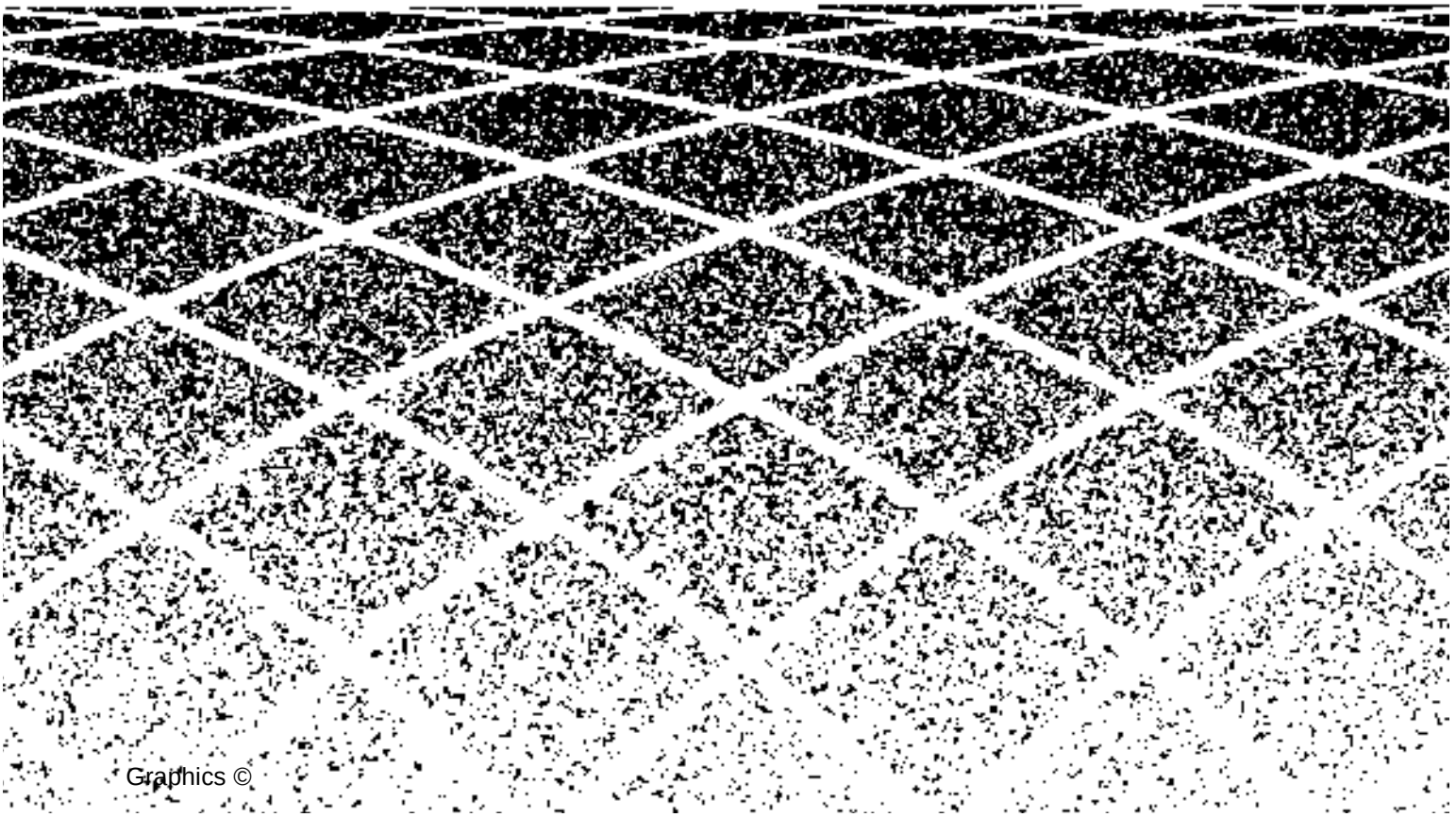
585-350-806
Issue 1
October, 1993

INTUITY Conversant Form Filler Plus



Blank Page

Contents

Contents

Contents

Contents

Form Filler Plus Overview

1

Overview of the Form Filler Plus Feature

Form Filler Plus is an optional package that may be installed on top of the standard CONVERSANT Voice Information System software. Instructions for installing Form Filler Plus are provided in Chapter 2, "Installing Form Filler Plus Software".

Form Filler Plus is a high-capacity, multi-application, multi-user feature package that is supported by AT&T. The Form Filler Plus feature package is available on up to 48 channels on the VIS and up to 24 channels on Intro. Any number of applications may simultaneously use Form Filler Plus. In addition, within any given Form Filler Plus application, a number of individuals may simultaneously use Form Filler Plus.

The Form Filler Plus feature provides the capability for application scripts to record callers' responses to prompts for later transcription and review.As many as 10 responses may be recorded per call session. Caller responses are recorded and then stored in the Form Filler Plus database, where they may be retrieved at a later time using the Form Retriever transcription script.

Application voice "forms" which prompt for and record caller input for Form Filler Plus are available through a high-level Script Builder application template provided with the Form Filler Plus package. By simply copying and modifying this template to suit your needs, you may develop a customized Form Filler Plus application.Alternatively, you may use the FF_Code and FF_Store actions

provided with the Form Filler Plus package to develop a customized Form Filler Plus application.

Whether you use the Form Filler application template or the actions provided with the Form Filler Plus package to develop your own application, the Form Filler Plus package facilitates the development of voice capture and transcription scripts. Form Filler Plus application developers are able to select the coding rate that best suits their application and are given access to the advanced error-handling capabilities available with this feature, including the ability to store partial messages in the event of error or caller hangup.

The Form Retriever transcription script provides an easy-to-use one-key operation. Authorized Form Filler Plus transcribers and reviewers may retrieve caller responses by simply calling the Form Retriever transcription script. Alternatively, authorized Form Filler Plus users may access the Form Retriever by using the execute action access code. The execute action starts a new script on a channel, replacing the script that performed the execute action. The Form Retriever will prompt the user for a mode, password, and Script ID. (Transcribe and review mode passwords may be set when the Form Filler Plus package is installed, whereas the Script ID is determined by the script developer). Caller responses are retrieved by Script ID. The transcriber or reviewer may either choose to hear calls for a particular script by entering a Script ID or may choose to hear calls for the script with the oldest call record by entering an asterisk (*) to retrieve the script with the oldest record. Once a script is selected, call records are played from oldest to newest and each response recorded in a call record is played from first to last.

Transcribers (using transcribe mode) may play and replay the recorded phrases in a new call record and either delete the record or mark it for review. Once the record is deleted or marked, the next oldest new call record for the Script ID is played.

Reviewers (using review mode) may play and replay a call record that has previously been marked for review by a transcriber. Reviewers may then delete the record or skip it for later review. Once the record is deleted or skipped, the next oldest marked call record for the Script ID is played.

Transcribers or reviewers may use an “undo” command to undo the previous delete, mark, or skip command and return to the previous call record. Although there is no limit to the number of transcribers that may use the application at any one time, only one individual may work on a particular call record at a time. The Form Retriever will bypass records that are being played by other users.

Transcribers or reviewers may adjust the pause interval between each phrase that is played from a call record with “slow down” and “speed up” commands.

The number of records deleted or marked for review will be announced at the termination of the transcription or review session, enabling Form Filler Plus users to note their activity.

The Form Filler Plus feature also includes the Form Filler Plus Call Record Summary Report and the Form Filler Plus Last Audit. The Call Record Summary Report lists a summary of call records in the Form Filler Plus database for each Script ID and provides disk usage statistics for the speech file system. The Form Filler Audit runs each time the Voice System is started and checks the Form Filler Plus database for consistency with the talkfile where caller responses are stored. If any phrases exist in the Form Filler Plus talkfile that are not in the database, the phrases are removed from the talkfile. If the database contains phrase numbers that are not in the talkfile, those phrase numbers are removed from the database.

Installing Form Filler Plus Software

2

NOTE:
This chapter is a supplement to the CONVERSANT® Voice Information System (VIS) and the CONVERSANT Intro R1.0 documentation. If you wish to do so, you may insert this chapter at the back of the *CONVERSANT Voice Information System Version 3.1 Software Installation and Upgrade*, 585-350-104, behind the tab labeled “Optional Features” or in the back of the *CONVERSANT Intro Installation*, 585-312-110.

Installation Procedures for the Form Filler Plus Software

Pre-Installation Considerations

To install the Form Filler Plus application on the CONVERSANT Voice Information System (VIS) Version 3, you need the following:

- A running version of the CONVERSANT Voice Information System (VIS) with Script Builder software installed. Refer to the *CONVERSANT Voice Information System Software Installation and Upgrade*, 585-350-104, for information on installing the CONVERSANT VIS.
- CONVERSANT VIS Version 3 Form Filler Plus Application software.

To install the Form Filler Plus application on CONVERSANT Intro R1.0, you need the following:

- A running version of the CONVERSANT Intro Application Development Software with Script Builder software installed. Refer to *CONVERSANT Intro Installation*, 585-312-110, for information on installing the CONVERSANT Intro R1.0 and the Application Development Software.
- CONVERSANT VIS Version 3 Form Filler Plus Application software.

Form Filler Plus Disk Space and Memory Requirements

To install and run the Form Filler Plus application, you will need the following space on your disk:

/(root): 3092 blocks (where 1 block = 512 bytes)

/usr: 18 blocks (where 1 block = 512 bytes)

Speech: 140 blocks (where 1 block = 16,384 bytes)

In addition, you will need 40 pages of memory in core for the DIP. Note that 1 page = 4096 bytes.

