ID.
	Mailbox name	ANY, NR	24	
Edit Mailbox	Mailbox name	ANY, NR	24	
	Password:	NUM, NR	6	
	Mailbox priority	0 to 5,R	1	
	Transcriber welcome phrase	PHR (E), NR	50	
	Agent access number:	TT,NR	10	

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Table D-8. Callback Messaging Administration — *Continued*

		Valid Inputs	Max. Length	Comments
Edit Mailbox	Time to wait For answer	NUM, R	4	
	Outside line access code	TT, NR	10	
	Message retry interval	1 to 999, R	3	
	MWL extension:	NUM, NR	10	
	Minutes	1 to 99, NR	2	
	Hours	1 to 99, NR	2	
	Days	1 to 99, NR	2	
	Max messages	NUM, NR	5	
	Forward messages into mailbox	AN (E), NR	6	Existing mailbox ID only.
	Caller goodbye message	PHR (E), NR	50	
	Type:	Data, Record, Sched, NR	6	
Global settings for all message drop mailboxes	Channel access time	1 to 999, AUTO, R	4	
	Agent access channel:	0 to 99, NR	20	
	MWL access channel:	0 to 99, NR	2	
	MWL on code:	TT, NR	4	
	MWL off code	TT, NR	4	
	Immediately	Yes, No, R	3	
	Later today	Yes, No, R	3	
	Later date	Yes, No, R	3	
	Local area code:	NUM, NR	2 min, 4 max	

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Table D-8. Callback Messaging Administration — *Continued*

		Valid Inputs	Max. Length	Comments
Global settings for all message drop mailboxes	Transfer type	Intelligent, Blind, R	11	
	Callback conference time	NUM, NR	4	
Agent Callback Hours	Hours:	01 to 12, R	2	
	Minutes:	00 to 59, R	2	
	Indicator:	AM, PM, R	2	(Total of 14 of the above three fields).

Table D-9. Callback Messaging Administration

		Valid Inputs	Max. Length	Comments
Create Mailbox	Mailbox Name	ANY, NR	24	
	Mailbox ID:	NUM (NE) (0 not allowed) R	6	(Unused mailbox number only).
	Password:	NUM, R	6	
	Mailbox Priority	0 to 5,R	1	
	Transcriber Welcome Phrase	PHR (E), NR	50	
	Agent access number:	TT,NR	10	
	Time to Wait For Answer	NUM, R	4	
	Outside Line Access Code	TT, NR	10	

Continued on next page

Table D-9. Callback Messaging Administration — *Continued*

		Valid Inputs	Max. Length	Comments
Create Mailbox	Message Retry Interval	1 to 999, R	3	
	MWL Extension:	NUM, NR	10	
	Minutes	1 to 99, NR	2	
	Hours	1 to 99, NR	2	
	Days	1 to 99, NR	2	
	Max Messages	NUM, NR	5	
	Forward Messages into Mailbox	AN (E), NR	6	(Existing mailbox ID only)
	Caller goodbye message	PHR (E), NR	50	
	Type:	Data, Record, Sched, NR	6	
Data Configuration	Phrase Tag	PHR (E), NR	50	
	Reponse Limits Minimum	0 to 24, R	2	
	Response Limits Maximum	0 to 24, R	2	
	Have Caller Confirm?	Yes, No, R	3	
	Segment Required to Save Message?	Yes, No, R	3	
	Playback to transcriber?	Yes, No, R	3	
	Treat as Display Field?	Yes, No, R	3	
	Treat as Phone Field?	Yes, No, R	3	

Continued on next page

Table D-9. Callback Messaging Administration — *Continued*

		Valid Inputs	Max. Length	Comments
Data Configuration	Enable Automatic Launch?	Yes, No, R	3	
	Message Treatment	None, Delete, Save, R	6	
	Passed Parameter?	Yes, No, R	3	
	Argument	A, B, C, NR	1	
Record Configuration	Phrase Tag	PHR (E), NR	50	
	Response Limits Minimum	0 to 600 ,R	3	
	Response Limits Maximum	0 to 600, R	3	
	Recording Quality	High, Low, R	4	
	Have Caller Confirm?	Yes, No, R	3	
	Segment Required to Save Message?	Yes, No, R	3	
	Playback to Transcriber?	Yes, No, R	3	
Schedule Configuration	Phrase Tag	PHR (E), NR	50	
	Have Caller Confirm?	Yes, No, R	3	
	Segment Required to Save Message?	Yes, No, R	3	
	Playback to Transcriber?	Yes, No, R	3	
Copy Mailbox	From Mailbox ID	NUM (E), R	6	(Existing Mailbox ID)

Continued on next page

Table D-9. Callback Messaging Administration — *Continued*

		Valid Inputs	Max. Length	Comments
Copy Mailbox	To Mailbox ID	NUM (NE), R	6	(Not existing Mailbox ID)
	Mailbox Name	ANY, NR	24	
Edit Mailbox	Mailbox Name	ANY, NR	24	
	Password:	NUM, NR	6	
	Mailbox Priority	0 to 5,R	1	
	Transcriber Welcome Phrase	PHR (E), NR	50	
	Agent access number:	TT,NR	10	
	Time to Wait For Answer	NUM, R	4	
	Outside Line Access Code	TT, NR	10	
	Message Retry Interval	1 to 999, R	3	
	MWL Extension:	NUM, NR	10	
	Minutes	1 to 99, NR	2	
	Hours	1 to 99, NR	2	
	Days	1 to 99, NR	2	
	Max Messages	NUM, NR	5	
	Forward Messages into Mailbox	AN (E), NR	6	(Existing mailbox ID only)
	Caller goodbye message	PHR (E), NR	50	
	Type:	Data, Record, Sched, NR	6	
Global Settings for All Message Drop Mailboxes	Channel Access Time	1 to 999, AUTO, R	4	

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Table D-9. Callback Messaging Administration — *Continued*

		Valid Inputs	Max. Length	Comments
Global Settings for All Message Drop Mailboxes	Agent Access Cannel:	0 to 99, NR	20	
	MWL Access Channel:	0 to 99, NR	2	
	MWL on Code:	TT, NR	4	
	MWL off Code	TT, NR	4	
	Immediately	Yes, No, R	3	
	Later Today	Yes, No, R	3	
	Later Date	Yes, No, R	3	
	Local Area Code:	NUM, NR	2 min, 4 max	
	Transfer Type	Intelligent, Blind, R	11	
	Callback Conference Time	NUM, NR	4	
Agent Callback Hours	Hours:	01 to 12, R	2	
	Minutes:	00 to 59, R	2	
	Indicator:	AM, PM, R	2	(Total of 14 of the above three fields).

Table D-10. Custom Call Routing

		Valid Inputs	Max. Length	Comments
Add Table	Routing table name:	AN (NE), R	10	(Unused Routing table name only).
	Approx. Max.# of Records	100-25000, R	5	
	Description:	ANY	40	
Import/Export Routing Table	Impor/Export	Import, Export, R	6	
	Routing table name:	AN (E), R	10	(ExiSting routing table name only)
	Drive:	A, B, R	1	
	Path:	AN, /, ., R	50	
	Filename:	AN, -, ., R	12	
	Field delimiter:	|, %, &, -, , , :, ;, R	1	
	Filter non-numeric:	Y, N, R	1	
Record Administration	Routing table name:	AN (E), R	10	(Existing routing table name only).
	Lookup field:	ANY (NE), R	24	
	Data field 1:	ANY,NR	24	
	Data field 2:	ANY, NR	24	
Edit/Delete Record	Routing table name:	AN (E), R	10	(Existing routing table name only).
	Lookup field:	ANY (E), NR	24	
Record in Routing Table	Data field 1:	ANY, NR	24	
	Data field 2:	ANY, NR	24	

Table D-11. System Backup/Restore

		Valid Inputs	Max. Length	Comments
Restore Vector Database	UNIX or DOS Format	UNIX, DOS, R	4	
	Drive	0, 1, R	1	
Backup Vector DataBase	UNIX or DOS Format	UNIX, DOS, R	4	
	Drive	0, 1, R	1	
Speech Backup/ Restore	Backup or Restore	Backup, Restore, R	7	
	Talkfile	224, 242, 241, 243, R	3	
	Drive	0, 1, R	1	
Mailbox Configuration Backup/ Restore	Backup or Restore	Backup, Restore	7	
	Drive	0, 1, R	1	
Format Floppy Disk	UNIX or DOS Format	UNIX, DOS, R	4	
	Drive	0, 1, R	1	
Restore Development Vector Database	UNIX or DOS Format	UNIX, DOS, R	4	
	Drive	0,1,R	1	
	Restore Phrase Database Also?	Y, N, R	1	
Restore Speech	Drive	0,1,R	1	
	Talkfile	224, 242, R	3	
Restore Mailbox Configuration	Drive	0, 1, R	1	

Table D-12.