NOTE:
The amount of memory required by your application and the amount of disk space required for speech will vary depending on your application.

Installing the Form Filler Plus Software

1. Log in to the system as *root*.
2. Insert the diskette labeled “CONVERSANT VIS Form Filler Plus” into the floppy disk drive.
3. At the system prompt, type **installpkg** and press ENTER. An installation in progress confirmation message appears on the screen.
4. After the first diskette is loaded, the system will prompt you to remove the first diskette. Remove this disk.
5. To continue installation, insert the next diskette into the floppy disk drive, then press ENTER. If you wish to quit installation at this time, type **q** followed by ENTER.
6. After the second diskette is loaded, you will receive the following message:

   ```
   Adding application speech files. This will take up
   to 5 minutes.
   ```

7. After installation of the application speech files is complete, you will receive the following message:

   ```
   Enter the new transcription password.
   ```

   The transcription password may be a sequence of from 0 to 5 standard touch-tone digits (0-9). Enter up to 5 digits and press ENTER.
8. After you have entered the transcription password, you will receive the following message:

   ```
   Enter the new review password.
   ```

   The review password may be a sequence of from 0 to 5 standard touch-tone digits (0-9). Enter up to 5 digits and press ENTER.
9. After you have entered the review password, you will receive the following message:

   ```
   To activate installation of the Form Filler Plus
   application, stop and restart the voice system.
   This may be done from the voice system control
   menu or with the “stop_vs” and “start_vs” com-
   mands.
   ```

Backing Up Form Filler Plus Database Files

The selective personal backup is used to back up administrative files. Follow these steps:

1. Log in to the system as *root*.
2. Stop the voice system by using either the System Control screen or, from the UNIX system command line, by using the **stop_vs** command. Refer to Chapter 3, "Configuration Management" in the *CONVERSANT Voice Information System Version 3.1 Operations*, 585-350-701, for information on stopping the voice system.
3. At the system prompt, type **face** and then press ENTER to display the AT&T FACE menu.
4. At the AT&T FACE menu, highlight System Administration and press ENTER to display the System Administration menu.
5. At the System Administration menu, highlight "Backup to Removable Media" and press ENTER to display the Backup to Removable Media menu.
6. At the Backup to Removable Media menu, highlight "Personal Backup" and press ENTER to display the Personal Backup menu.
7. At the Personal Backup menu, highlight "Selective Backup of Files Under /" and press ENTER.

   If you have more than one floppy disk drive, or if you have a cartridge tape drive, the Select Removable Media menu appears. Make your choice and press ENTER. The Selective Backup of Files Under / menu appears.
8. Enter the name of the **/vs/data/ff** directory in the Selective Backup of Files Under / menu.
9. Press **SAVE**.
10. Depending on what options are available on your system and what your needs are, select the drive that you want to use for this backup procedure by highlighting one of the three choices (floppy disk drive 0, floppy disk drive 1, or cartridge tape) and pressing ENTER. Once you have selected the media, you will receive the following message:

    Computing the number of files to be backed up. Please wait.

    Your system estimates the number of floppies or tapes needed to hold all the files to be backed up and how much time the backup will take. Then, follow the instructions displayed on the screen to insert and remove the previously formatted floppy disks or tapes and how to number them in sequence.

11. Insert a blank, formatted floppy disk or a cartridge tape and press ENTER.

    NOTE:
    Tapes do not need to be formatted.

    The floppy disks used to back up your system must be formatted in UNIX system format.

    Once the backup is in progress, you will receive the following instruction:

    ```
    Backup in progress. Do not remove the floppy/tape.
    ```

12. In addition, if the backup spans multiple floppies or tapes, you will be notified when to remove the current floppy or tape and insert the next one in sequence.

    When the contents of floppy 1 have been backed up, for example, the following instructions appear:

    ```
    You may remove floppy number 1.
    To exit, please press 'q' followed by ENTER.

    To continue, insert floppy number 2
    and strike the ENTER key.
    ```

    If you press 'q' to exit, the following message is displayed:

    ```
    You have canceled the Backup to Removable Media.
    ```

NOTE:
As you remove each floppy disk or tape, attach a label containing subject, date, and the number of the floppy disk or tape. File the floppy disk in its envelope. If you write on a label already attached to the floppy disk, only use a felt-tip or nylon-tip pen. Do not use a ball-point pen to write on a label already attached; this can cause damage to the floppy disk.

13. Continue inserting, removing, and labeling floppies or tapes until a message appears indicating the backup is complete:

    ```
    Backup is now done. You may remove the floppy.
    ```

14. Remove the last floppy disk when the system informs you that it has completed the backup.

    Press ENTER to return to the Backup to Removable Media menu.

15. Press **CANCEL** repeatedly to return to the AT&T FACE menu.

16. At the AT&T FACE menu, highlight “Exit” and press ENTER. A Confirm Exit screen will appear.
17. Press **CONT** to return to the **Console Login** prompt.
18. You are now ready to execute the “Backing up Form Filler Plus Form Database Speech” procedure.

Backing Up Form Filler Plus Database Speech

The selective speech backup is used to backup the speech files. Follow these steps:

1. Log in to the system as *root*.
2. At the system prompt, type **face** and press ENTER to display the AT&T FACE menu.
3. At the AT&T FACE menu, highlight “System Administration” and press ENTER to display the System Administration menu.
4. At the System Administration menu, highlight “Backup to Removable Media” and press ENTER to display the Backup to Removable Media menu.
5. At the Backup to Removable Media menu, highlight “Speech Backup” and press ENTER to display the Speech Backup menu.
6. At the Speech Backup menu, highlight “Selective Backup of Talkfiles/ Phrases” and press ENTER to display the Selective Backup of Speech Files screen.
7. Type **talkfile 8 phrase all** to backup all of the phrases in the Form Filler Plus database speech talkfile.
8. Press **SAVE**.

   If you have more than one floppy diskette drive, or if you have a cartridge tape drive, the Select Removable Media menu appears. Make your choice and press ENTER.

   The system calculates the number of diskettes required and the amount of time the backup will take.
9. When prompted, insert the cartridge tape or the first formatted diskette and type **C** and press ENTER.

   The backup begins.

10. When the backup is complete, remove the last diskette or the cartridge tape and press ENTER.

    The system returns to the Speech Backup menu.

11. Press **CANCEL** repeatedly to return to the AT&T FACE menu.
12. At the AT&T FACE menu, highlight “Exit” and press ENTER. A Confirm Exit screen will appear.
13. Press **CONT** to return to the **Console Login** prompt.
14. Start the voice system by using either the System Control screen or, from the UNIX system command line, by using the start_vs command. Refer to Chapter 3, “Configuration Management” in the *CONVERSANT Voice Information System Version 3.1 Operations*, 585-350-701, for information on starting the voice system.

Restoring Form Filler Plus Database Speech

The voice system should be running before you restore Form Filler Plus database speech files. The Form Filler Plus database speech must be restored before the Form Filler Plus database files.To restore the Form Filler Plus database speech files, follow these steps:

1. At the **Console Login** prompt, log in as *root*.
2. Confirm that no Form Filler Plus applications are assigned to channels. This may be done through the Assign Service To Voice Channels screen. You should also make sure that Form Filler Plus applications do not take calls while database speech is being restored.
3. Start the voice system by using either the System Control screen or, from the UNIX system command line, by using the **start_vs** command.
4. At the prompt, type **face** and press ENTER to display the AT&T FACE menu.
5. At the AT&T FACE menu, highlight “System Administration” and press ENTER to display the System Administration menu.
6. At the System Administration menu, highlight “Restore from Removable Media” and press ENTER to display the Restore from Removable Media menu.
7. At the Restore from Removable Media menu, highlight “Speech Restore” and press ENTER to display the Speech Restore menu.

8. At the Speech Restore menu, highlight “Restore All Talkfiles and Phrases” and press ENTER.

   If you have more than one floppy diskette drive or a cartridge tape drive, the Select Removable Media menu appears. Make your choice and press ENTER.

   A restore confirmation message appears telling you to insert the diskette or tape containing files you want to restore.

9. Insert the diskette or tape and press ENTER.

   After the restore starts, the following message displays:

   ```
   Restoring speech.
   ```

10. When the system informs you that it has completed the restore, remove cartridge tape or the last diskette and press ENTER.
11. Press **CANCEL** repeatedly to return to the AT&T FACE menu.
12. At the AT&T FACE menu, highlight “Exit” and press ENTER. A Confirm Exit screen will appear.
13. Press **CONT** to return to the **Console Login** prompt.

Restoring Form Filler Plus Database Files

To restore the Form Filler Plus Database files, follow these steps:

1. At the **Console Login** prompt, log in as *root*.
2. Stop the voice system by using either the System Control screen or, from the UNIX system command line, by using the **stop_vs** command.
3. At the prompt, type **face** and press ENTER.

   The AT&T FACE menu appears.

4. At the AT&T FACE menu, highlight “System Administration” and press ENTER to display the System Administration menu.
5. At the System Administration menu, highlight “Restore from Removable Media” and press ENTER to display the Restore from Removable Media menu.
6. At the Restore from Removable Media menu, highlight “Personal Restore” and press ENTER to display the Personal Restore menu.

7. At the Personal Restore menu, highlight “Restore Files Under /” and press ENTER.

   If you have more than one floppy diskette drive or a cartridge tape drive, the Select Removable Media menu appears. Make your choice and press ENTER.