		Valid Inputs	Max. length	Comments
Restore Vector Database	UNIX or DOS Format	UNIX, DOS, R	4	
	Drive	0, 1, R	1	
Backup Vector DataBase	UNIX or DOS Format	UNIX, DOS, R	4	
	Drive	0, 1, R	1	
Speech Backup/ Restore	Backup or Restore	Backup, Restore, R	7	
	Talkfile	224, 242, 241, 243, R	3	
	Drive	0, 1, R	1	
Mailbox Configuration Backup/ Restore	Backup or Restore	Backup, Restore	7	
	Drive	0, 1, R	1	
Format Floppy Disk	UNIX or DOS Format	UNIX, DOS, R	4	
	Drive	0, 1, R	1	
Restore Development Vector Database	UNIX or DOS Format	UNIX, DOS, R	4	
	Drive	0,1,R	1	
	Restore Phrase Database Also?	Y, N, R	1	
Restore Speech	Drive	0,1,R	1	
	Talkfile	224, 242, R	3	
Restore Mailbox Configuration	Drive	0, 1, R	1	

Table D-13. Variable Administration

		Valid Inputs	Max. Length	Comments
Add New Variable	Variable Name	AN, _, (NE), R	11	
Edit Variable	Variable Name	AN, _, (NE), R	11	

Re-Entering the CONVERSANT Solutions Systems

E

Re-Entering the CONVERSANT Solutions System After Executing a Script Builder Application

Version 3.0 of the CONVERSANT Solutions for DEFINITY Call Center software accepts up to 7 variable arguments with each call it receives from another CONVERSANT application if the application was created with Script Builder, AT&T's application development tool. By passing arguments concurrently with call control, you can dictate how the CONVERSANT Solutions system responds to callers who have already performed other activities on the platform.

Valid Arguments

Arguments can include: vector number, caller number, and five other items of information. The first two arguments perform specific functions, while the remaining five pass general information. Specifically:

- Argument 1: (vector number): lets a call bypass the setup vector and activate a particular vector right away.
- Argument 2: (caller number) allows CONVERSANT Solutions reports to track a call as it passes between CONVERSANT vectors and Script Builder applications.
- Arguments 3-7: (%data1 - %data5) allows you to pass information to the CONVERSANT Solutions variables %data1, %data2, %data3, %data4, and %data5.

Example

The following example illustrates how to start a Script Builder application from the CONVERSANT Solutions system, pass caller information to the Script Builder application, and return call control to the CONVERSANT Solutions system when the Script Builder application concludes.

STEP 1: Set up the Execute Action to EXECUTE a Script Builder Application

With the EXECUTE action, a CONVERSANT vector can transfer call control to any Script Builder application installed on the system. By passing the caller number to the Script Builder application along with the call, the CONVERSANT Solutions system can track the caller's activities on a single report.

a. Select `Create New Vector` from the Vector Configuration menu. Press ENTER. A CONVERSANT vector worksheet will appear.

b. Name your vector in the `Vector Name` field. Press ENTER.

c. Optionally, enter a description of this vector in the `Description` field. Press ENTER.

> **NOTE:**
> Vector names and descriptions are for reference only; they do not affect the handling of calls.

d. Move to the column marked `Action`. Action step numbers appear under the first column, labeled `Step`.

e. On the first available line, press CHOICES F8, F2 and select EXECUTE from the list.

f. Complete the definition form that appears. Use the following parameters:

- `Program`: <name of Script Builder program> (Program name is any valid and installed Script Builder program).
- `Argument 1`: %caller_num (Caller_num is the optional CONVERSANT Solutions system-generated caller serial number used when reentering the CONVERSANT Solutions system to link reporting information to the original call. Passing the wrong caller number will affect the accuracy of CONVERSANT Solutions reports).
- `Return Value`: %return_vlu (Return value is the value set if the execute fails. The system sets this value to 1 if no application with the given name is installed; it sets this value to 2 if there is not enough space to fill all arguments.)

g. Press CLOSE F3.

h. Press SAVE F8, F3 to save your CONVERSANT vector.

STEP 2: Modify a Script Builder Application to Accept Arguments from the CONVERSANT Solutions System

Any Script Builder application can be modified to accept a caller number and other arguments when it is activated by the CONVERSANT Solutions software. The following Script Builder program fragment illustrates how to modify a Script Builder application. You do not need to modify the Script Builder application if callers will not be re-entering the CONVERSANT Solutions system.

```
start:
1.  External Function
        Function Name: getarg
        Use Arguments: 1  caller_num  25
### body of program ###
```

- `Number of arguments being passed`: `1`
- `Address the argument should be placed`: caller_num (can use any valid Script Builder variable name)
- `Number of bytes to gather`: 25 (25 = 16 bytes for variable + 9 bytes for overhead).

NOTE:
getarg is a standard Script Builder external function that aquires arguments from the passed space from tsm 'exec' function.