   The Disk Restore form appears asking if existing files on disk should be overwritten with files being restored.

8. Type **Yes**.

   NOTE:
   You must type an uppercase **Y** and a lowercase **es** or you will get an “Invalid input” message. It is not necessary to press ENTER.

9. Press **SAVE**.

   A restore confirmation message appears telling you to insert the diskette or tape containing the files that you want to restore.

10. Insert the diskette or tape and press ENTER.

    After the restore starts, the following message displays:

    ```
    Restore in progress.
    ```

11. When the system informs you that it has completed the restore, remove the cartridge tape or the last diskette and press ENTER.

    A Confirm Exit screen will appear.

12. Press **CONT** to return to the **Console Login** prompt.

13. Start the voice system by using either the System Control screen or, from the UNIX system command line, by using the **start_vs** command.

Removing the Form Filler Plus Software

To remove the Form Filler Plus software, refer to the following procedure:

⚠ WARNING:

By removing the Form Filler Plus software package, you will also destroy all speech stored in the Form Filler Plus database. Perform a backup of this information if you want to save it.

1. Before you remove the Form Filler Plus software, you will need to stop the voice system. This may be done by using either the System Control screen or, from the UNIX system command line, by using the **stop_vs** command. For information on stopping the voice system, refer to Chapter 3, "Configuration Management" in *CONVERSANT Voice Information System Version 3.1 Operations*, 585-350-701, or Chapter 3, "Voice System Administration" in *CONVERSANT Intro Version 3.1 Application Development Software Operations, 585-350-202*.
2. From the system prompt, type **removepkg**. The numbered list of installed packages is displayed.
3. Select the number associated with the Form Filler Plus package.
4. When the prompt is returned, the Form Filler Plus software package has been removed.

Form Filler Plus Password Administration

The administration and use of transcription and review passwords is the responsibility of the Form Filler Plus administrator or user. The transcription and review passwords help to insure that only authorized Form Filler Plus transcribers and reviewers can access the records in the Form Filler database. To adequately protect against abuse, it is suggested that you follow these guidelines:

- Create two separate Form Filler Plus passwords, one for transcription and one for review.
- Memorize the passwords and secure or destroy any written copy of the passwords that you have made.
- Release the Form Filler Plus transcription password to Form Filler Plus transcribers and no one else. Release the Form Filler Plus review password to Form Filler Plus reviewers and no one else.

Changing the Form Filler Plus Passwords

CAUTION:
You must be logged in as root and at the system prompt to change either the Form Filler Plus transcription or review password.

If you need to change either the Form Filler Plus transcription or review password, type **/vs/bin/util/ffpasswd** at the system prompt. The current value of each password will be displayed. The system then prompts for new passwords for transcription and review. If you wish to change either the transcription or review password at this time, enter the new password.

To activate a new Form Filler Plus transcription or review password, you must stop and restart the voice system. This may be done from the voice system control menu or with the “stop_vs” and “start_vs” commands.

Form Filler Plus Reports

3

NOTE:
This chapter is a supplement to the CONVERSANT® Voice Information System (VIS) documentation and the CONVERSANT Intro R1.0 documentation. If you wish to do so, you may insert this chapter at the back of the *CONVERSANT Voice Information System Version 3.1 Operations*, 585-350-701, behind the tab labeled “Optional Features” or at the back of the *CONVERSANT Intro Application Development Software Operations*, 585-312-111.

What’s in This Chapter?

This chapter contains information on using Form Filler Plus reports, including the Form Filler Plus Call Record Summary Report and the Form Filler Plus Last Audit Report.

While working with Form Filler Plus, you may want a compiled list of system statistics, including the number of records to transcribe and review, and date of the oldest and newest record. The Reports Administration menu provides access to Form Filler Plus Call Record Summary Report and Form Filler Plus Last Audit Report.

From the Voice System Administration screen, highlight “Reports”, then press ENTER to open the Reports Administration screen (Figure 3-1).

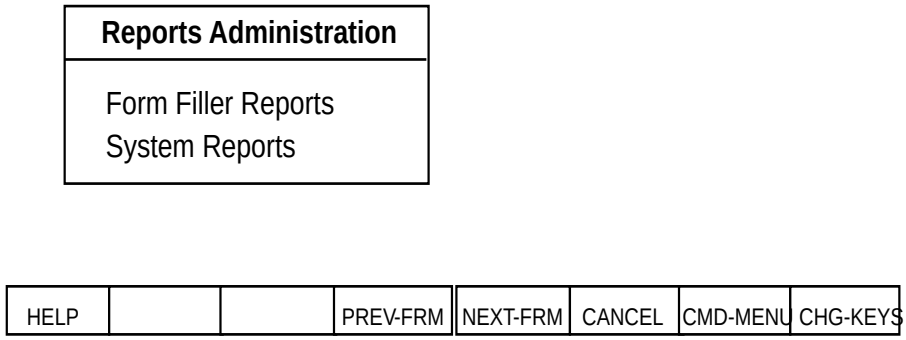


Figure 3-1. Reports Administration Screen

NOTE:
The “Form Filler Reports” option appears only if the Form Filler Plus software has been installed properly.

Highlight “Form Filler Reports”, then press ENTER to display the Form Filler Reports screen (Figure 3-2).

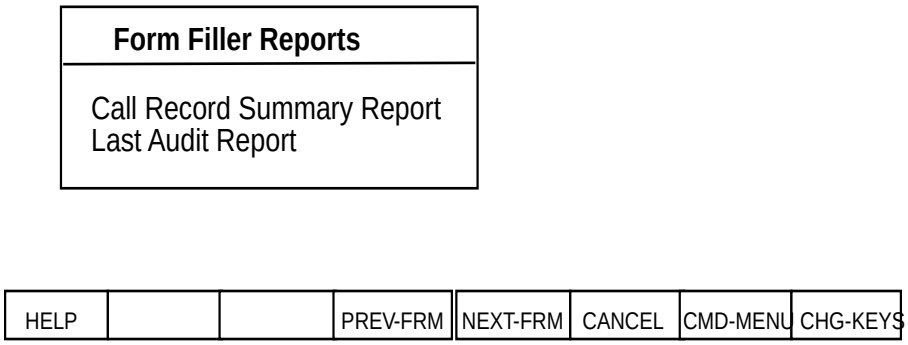


Figure 3-2. Form Filler Reports Screen

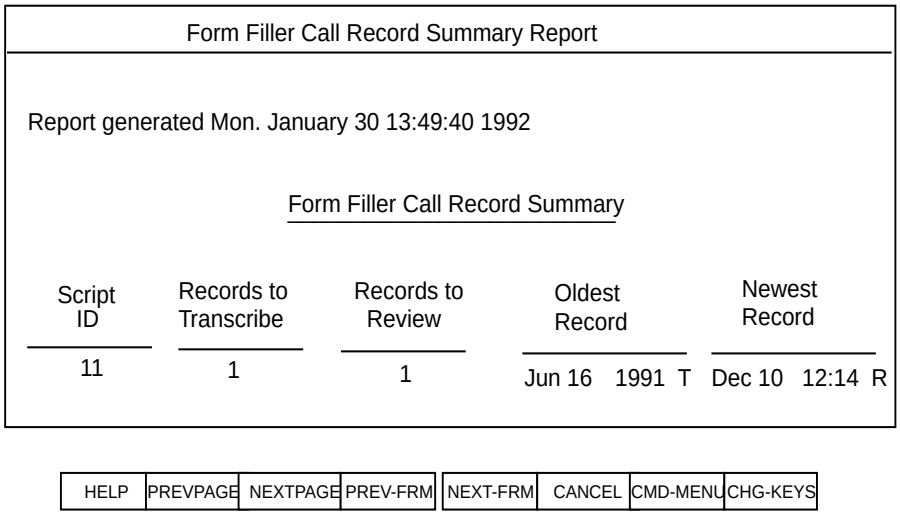
Form Filler Plus Call Record Summary Report

The Form Filler Call Record Summary Report provides information about call records in the Form Filler Plus database. For each script used to store records in the database, the Form Filler Call Record Summary Report provides the script ID of the script, the number of call records that are ready for transcription or review, and the dates of the oldest and newest records. Following these dates is the letter T if the date belongs to a record that is ready for transcription or the letter R if the date belongs to a record that is marked for review. The total number of records for transcription and review are printed at the bottom of the report.

Information is maintained in the Form Filler Plus database until it is deleted by the transcriber or reviewer.

The Form Filler Plus Call Record Summary Report also contains information about disk space being used to store recorded speech. This information is available only if the voice system is running. For each disk partition used to store speech, the Form Filler Plus Call Record Summary Report provides the name of the partition, the total number of disk blocks allocated to that partition, the number of disk blocks that are free, and the percent of free space on the partition. Note that this information pertains to all speech stored on the system, not just that used by the Form Filler Plus feature.

From the Form Filler Reports screen, highlight “Call Record Summary Report”, then press (ENTER) to open the Form Filler Call Record Summary Report screen. Note that the Form Filler Call Record Summary Report will appear on more than one page. Use the cursor movement keys to move through this screen. Figure 3-3 shows an example of page one of the **Form Filler Plus Call Record Summary Report** with report data information displayed. Figure 3-4 shows an example of all the report data information that appears in the **Form Filler Plus Call Record Summary Report**.