STEP 3: Modify the Script Builder Application to Execute the CONVERSANT Solutions System

Any Script Builder application can be modified to execute the CONVERSANT Solutions software when the Script Builder application ends. If you want the CONVERSANT Solutions system to respond with a specific CONVERSANT vector, send the vector number as an argument. If the CONVERSANT Solutions system started the Script Builder application and passed a caller number to it originally, you must pass the caller number back to CONVERSANT Solutions system so that its reports can classify the caller as a returning, rather than a new, caller. Optionally, use the variables %data1 - %data5 to pass additional values to the CONVERSANT Solutions system.

Each time the CONVERSANT Solutions system starts, it determines whether or not it was "exec'ed" by another application. If it was, it checks to see which of the 7 parameters, listed as arguments below, has a value. If a parameter has a value, then the CONVERSANT Solutions system assigns the value to the appropriate variable. This operation occurs automatically and does not require any additional setup, configuration, or programming.

The following Script Builder program fragment illustrates how to modify a Script Builder application to execute a CONVERSANT vector:

```
20. Set Field Value
        Field: vector_number = 10
21. External Action: Execute
        Application_Name:  "ccc"
        Write_Call_Data_Record:  "yes"
        Argument_1:  vector_number
        Argument_2:  caller_num
        Argument_3:  data1
        Argument_4:  data2
        Argument_5:  data3
        Argument_6:  data4
        Argument_7:  data5
    End External Action
```

- `External Action`: Use the standard EXECUTE action.
- `Application Name`: Use "`ccc`" for the CONVERSANT Solutions system.
- `Write_Call_Data_Record`: "yes" or "no" based on preference.
- `Argument_1`: the number of the vector you wish to start when the CONVERSANT Solutions system starts. Without this argument, the CONVERSANT Solutions system will start with vector 0 and route to the vector designated for the current channel in CHAN_ASN.
- `Argument_2`: the caller number the CONVERSANT Solutions system passed to the Script Builder application originally (if applicable). By returning this value, you direct the CONVERSANT Solutions system to cross-reference the new call to the original call.
- `Argument_3 - Argument_7`: optional values to pass. The arguments are specified by a Script Builder field name or a string enclosed in quotation marks. The CONVERSANT Solutions fills the variables %data1, %data2, %data3, %data4 or %data5 with these values based solely on the order it receives them; specifically, it places Argument_7 in the %data5 variable, Arg_6 in %data4, etc. The application passes empty or unspecified arguments that precede a non-empty argument as empty (null) strings, while it does not pass empty arguments following the last non-zero entry.

NOTE:
In the preceding example, Set Field Value is used to demonstrate how to identify a CONVERSANT vector to activate. Any variable name can be used, but the order that this argument and the other arguments are received is fixed.

CAUTION:
There is a limit to the size of a CONVERSANT Solutions system variable of 24 characters. Passing variables longer than 24 characters may corrupt the CONVERSANT Solutions system data space.

Re-Entering the CONVERSANT Solutions System After Returning Data to the DEFINITY

Valid Arguments

Version 3.0 of the CONVERSANT Solutions for DEFINITY Call Center software provides the ability to load a value into the variable %caller_num (Caller Number). This allows CONVERSANT Solutions reports to trace a call as it passes between DEFINITY and CONVERSANT vectors.

Example

The following example illustrates how to start a Call Center application from the CONVERSANT Solutions system, pass caller information to the DEFINITY vector, and return call control, via the *converse* step, to a vector on the CONVERSANT Solutions system. This technique might be used in applications that require more than one call appearance on the CONVERSANT during a single call. Consider the following cases:

- CASE A: The caller hears a Delay Announcement in the CONVERSANT and chooses to leave a message for callback. The caller is then returned to DEFINITY vector control, de-queued, and returned to the CONVERSANT for a Message Drop.
- CASE B: The caller hears a series of Dynamic Announcements during the course of being in queue under DEFINITY vector control.

Step 1: The CONVERSANT Solutions Application Assigns a Caller Number (%caller_num) During the First Appearance of a Call to the CONVERSANT.

The system automatically assigns a caller number to a call when the call first appears on the CONVERSANT System. The system uses this caller number only for reporting purposes, not for call handling.

Step 2: Complete your CONVERSANT Vector Series with a Data Return to the DEFINITY Vector

With the DATA_RTN action, a CONVERSANT vector can transfer call control, along with several items of information, back to the initiating DEFINITY. By passing the caller number to the DEFINITY vector along with the call, the CONVERSANT Solutions system can track the caller's activities on a single report if the call is subsequently sent back to the CONVERSANT. For Case A above:

a. The next-to-last step in your CONVERSANT vector should be a MENU action that prompts the caller to select the way to proceed (i.e. 1 to remain in queue, 2 to leave a message for callback loaded into %data 1).

b. Define DATA_RTN as the final action in your vector as follows:

   - `Feature Access Code`: to match the PBX
   - `Series of Return Values` (for this example): %data1 (caller response) and %caller_num (system-assigned caller number)

     Use delimiters if you expect variable length arguments.