Form Filler Call Record Summary Report

Report generated Mon. January 30 13:49:40 1992

Form Filler Call Record Summary

Script ID	Records to Transcribe	Records to Review	Oldest Record	Newest Record
11	1	1	Jun 16 1991 T	Dec 10 12:14 R

HELP | PREVPAGE | NEXTPAGE | PREV-FRM | NEXT-FRM | CANCEL | CMD-MENU | CHG-KEYS

Figure 3-3. Form Filler Call Record Summary Report Screen, Page 1

Form Filler Call Record Summary Report

Report generated Mon. January 30 13:49:40 1992

Form Filler Call Record Summary

Script ID	Records to Transcribe	Records to Review	Oldest Record	Newest Record
11	1	1	Jun 16 1991 T	Dec 10 12:14 R
12	14	1	Mar 19 1991 R	Jan 30 01:10 T
Total:	15	2		

Speech Space Statistics

Partition Name	Total Blocks	Free Blocks	Percent Free
/dev/rdsk/0s40	680	648	96%
/dev/rdsk/0s41	1200	1000	84%
/dev/rdsk/0s42	610	600	99%
Total:	2490	2248	91%

Figure 3-4. Form Filler Call Record Summary Report

Information displayed in the Form Filler Call Record Summary Report screen includes:

Script ID

This field specifies the script for which the Form Filler Plus records are stored. The Script ID is specified during the development of the Form Filler Plus application script.

Records to Transcribe

This field indicates the number of records ready for transcription for the corresponding script.

The total number of records for transcription is provided below the “Records to Transcribe” field.

Records to Review

This field indicates the number of call records ready for review for the corresponding script.

The total number of records for review is provided below the “Records to Review” field.

Oldest Record

This field indicates the date of the oldest record or session for the corresponding script.

The letter **T** on the right end of the “Oldest Record” field indicates that the date of the oldest record belongs to a record that is marked for transcription. The letter **R** indicates that the date of the oldest record belongs to a record that is marked for review.

Note that if the oldest record is older than 60 days, the year will be provided instead of the time in the “Oldest Record” field.

Newest Record

This field indicates the date of the newest record for the corresponding script used to store records in the database.

The letter **T** on the right end of the “Newest Record” field indicates that the date of the newest record belongs to a record that is marked for transcription. The letter **R**

indicates that the date of the newest record belongs to a record that is marked for review.

Note that if the newest record is older than 60 days, the year will be provided instead of the time in the “Newest Record” field.

Speech space statistics displayed in the Form Filler Call Record Summary Report includes the partition name, total blocks, free blocks, and percent free.

Partition Name

This field indicates the disk partition for which statistics will be provided.

Total Blocks

This field indicates the total number of disk blocks allocated to the corresponding partition.

The total number of disk blocks allocated to all partitions is provided below the “Total Blocks” field.

Free Blocks

This field indicates the number of disk blocks for the corresponding partition that are free.

The total number of disk blocks that are free for all partitions is provided below the “Free Blocks” field.

Percent Free

This field indicates the percent of total space on the corresponding partition that is free.

The total percent of free space for all partitions is provided below the “Percent Free” field.

Form Filler Plus Last Audit Report

The Form Filler Last Audit Report Screen displays the detailed output of the most recent Form Filler Plus Last Audit. The Form Filler Plus Last Audit normally runs when the voice system is started. At that time, a short message is printed to indicate whether the Audit succeeded or failed and if it found and removed any inconsistencies between the Form Filler Plus takeoff and Form Filler Plus database. The Audit will remove speech phrases from the transcription talkfile that do not exist in the database, delete phrases from the database that are missing from the talkfile, and delete an entire call record from the database if none of the phrases in that record exist in the talk file. The Audit also rebuilds the indexes of the database to insure their integrity.

From the Form Filler Reports screen, highlight “Last Audit Report”, then press (ENTER) to open the Form Filler Last Audit Report screen. Figure 3-5 shows an example of the Form Filler Plus Last Audit Report with report information displayed. Note that the actual Form Filler Last Audit Report may appear on more than one page. In this case, use the cursor movement keys to move through this screen.

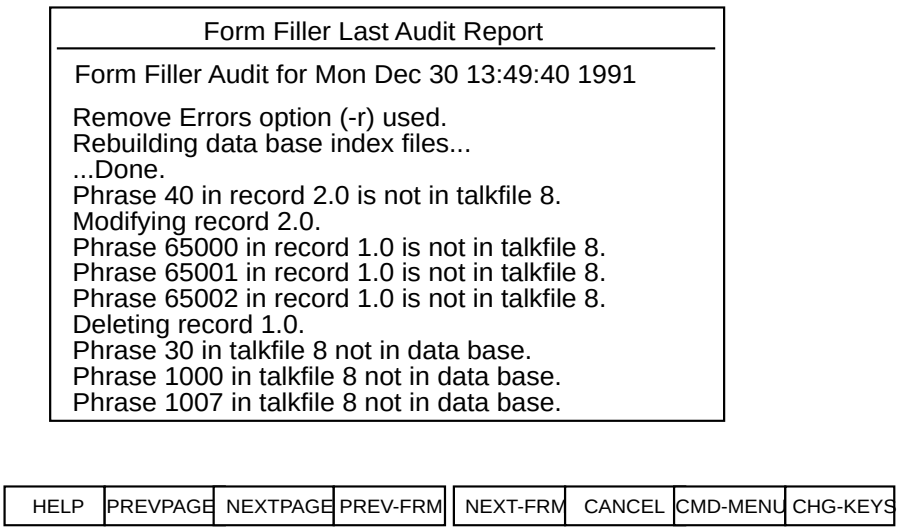


Figure 3-5. Form Filler Last Audit Report Screen

Form Filler Plus Actions

4

NOTE:
This chapter is a supplement to the CONVERSANT® Voice Information System (VIS) documentation and the CONVERSANT Intro R1.0 documentation. If you wish to do so, you may insert this chapter at the back of the *CONVERSANT Voice Information System Script Builder*, 585-350-702, behind the tab labeled “Optional Features” or at the back of the *CONVERSANT Intro Application Development Software User’s Guide*, 585-312-112.

The high-level Script Builder application template provided with the Form Filler Plus package may also be used to develop a customized Form Filler Plus application. This template also provides an example of the Form Filler Plus code and store actions that have already been defined. For more information on using this Script Builder template to develop your application, refer to Chapter 5, "Form Filler Plus Applications".

If you have VIS Version 3 software installed:

- For more information on defining a transaction, refer to Chapter 8, “Defining the Transaction” in the *CONVERSANT Voice Information System Script Builder*, 585-350-702.
- For additional information on Script Builder actions, refer to Chapter 10, “Using Advanced Features” in the *CONVERSANT Voice Information System Script Builder*, 585-350-702.

If you have Intro R1.0 installed:

- For more information on defining a transaction, refer to Chapter 3, “Defining the Transaction” in the *CONVERSANT Intro Application Development Software User’s Guide*, 585-312-112.
- For more information on Script Builder actions, refer to Appendix A, “Glossary of Action Steps” in the *CONVERSANT Intro Application Development Software User’s Guide*, 585-312-112.

This chapter contains descriptions of the Script Builder screens and menus for the Form Filler Plus actions as they appear for both Version 3 and Intro R1.0 software. Refer to Chapter 5, "Form Filler Plus Applications" for a sample Script Builder application that illustrates the use of these actions.

Form Filler Plus Actions

There are two actions associated with the Form Filler Plus feature. These actions provide the following capabilities:

- "Code," or record, a session with up to 10 individual speech phrases per call from a caller.
- Store the recorded phrases, and associated Script Identifications, in the Form Filler Plus database.

Form Filler Plus Code

The Form Filler Plus Code action (FF_Code) may be called by a script as many as 10 times per call session to record a caller's response to a voice "form" prompt. Each call to the FF_Code records a phrase from the caller and stores the phrase internally until the FF_Store action is called to put all phrases for the call into the Form Filler Plus database.

NOTE:
The maximum number of speech phrases that may be recorded is set by the system at installation. Refer to Appendix E, "Performance Information" in the *CONVERSANT Voice Information System Version 3.1 Operations,* 585-350-701, for additional information.

To add Form Filler Plus Code to a transaction while defining an application in Script Builder, press **ADD**. The Action Choices screen opens. In the Action Choices screen, highlight "FF_Code", then press ENTER. Press **CANCEL** to exit from the Action Choices screen and return to the Define Transaction screen.

You now must define the FF_Code step further. In the Define Transaction screen, highlight "External Action: FF_Code", then press **DEFINE** to display the Define Form Filler Coding screen (Figure 4-1).