Step 3: Append your DEFINITY Vector to Collect the Data Returned from the CONVERSANT

a. Most likely, the last step in your DEFINITY vector was a *converse* step that passed VDN and queue position information to the CONVERSANT vector (VDN to identify the application, and queue position to calculate the caller's anticipated delay). Include a *wait* step immediately following this *converse* step (i.e. wait 0 seconds hearing silence).

b. Define *collect* as the next step in the DEFINITY vector to collect the response to the CONVERSANT vector's menu of call treatment options. (i.e. collect 1 digit after announcement extension none).

c. Define a *route* step to handle requests for callback messaging (i.e. route to vdn (other) if digits equal 2).

d. Define additional steps in the DEFINITY vector to serve callers who want to remain in queue. For example, you might define a series of announcements and wait steps with music, etc.

e. Create a new DEFINITY vector (VDN Other) that will send the caller back to the CONVERSANT to drop a message. Set up this new vector to collect caller number from the CONVERSANT and pass the call back to CONVERSANT to drop a message as follows:

wait 0 seconds hearing silence
collect X digits after announcement extension none (X must equal the maximum digit length of caller number expected
converse on Conversant Split passing vdn (new vdn indicating message drop) **and digits** (which holds caller number)

Step 4: Create a CONVERSANT Vector that Accepts VDN from the DEFINITY

NOTE:
You may already have created a vector to activate other applications based on VDN. If so, simply include the VDN for message drop in its SWITCH action.

a. Select `Create New Vector` from the Vector Configuration Menu. Press ENTER. A CONVERSANT vector worksheet will appear.

b. Name your vector in the `Vector Name` field and press ENTER.

c. Optionally, enter a description of this vector in the `Description` field. Press ENTER.

d. Move to the column marked `Action`.

e. On the first available line, press CHOICES F8, F2 and select from the list.

f. Complete the definition form that appears with the following:

- `Number of digits`: the number of digits expected for VDN
- `Variable`: a variable (%vdn) to hold the value of VDN

g. On the next available line, press CHOICES F8, F2 and select SWITCH from the list.

h. Complete the definition form that appears with the following:

- `Variable`: select the variable holding the value of VDN (%vdn)
- `Value: / Vector`: In the spaces provided, define the vectors to initiate based on a VDN received

Step 5: Create a CONVERSANT Vector that Accepts Caller Number as an Argument

a. Select `Create New Vector` from the Vector Configuration Menu. Press ENTER. A CONVERSANT vector worksheet will appear.

b. Name your vector in the `Vector Name` field and press ENTER.

c. Optionally, enter a description of this vector in the `Description` field. Press ENTER.

d. Move to the column marked `Action`.

e. On the first available line, press CHOICES F8, F2 and select CONVERSE from the list.

f. Complete the definition form that appears with the following:

- `Number of digits`: the number of digits expected for caller number
- `Variable`: a variable (%caller_num) to hold the value of caller number

g. On the next available line, press CHOICES F8, F2 and select MSG_ DROP from the list.

h. Complete the definition form that appears with the following:

- `Mailbox Number`: the number or the variable (i.e. %vdn)
- `Vector to Jump to` (optional): the number of a vector to continue call processing should the caller opt to do so following the message drop

Because the caller number is retained, the System Administrator can use reports, including the Call Detail report, to track a single caller's activity through multiple call appearances. Multiple call appearances, however, are also represented on reports by new caller numbers assigned each time the call returns to the CONVERSANT.

Callback Parameters Utility

F

This document describes the Callback Parameters Utility, a tool for Issue 4.0 CONVERSANT Solutions for DEFINITY Call Center software.

Overview

By changing settings on the Utility's Callback Configuration Parameters form, you can control the way the Callback Messaging Module executes conference calls through the PBX and aquires touch-tone information from callers who leave messages.

Because improper settings can disrupt call handling, the utility is not accessible through the Callback Messaging Module's standard user interface. It can be activated only from the UNIX command line by an authorized AT&T technician.

The utility is installed automatically when Issue 4.0 of the Callback Messaging Module is installed.

Supported Hardware/Software

The Callback Parameters Utility for CONVERSANT Solutions for DEFINITY Call Center is supported on these configurations:

CONVERSANT VIS Software

- 4.0 CONVERSANT Solutions for DEFINITY Call Center software with 4.0 Callback Messaging installed.

Using the Utility

Follow these step-by-step instructions to administer the Callback Parameters Utility.

1. At the system console, login to the CONVERSANT system as **root**.
2. Type **cd/usr/add-on/ccc/OBJECTS** to move to the correct directory
3. Type **cbk_menu** to activate the Callback Parameters utility. The Callback Configuration Parameters form will appear (see following figure).