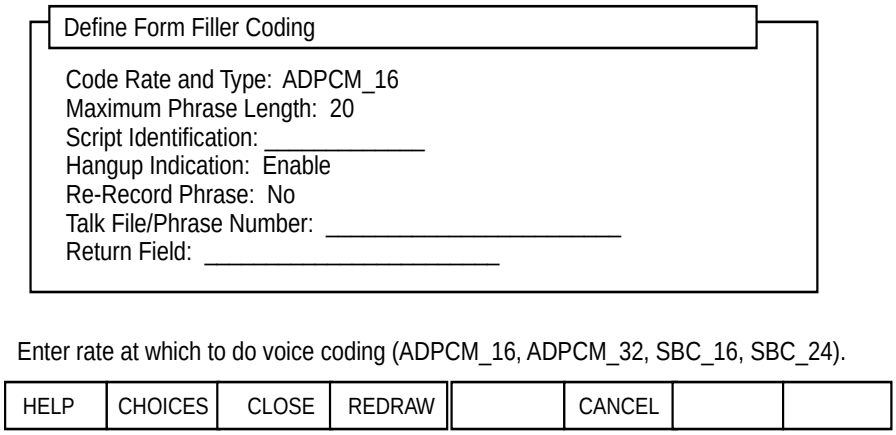


Figure 4-1. Define Form Filler Coding Screen

The Define Form Filler Coding screen contains the following fields:

Code Rate and Type

The first field, “Code Rate and Type”, defines the code rate and format type for recording speech using the Form Filler Plus feature. Valid entries for this field are ADPCM_16, ADPCM_32, SBC_16, or SBC_24. The “Code Rate and Type” default value is “ADPCM_16.” To change the default value, press **CHOICES** to make a selection from a menu screen. Note that higher coding rates provide better quality recording but use more disk space to store the message. Refer to Chapter 8, “Defining the Transaction” in the *CONVERSANT Voice Information System Script Builder*,585-350-702, for information on Message Coding Tips and Tricks.

Maximum Phrase Length

The “Maximum Phrase Length” field allows you to define the maximum phrase length (in seconds) of the phrase to be coded. The “Maximum Phrase Length” default value is 20 seconds. Valid ranges are from 1 to 999 seconds.

Script Identification

The “Script Identification” is a required field that identifies the particular script storing call records in the Form Filler Plus database. A valid Script Identification is a 1 to 6 digit numeric string. The Script Identification is used by FF_Store to save recorded phrases in a database record. Therefore, you should make sure that you enter the exact Script Identification for all instances of FF_Code in a script. Note that leading zeros (0) in a Script Identification are not significant. For example, the string “09” entered in this field will be changed to “9.”

NOTE:
If you wish to change a Script Identification, you must change the Script Identification for each occurrence of FF_Code in the script.

Hangup Indication

The “Hangup Indication” field defines what action will be taken if hangup is detected. If the “Hangup Indication” is enabled, recorded phrases from callers who disconnect before the script is complete will be stored automatically in the Form Filler Plus database. If the “Hangup Indication” is disabled, the script will delete any recorded phrases from callers who hang up before the script is complete. The Hangup Indication default value is “Enable”. To change the default value of this field, enter “Disable” or press **CHOICES** to make a selection from a menu screen.

Re-Record Phrase

“Re-Record Phrase” is an optional field that enables you to replace the previous recorded phrase with a new phrase. The “Re-Record Phrase” default value is “No”, which means that FF_Code will add a newly-recorded phrase to those being accumulated for the Form Filler Plus call record. To enable the Re-Record Phrase option, answer “Yes” in the “Re-Record Phrase” field. If the Re-Record Phrase option is enabled, a phrase successfully recorded by the previous call to FF_Code will be replaced with a newly-recorded phrase. This option is useful for allowing the caller to re-record a response to the previous Form Filler Plus prompt (perhaps after being allowed to listen to it). If the previous call to FF_Code was unsuccessful or if there was no previous FF_Code, this option has no effect (that is, “No” is assumed).

WARNING:
Once FF_Code is called with the Re-Record Phrase option set to “Yes”, the phrase from the previous FF_Code (if any) is removed before coding the replacement phrase.

NOTE:
Calls to FF_Code that are used to re-record a phrase are not included in the 10 calls per script session limit.

Talk File/Phrase Number

The “Talk File/Phrase Number” contains the name of the variable to store the combined talkfile and phrase number in NX format or a zero (0) if a phrase was not recorded from the FF_Code action.

Return Field

The “Return Field” contains the name of the variable to store a “return code” from the action script. If the Form Filler Plus Code call is successful, it returns the actual duration of the phrase in seconds. If the instruction is unsuccessful, it returns a negative value.

Valid return code values are:

- 1 - 999 — Length of successfully recorded phrase (in seconds)
- -1 — Voice coding failure
- -2 — Voice coding timeout (that is, initial 5 seconds passed with nothing spoken by caller or 0 length phrase detected)
- -20 — FF_Code has been called more than 10 times in the call session
- -555 — Insufficient space on speech file system to store recorded phrases

Refer to Chapter 6, "Form Filler Plus Information for Advanced Users" for additional information on what to do if Form Filler Plus Coding is unsuccessful.

After the user-defined entries for the Define Form Filler Coding screen are completed, press **CLOSE**. The Define Transaction Fields screen will appear (Figure 4-2), displaying all remaining undefined fields and transaction fields.

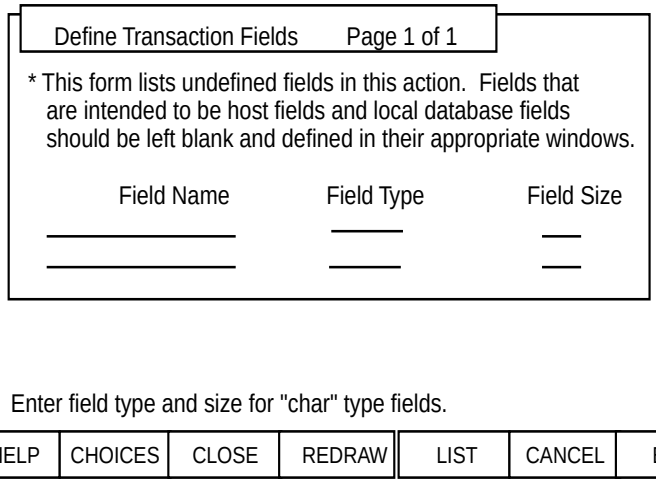


Figure 4-2. Define Transaction Fields Screen

In the Define Transaction Fields screen, undefined fields are listed first, followed by transaction fields, in alphabetical order. Host screen and database fields are not shown. You can define any undefined field or edit the definition of any transaction field simply by using the cursor movement keys.

Note that “num” is the only valid entry for Field Type. You must therefore enter “num” in this field or press **CHOICES** and select num from a menu screen.

After completing the Define Transaction Fields screen, press **CLOSE** to update the “External Action: Form Filler Plus Code” action step in the Define Transaction list.

Form Filler Plus Code Tips Tricks

Timeouts

FF_Code explicitly sets initial and inter-word silence timeouts for voice coding to five seconds. More than five seconds of initial silence while voice coding will cause FF_Code to fail with a -2 return value. A silence between words of more than five seconds will cause FF_Code to terminate voice coding and return the length (in seconds) of the recorded phrase. Pressing a touch tone (TT) terminates voice coding immediately and returns the length of the phrase. Voice coding also terminates immediately when the maximum coding length is reached.

Using an External Function for Hangup Processing

Note that the following information applies only if you are using an external function (written at the TSM script level) to perform hangup processing with the event() script instruction. The first call to FF_Code changes the default action for the EHANGUP script event to process any recorded phrases according to the current setting of the Hangup Indicator. Refer to the *CONVERSANT Voice Information System Version 3.1 Application Guide*, 585-350-202, or the *CONVERSANT Intro Advanced Application Toolkit Reference*, 585-312-113, for a discussion of the event() instruction. Hangup processing is not reset to the default until the FF_Store action is used. This is done because the script may not detect the hangup while in FF_Code and a Form Filler Plus application script must be able to save or delete any recorded phrases if a hangup occurs at any time between the first FF_Code and a call to FF_Store. If the script has set the EHANGUP event before the first FF_Code to cause a jump to a specific subroutine, that subroutine offset is saved so that it may be restored by FF_Store. If a hangup is detected before the original subroutine is restored, the FF_Code hangup subroutine will jump to the original subroutine after it has processed the event (by either saving or deleting any recorded phrases).

The most conservative use of the hangup indicator is to enable it for all instances of FF_Code in the script. This will ensure that a call record is saved at any time the caller hangs up after the first FF_Code. Form Filler Plus Transcribers may remove records that are too incomplete to be useful.

Another possibility is to disable the hangup indicator for all instances of FF_code. This will ensure that no record will be stored unless all responses in the form have been recorded. When the hangup indicator is disabled for the last FF_Code, FF_Store should be called immediately after the last FF_Code. Consequently, if this approach is taken, you should remember to call FF_Store immediately after the last FF_Code. The script should not take any action which causes a wait condition (for example, database access, prompt and collect, play announcement). If the script waits before doing the FF_Store, hangup may be detected during the wait causing the record to be deleted (even though all phrases have been recorded).

Yet another possibility is to have the hangup indicator disabled for some of the earlier prompts in the form and enabled for all later prompts. For example, if a form asks a caller to record a name, address and phone number in three different prompts, you may wish to disable the hangup indicator for the name recording and enable it for the address and phone number recordings. This indicates that the record should not be saved if the caller hangs up after recording only the name but should be saved if the name and address are both recorded. In this situation, there is still a possibility that a record with only a name recorded will be saved depending on when the caller hangs up and how quickly the telephone switch sends the “wink disconnect” or “dialtone” indication to the VIS after the hangup. Depending on the switch being used, it may take from 5 to 15 seconds (or longer) from the time when a caller hangs up the phone to the time when the script detects the hangup. You may wish to experiment to determine the characteristics of your system. Consequently, it is possible that a caller may hangup during one instance of FF_Code, but the hangup won’t be detected until the next FF_Code is done where a different setting for the hangup detect flag may be in effect. In the above example, the record will be saved if a hangup condition is not detected before the FF_Code for the address is executed even though the caller may have actually hung up before being prompted to record the address. Using longer voice prompts between FF_Code actions may decrease the incidence of unwanted records being saved by the script since this gives the script more time to detect a hangup before proceeding to the next FF_Code.