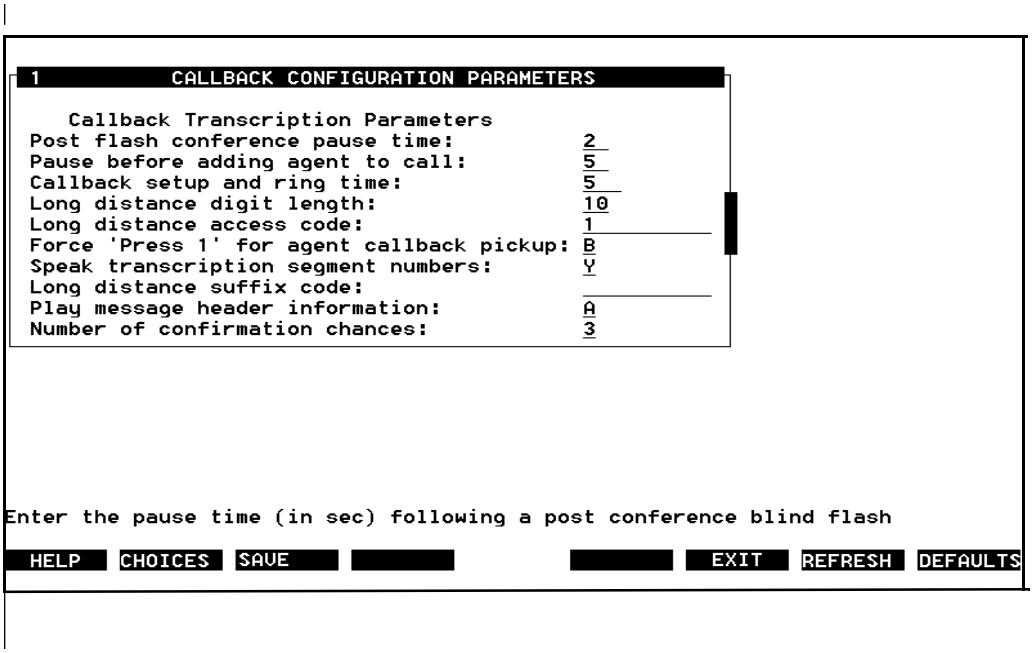

Figure F-1. Callback Configuration Parameters Form (showing default values)

4. To return these parameters to their default values, press DEFAULTS .
   - Post Flash conference pause time: The interval, in seconds, after the CONVERSANT issues a "flash" to begin a blind transfer.

     In general, the CONVERSANT system cannot dial an agent, transfer a caller, complete a conference call, or return data to a DEFINITY vector until resources become available on the DEFINITY switch. In an analog configuration, the CONVERSANT will "flash" and monitor the line for a dial tone. However, in a digital (Line-Side T1) configuration, the CONVERSANT will "flash" and pause for the "post flash conference pause time" plus the "Dial Tone Delay" on the CONVERSANT system's Digital Protocols screen. If the DEFINITY

switch cannot respond with resources in time (during a period of high call volume, for example) the CONVERSANT's attempt will fail. In addition to increasing the "post flash conference pause time," remedies include increasing the "Dial tone Delay" or the number of touch-tone receivers on the DEFINITY switch.

- Pause before adding agent to call: The interval, in seconds, between the time the CONVERSANT Solutions system dials an outside number and the time it issues a "flash" to retrieve the agent from hold and thus complete its conference call.
- If the CONVERSANT issues this flash before ringback occurs, the DEFINITY may interpret the flash as a signal that the CONVERSANT has abandoned the call. Generally, this condition occurs when Automatic Route Selection or other specialized software on the PBX takes more than 5 seconds to set up a call. Increasing the "pause before adding agent to call" parameter can remedy this condition.

  NOTE:
  Setting this parameter too high will result in an excessive delay between the time the CONVERSANT Solutions system reaches an outside party and the time it returns the agent to the call. During this time, the called party may hang-up prematurely.

- Callback setup and ring time: The interval after dialing the customer number before the conference timer starts.
- Long distance digit length: The number of digits comprising a valid long-distance telephone number. In this total, do not include any touch-tone(s) that the CONVERSANT must dial for a public network dial tone or for long-distance access (e.g., "9" or "1").

  Before each callback attempt, the CONVERSANT Solutions system evaluates the telephone number to dial. If its length equals the "long distance digit length," and if its first three digits correspond to the local area code, the system dials only those digits after the first three. If its length equals the "long distance digit length," but its first three digits do not correspond to the local area code, the system dials the "long distance access code," described below, plus the entire number. The system assumes that shorter numbers correspond to local parties, and it dials them in their entirety.