Form Filler Plus Store

The Form Filler Plus Store action (FF_Store) passes any phrases recorded by Form Filler Plus Code, along with the Script Identification number, to the Form Filler database.

NOTE:
The FF_Store action should be used once per script immediately after the last call to FF_Code.

If the script quits without doing a FF_Store, the phrases obtained by each previous FF_Code instruction will remain in the speech talkfile, but there will be no corresponding record for them in the Form Filler Plus database. The Form Filler Plus Last Audit will delete such phrases from the talkfile. However, this audit is run only when the voice system is being started, so running the voice system with a Form Filler Plus script which does not use FF_Store may eventually fill up the speech file system. Refer to Chapter 3, "Form Filler Plus Reports" for information on Form Filler Plus Last Audit Report.

NOTE:
The FF_Code action will delete phrases or use FF_Store to store them, depending on whether the Hangup Indicator is disabled or enabled, if the caller hangs up before the script quits. Nevertheless, the script must still use FF_Store to handle cases where the script completes before the caller has hung up. In this case the hangup routine in FF_Code will call FF_Store.

To add Form Filler Plus Store to a transaction while defining an application in Script Builder, press **ADD**. The Action Choices screen opens. In the Action Choices screen, highlight “FF_Store”, then press ENTER. Press **CANCEL** to exit from the Action Choices screen and return to the Define Transaction screen.

You now must define the FF_Store step further. In the Define Transaction screen, highlight “External Action: FF_Store”, then press **DEFINE** to display the Define Form Filler Speech Store screen (Figure 4-3).

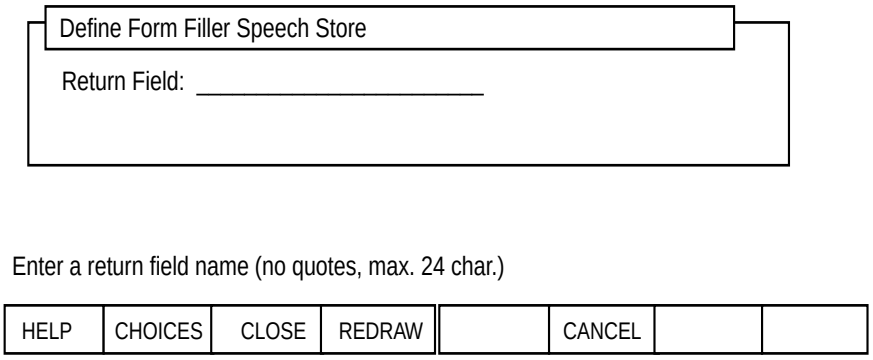


Figure 4-3. Define Form Filler Speech Store Screen

The Define Form Filler Speech Store screen contains the following field:

Return Field

The “Return Field” contains the name of the variable to store a “return code” from the action call. If the Form Filler Plus Store call is successful, it returns a positive value in seconds. If the instruction is unsuccessful, it returns a negative value.

Valid return code values are:

0 — Successful completion of FF_Store

-1 — System (DIP) failure

-2 — Invalid Script Identification used or too many calls to FF_Store per session

-999 — System timeout (waiting for DIP response).

Refer to Chapter 6, "Form Filler Plus Information for Advanced Users" for additional information on what to do if Form Filler Plus Speech Store is unsuccessful.

After the user-defined entries for the Define Form Filler Speech Store screen are completed, press **CLOSE**. The Define Transaction Fields screen will appear (Figure 4-2) displaying all remaining undefined fields and transaction fields.

In the Define Transaction Fields screen, undefined fields are listed first, followed by transaction fields, in alphabetical order. Host screen and database fields are not shown. You can define any undefined field or edit the definition of any transaction field simply by using the cursor movement keys.

Enter “num” for Field Type or press **CHOICES** to select num from a menu screen.

After completing the Define Transaction Fields screen, press **CLOSE** to update the “External Action: Form Filler Plus Store” action step in the Define Transaction list.

Form Filler Plus Applications

5

NOTE:
This chapter is a supplement to the CONVERSANT® Voice Information System (VIS) documentation and the CONVERSANT Intro R1.0 documentation. If you wish to do so, you may insert this chapter at the back of the *CONVERSANT Voice Information System Version 3.1 Application Development*, 585-350-202, behind the tab labeled “Optional Features” or at the back of the *CONVERSANT Intro Advanced Application Toolkit Reference*, 585-312-113.

This chapter provides information on the Form Filler Plus template that is available to you as the application developer for use in creating your own application. This chapter contains step-by-step instructions on how to use the Form Filler Plus template to create a customized application as well as an example of a marketing application that has been developed using the template. This chapter also contains information on using the Form Retriever (transcription script), including a description of the transcribe and review commands that are available to Form Filler Plus users.

Form Filler Plus Applications

Form Filler Plus is useful in instances where simple information is collected and later transcribed. A caller dials a number, is greeted by a menu, and is asked to provide information, or “fill out a form,” via verbal responses.

For instance, if a caller is requesting information from a marketing company, the caller is asked to respond to prompts for name, telephone number, etc. until the application is completed.

Application voice “forms” which prompt for and record caller input for Form Filler Plus may be written using Script Builder. Two Script Builder actions are supplied for this purpose. Caller responses are recorded with the Form Filler Plus Code (FF_Code) action which can be invoked up to 10 times during a call. The Form Filler Plus Store (FF_Store) action sends the phrases recorded by FF_Code to the Form Filler Plus database where they are assigned a Call ID. Refer to Chapter 4, "Form Filler Plus Actions" for additional information on these actions.

A pause after each question allows the caller sufficient time to answer each question. After the last question is answered, the system can thank the caller and then disconnect. The answers to all prompts are stored until they are retrieved at a later time. Form Filler Plus can be used in a variety of ways, including handling situations of attendant overflow (that is, when all available attendants are busy and callers would otherwise need to wait for service), automating certain order-entry applications, and automating certain information-collection applications. Applications for which Form Filler Plus is well suited include the following:

- Application Collection
- Data Gathering
- Human Resources
- Information Access
- Order Entry
- Reservations
- Travel Arrangements
- Utility Problems

The example provided later in this chapter illustrates how the Form Filler Plus template may be modified to develop a sample marketing application that will gather marketing data.

Form Filler Plus Template

The high-level Script Builder application template provided with the Form Filler Plus package is aimed at facilitating development of a Form Filler Plus application. By simply copying and modifying this template to suit your needs, you may develop a customized Form Filler Plus application. Included are instructions for creating your own Form Filler Plus application using the Form Filler Plus template. Included also is an example of a sample marketing application that may be created with the Form Filler Plus application template (FFtemplate). Included also are directions that will assist you in defining your transaction and recording speech for the application you create using FFtemplate.

Using the Form Filler Plus Template to Build Your Own Application

Following is a description of each of the blocks in the FFtemplate as well as instructions on how you may create your own Form Filler Plus application using the Form Filler Plus template.

NOTE:
If your application will transfer the caller to another telephone number at any point in the transcription script, this may be done by using the Transfer Call action step. Refer to Chapter 8, “Defining the Transaction” in *CONVERSANT Voice Information System Script Builder*, 585-350-702, or Chapter 3, “Defining the Transaction” in the *CONVERSANT Intro Application Development Software User’s Guide*, 585-312-112, for additional information.

Before defining the transaction and recording speech for an application you create with the Form Filler template, you should draw a flowchart showing how the actions in the script are connected. Figure 5-1 shows one of the possible call flows for the Form Filler template. Note that the call flow shown in Figure 5-1 uses the first and second form prompts in the Form Filler template, that is, BLOCK 2 and BLOCK 3 in the Form Filler template. Figure 5-2 shows another possible call flow for the Form Filler template. The call flow shown in Figure 5-2 is optional and enables the script to prompt a caller to re-record a message. The call flow shown in Figure 5-2 uses the Third Form Prompt in the Form Filler template, that is, BLOCK 4 in the Form Filler template. These call flows are discussed later in this chapter.