  By changing the "long distance digit length," you can equip the CONVERSANT Solutions system to dial international numbers or special long-distance access codes.
- Long distance access code: The numeric code for long-distance access. The CONVERSANT Solutions system dials this code if the length of the telephone number to dial equals the "long distance digit length," above, and if the telephone number's first three digits do not correspond to the local area code.

The long distance access code is not the same as the "outside line access code" that users can change on the Mailbox Global Settings form. Enter commas (,) or dashes (-) to pause while dialing. Each comma corresponds to a 1-half-second delay and each dash corresponds to a 2-second delay.

NOTE:
Do not use commas or dashes to pause while dialing over line-side (T1) lines

- Force agents to press "1" when answering a callback: Users, by changing a parameter on the Mailbox Global Settings form, can configure the CONVERSANT Solutions system to perform either "intelligent" or "blind" transfers. Users should choose "intelligent" if all channels connecting the CONVERSANT with the PBX are analog; they should choose "blind" if any of these ports are digital (Line-Side T1).

  During an intelligent transfer, the agent's voice or "speech energy" can signal the CONVERSANT to introduce a new message to transcribe.

  Alternatively, during a "blind" transfer to an agent, the CONVERSANT system cannot recognize speech energy. However, it can begin prompting for an agent to press "1" immediately after it finishes dialing. If no agent acknowledges the call in this way, the system would eventually "time out" to make another attempt later.

  By changing the "force agents to press '1' " when answering a callback parameter, you can change the way the system determines if it has reached an agent.

  Use this parameter's default value, "B," to prompt agents to press a touch tone to accept blind transfers. By selecting a positive response from each agent, this setting offers the best protection against replaying a message before an agent is ready to transcribe it.

  Set this value to "N" if you do not want the system to prompt agents for a touch tone during either blind or intelligent transfers. This setting is best if agents answer calls quickly and find it burdensome to acknowledge calls by pressing a touch tone every time.

  Set this value to "A" if you want the system to prompt agents during both intelligent and blind transfers. Use this setting if any VDNs assigned as Agents Access Numbers will respond with "music on hold" or with other sounds that the CONVERSANT system might mistake for "speech energy."

- Speak transcription segment numbers: Enter "Y" to speak the number of each response in a single or multi-part message before replaying the response itself. Responses are numbered according to how their prompts are listed on the Mailbox Definition form. Each new mailbox begins with segment 1.

  Long distance suffix code: A numeric code to dial, after every long distance number, for call accounting or other purposes. Enter commas (,) or dashes (-) to pause while dialing. Each comma corresponds to a 1-half-second delay and each dash corresponds to a 2-second delay.

- Do not use commas or dashes to pause while dialing over Line-Side (T1) lines.

- Play message header information: Enter "A" to precede the first response in a single or multi-part message with complete information about when it was received.

  Valid settings include:

  a. Play all header information
  b. Play no header information
  c. Play only the message number
  d. Play only the message number and date
  e. Play only the date
  f. Play only the message number and time
  g. Play only the time

  When this parameter is set to "A," the system introduces each message by speaking: "Message number <message number> delivered at <time> on <date>."

  The system number messages sequentially up to message 99,999. After message 99,999, it begins numbering again from 1.

- Number of confirm chances: Enter the number of attempts to allow the caller for erroneous callback responses before proceeding to the next prompt.

5. When you have finished making changes to these parameters, press SAVE (F3) and EXIT (F6).

Table F-1. Default Values and Limits

Parameters	Default Value	Valid Inputs
Post Flash Conference Pause Time	2 seconds	0-99
Pause Before Adding Agent to Call	5 seconds	0-99
Callback Setup and Ring Time	5 seconds	0-999
Long Distance Digit Length	10	0-99
Long Distance Access Code	1	0-9999999999, *,#,-, ,',
Force “Press 1” For Agent Callback Pickup	B	B,N,A
Speak Transcription Segment Numbers	Y	Y,N
Long Distance Suffix Code		0-9999999999 *,#,-, ,',
Play Message Header Information	A	A,N,M,D,d,T,t
Number of Confirm Chances	3	1-9

Abbreviations

A

ACD
Automatic Call Distribution

ADA
Anticipated Delay Announcement

ANI
Automatic Number Identification

C

CMS
Call Management System

CPN
Calling Party Number

D

DNIS
Dialed Number Identification Service

E

EWT
Estimated Wait Time

F

FAC
Feature Access Code

G

G3V2
DEFINITY G3 Switch, version 2

I

ID
identification

IVP
Interactive Voice Processing

IVR
Interactive Voice Response

L

LWC
Leave Word Calling

M

MAP
Multiple Application Package

P

PBX
Private Branch Exchange

U

UCD
Uniform Call Distribution

V

VDN
Vector Directory Number

VIS
Voice Information System

Glossary

A

action
A command within a CONVERSANT vector

administer
To access and change parameters associated with the services or features of a system.