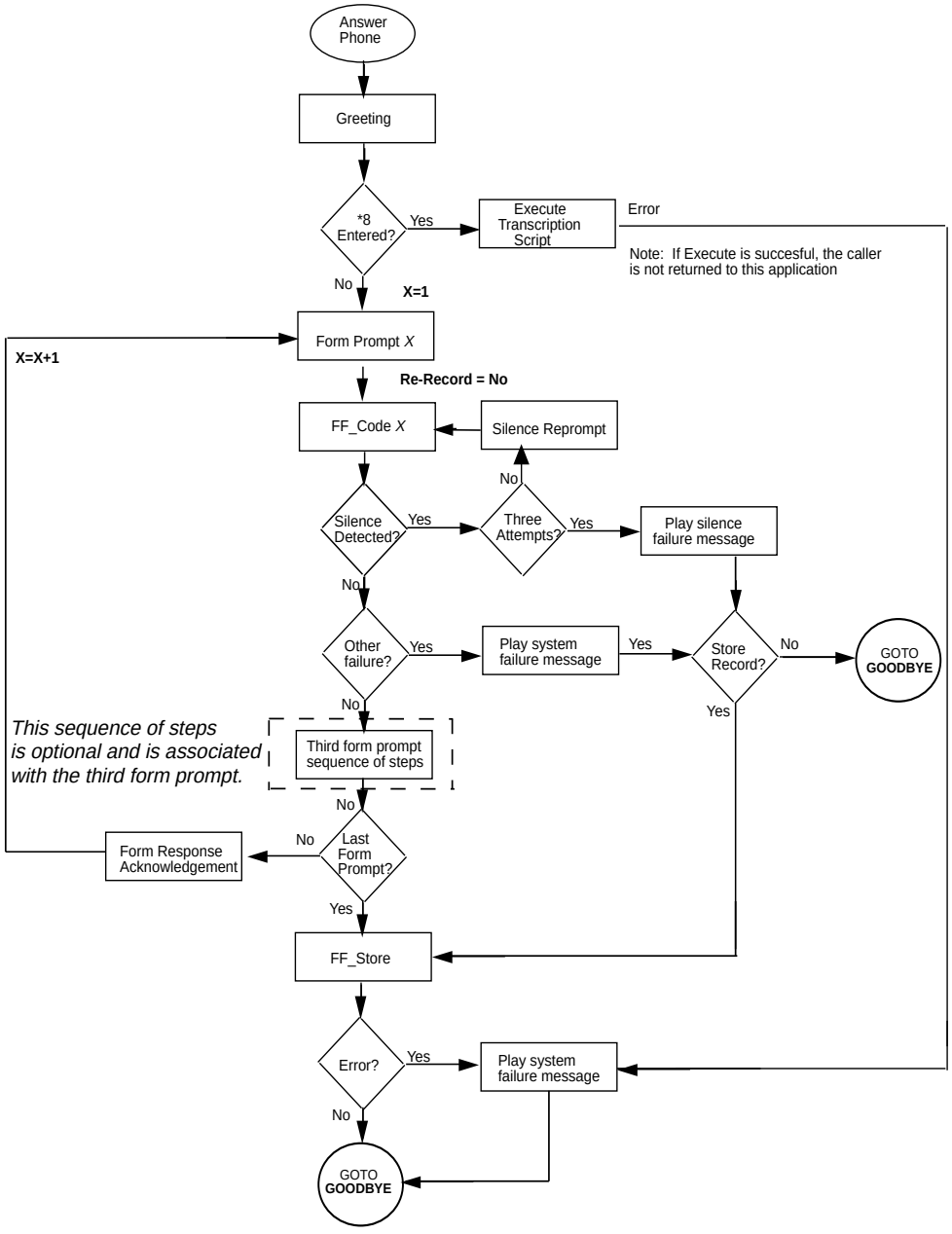


Figure 5-1. FFtemplate Prompt Flow Chart

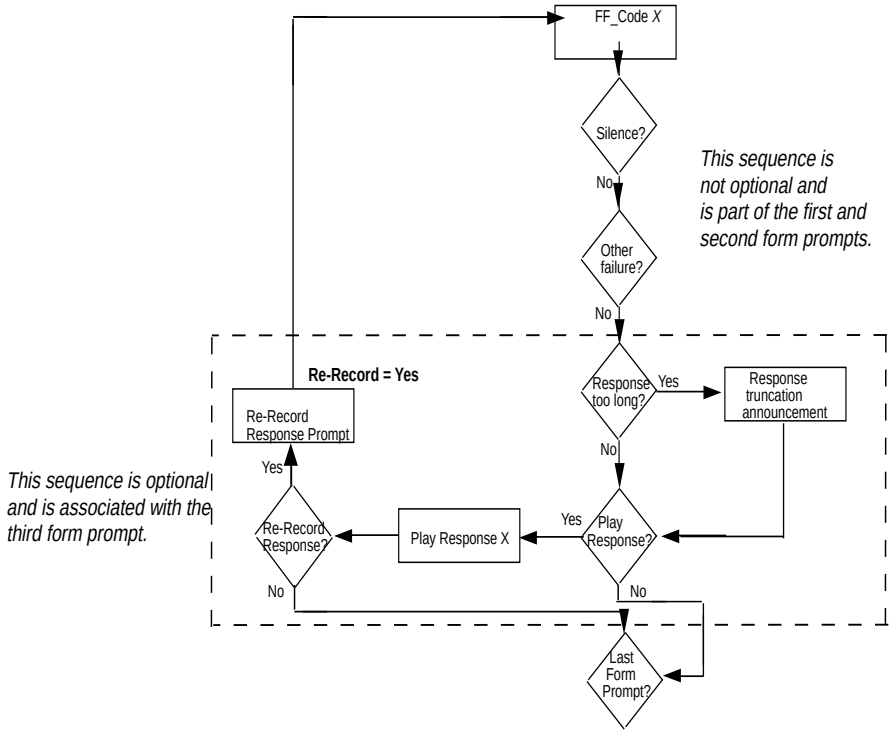


Figure 5-2. FFtemplate Optional Prompt Flow Chart

After you have determined the call flow for your application that will be developed from the FFtemplate, you may begin defining the transaction for your Form Filler Plus application.

WARNING:

You should make a backup of the FFtemplate application before using the application, allowing the template to be easily restored in the event that it is accidentally changed or destroyed. Use the **BACKUP** *key in Script Builder to make an archive copy of the template.*

From the CONVERSANT VIS Version 3 screen or the CONVERSANT Intro R1.0 screen, highlight “Voice System Administration”, then press ENTER to open the Voice System Administration screen. From the Voice System Administration screen, highlight “Script Builder Applications”, then press ENTER to display the Script Builder Applications screen. To copy information from the FFtemplate application, highlight “FFtemplate”, then press **CHG-KEYS** and **COPY**.

Enter the new application name in the form that appears. Note that the name “Market_Appl” is used in the following examples for the sample marketing application that will be discussed later in this chapter. When you have finished entering the new application name, press **SAVE**.

The cursor should now be on the new application name in the Script Builder Applications screen. In the Script Builder Applications screen, press **CHG-KEYS** and **DEFINE** to display the Define Application Screen (Figure 5-3).

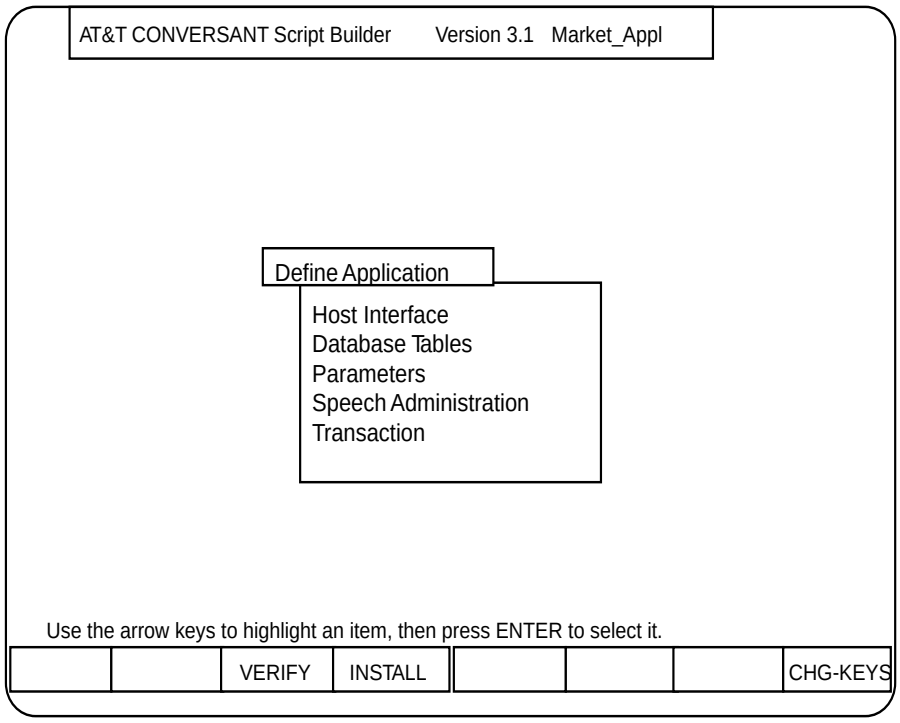


Figure 5-3. Define Application Screen

If you have Intro R1.0 software installed, the Define Application screen appears as in Figure 5-4.

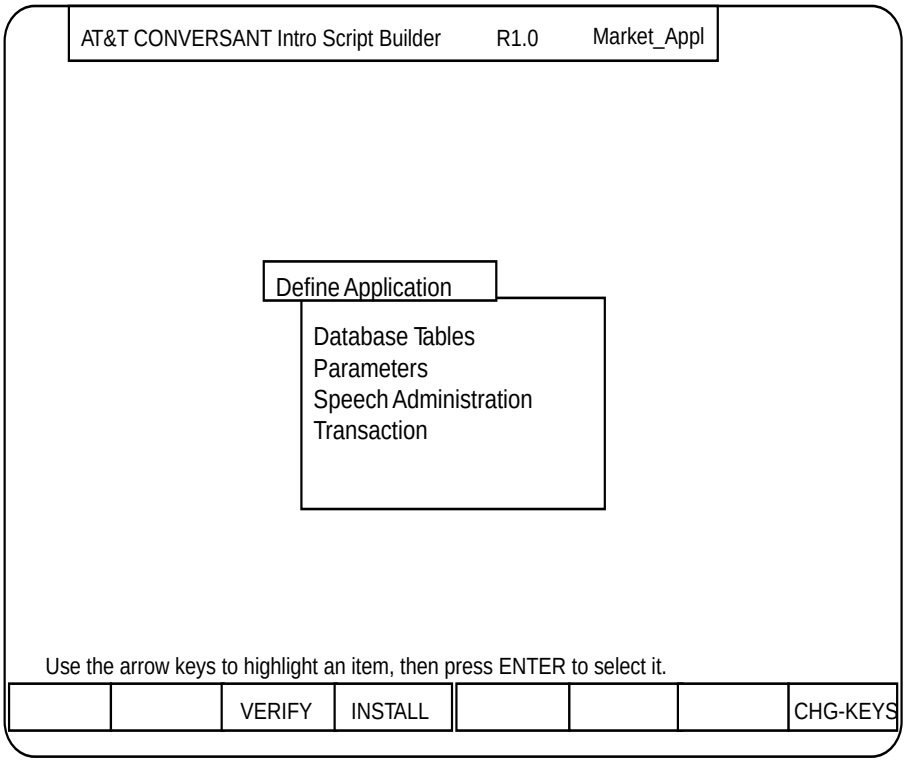


Figure 5-4. Define Application Screen — Intro R1.0

The Define Application screen allows you to work with the following components:

- Parameters
- Host Interface (only with Version 3 software)
- Database Tables
- Speech Administration
- Transaction

When you using the Form Filler Plus template to create your own Form Filler Plus application, we suggest the following order of component development:

5. Parameters
6. Host Interface (optional - only with Version 3 software)
7. Database Tables (optional)
8. Transaction
9. Speech Administration.