Announcement Package
A platform that enables you to design simple announcements to provide callers with information about their position in queue or their approximate wait time. You may also transfer their calls to other extensions or start other applications to serve them.

Automatic Call Distribution (ACD)
A feature that automatically connects incoming calls to agents who have been administered by algorithm into splits.

Anticipated Delay Announcement (ADA)
A CONVERSANT announcement on the platform module that estimates the delay before an agent can speak to a caller, then plays an announcement to the caller giving the approximate time of the wait.

Automatic Number Identification (ANI)
The process of tagging, for future referral, the number of a calling party.

C

Call Classification Analysis
A CONVERSANT VIS feature that allows developers to classify the disposition of originated and transferred calls.

Callback Messaging
A software module that enables the user to build paths for callers to follow in order to leave messages for agents.

calling party number (CPN)
The number, assigned by the system, of the calling party.

Call Management System (CMS)
An application, running on an adjunct processor, that collects information from an Automatic Call Distribution (ACD) unit. CMS enables customers to monitor and manage telemarketing centers by generating reports on the status of agents, splits, trunks, trunk groups, vectors, and vector directory numbers (VDNs), and enables customers to partially administer the ACD feature for a communications system.

circuit pack
A card on which electrical circuits are printed, and integrated circuit (IC) chips and electrical components are installed. A circuit pack is installed in a switch carrier.

conditional
Subject to qualification. When call control is transferred conditionally from one vector to another, the first vector may regain control, if a certain qualification is met.

confirmation tone
Three short bursts of tone followed by silence to confirm that a feature activation, deactivation, or cancelation has been accepted.

connectivity
The connection of disparate devices within a single system.

CONVERSANT Voice Information System
An interactive voice response system for automated telephone transactions that uses recorded or synthesized speech to request and obtain information from callers. It consists of at least one MAP minicomputer running on the UNIX operating system, a DEFINITY G3V1 (or later) switch, and the VIS software.

Custom Call Routing
A software module that enables the user to transfer callers to particular extensions and splits.

D

DEFINITY G3V1 or G3V2
A private branch exchange that switches and manages the flow of information between computers.

Dialed Number Identification Service (DNIS) Network
Service from which a CONVERSANT vector can secure a number that acts as a vector directory number (VDN).

E

Estimated Wait Time (EWT)
The estimated time a caller will wait in queue.

F

facility
A general term used for a telecommunications transmission pathway and associated equipment.

feature
A specifically defined function or service provided by the system.

H

hunt group
A group of extensions that are assigned the Station Hunting feature so that a call to a busy extension will reroute to an idle extension in the group.

L

light-emitting diode (LED)
A semiconductor device that produces light when voltage is applied. LEDs provide a visual indication of the operational status of hardware components, the results of maintenance tests, and the alarm status of circuit packs, and the activation of telephone features.

M

maintenance
The activities involved in keeping a telecommunications system in proper working condition: the detection and isolation of software and hardware faults, and automatic and manual recovery from these faults.

major alarm
An indication of a failure that has caused critical degradation of service and requires immediate attention. Major alarms are automatically displayed on LEDs on the attendant console and maintenance or alarming circuit pack, logged to the alarm log, and reported to a remote maintenance facility, if applicable.

minor alarm
An indication of a failure that could affect customer service. Minor alarms are automatically displayed on LEDs on the attendant console and maintenance or alarming circuit pack, sent to the alarm log, and reported to a remote maintenance facility, if applicable.

modem
A device that converts digital data signals to analog signals for transmission over telephone circuits. The analog signals are converted back to the original digital data signals by another modem at the other end of the circuit.

P

Platform Administration
The first of the three software packages that make up the CONVERSANT Call Center Solutions.

port
A connection between a MAP minicomputer and the DEFINITY G3 switch. At the discretion of the administrator, the port may be allocated "hard" (able to play only one standard announcement) or "dynamic" (able to play several).

Q

queue
An ordered sequence of calls waiting to be processed.

queuing
The process of holding calls in order of their arrival to await connection to an attendant, to an answering group, or to an idle trunk. Calls are automatically connected in first-in, first-out sequence.

S

software
A set of computer programs that do one or more tasks.

split
An administered group of agents in a call center.

status line
The line at the bottom of your screen where you enter key commands in building your applications.

switch

Any kind of telephone switching system.

T

terminal
A device that sends and receives data within a system.

V

vector
A series of linked commands that govern the handling of an incoming call. There are two kinds: DEFINITY vectors and CONVERSANT vectors.

voice terminal
A single-line or multiappearance telephone.

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