Specifying the Environment for your Application

In the Define Application screen, highlight “Parameters”, then press ENTER to open the Parameters screen (Figure 5-5).

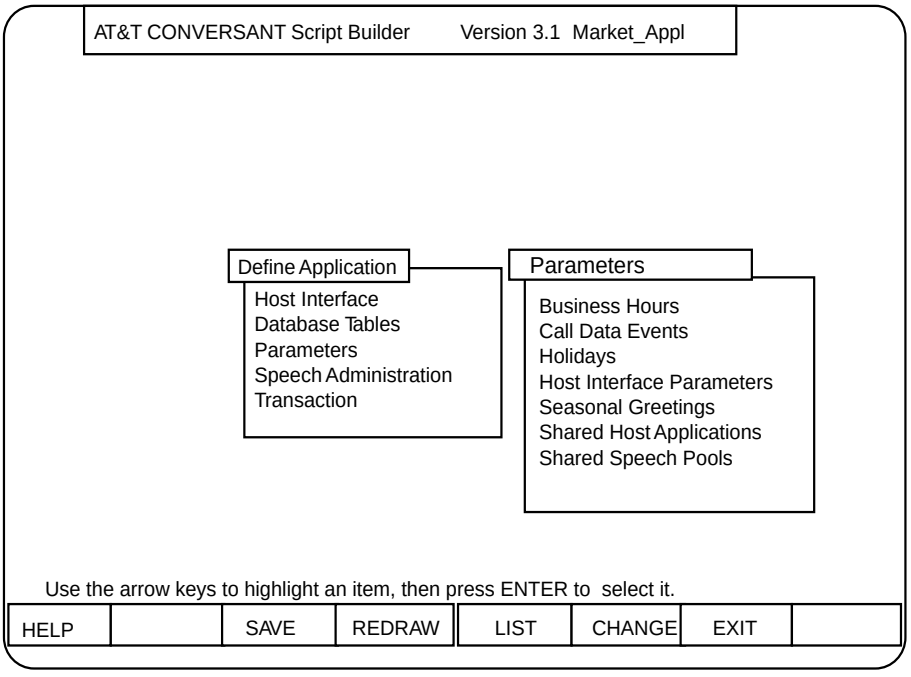


Figure 5-5. Parameters Screen

If you have Intro R1.0 software installed, the Parameters screen appears as in Figure 5-6.

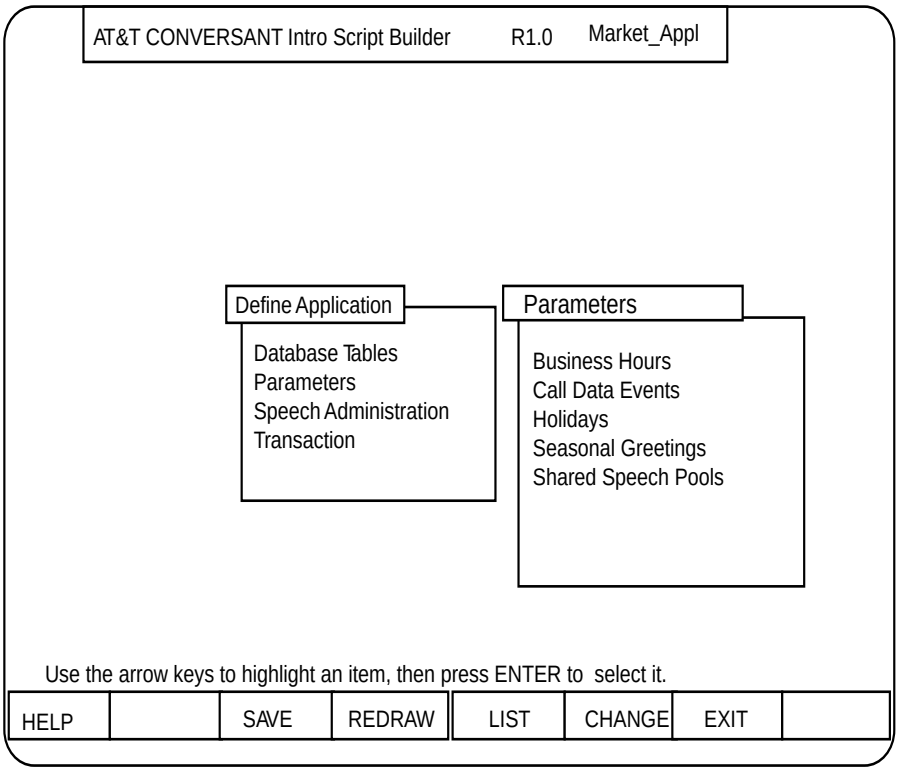


Figure 5-6. Parameters Screen — Intro R1.0

In the Parameters screen, highlight “Shared Speech Pools”, then press ENTER to display the Shared Speech Pools screen (Figure 5-7).

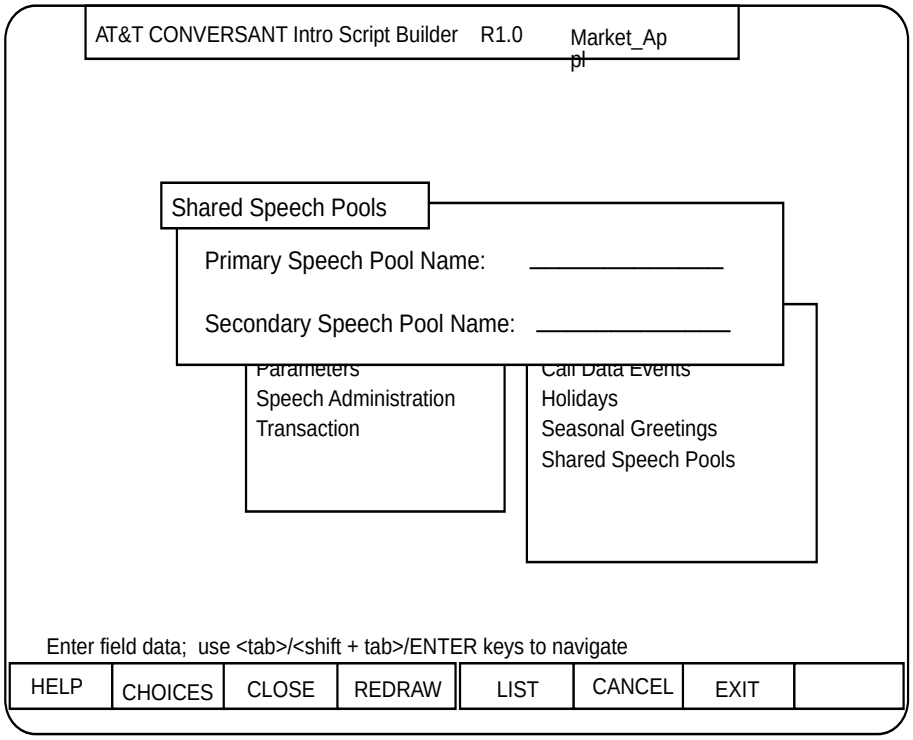


Figure 5-7. Shared Speech Pools Screen

In the Shared Speech Pools screen, change the primary and secondary speech pool names from “FFtemplate” to the name of the new application. If you prefer, you may use existing speech pools by entering these names in the Shared Speech Pools screen. Note that you may press **CHOICES** to select existing speech pool(s) from a menu screen. After you have selected speech pools, press **CLOSE** and then press **SAVE**. Press **CANCEL** to return to the Define Application screen.

If you have Version 3 software installed, refer to Chapter 4, “Specifying the Environment” in *CONVERSANT Voice Information System Script Builder,* 585-350-702*,* for additional information. If you have Intro R1.0 software installed, refer to Chapter 6, “Setting Intro Parameters” in *CONVERSANT Intro Application Development Software User’s Guide*, 585-312-112, for additional information.

Defining the Transaction for your Application

In the Define Application screen, highlight "Transaction" and then press ENTER to open the Define Transaction screen. Note that the Define Transaction screen will appear on more than one page. You may use the cursor movement keys to move through this screen. Figure 5-8 shows page one of the Define Transaction screen with information displayed for the sample marketing application. Note that this is the same information that would appear in the Define Transaction screen with information displayed for the Form Filler template.

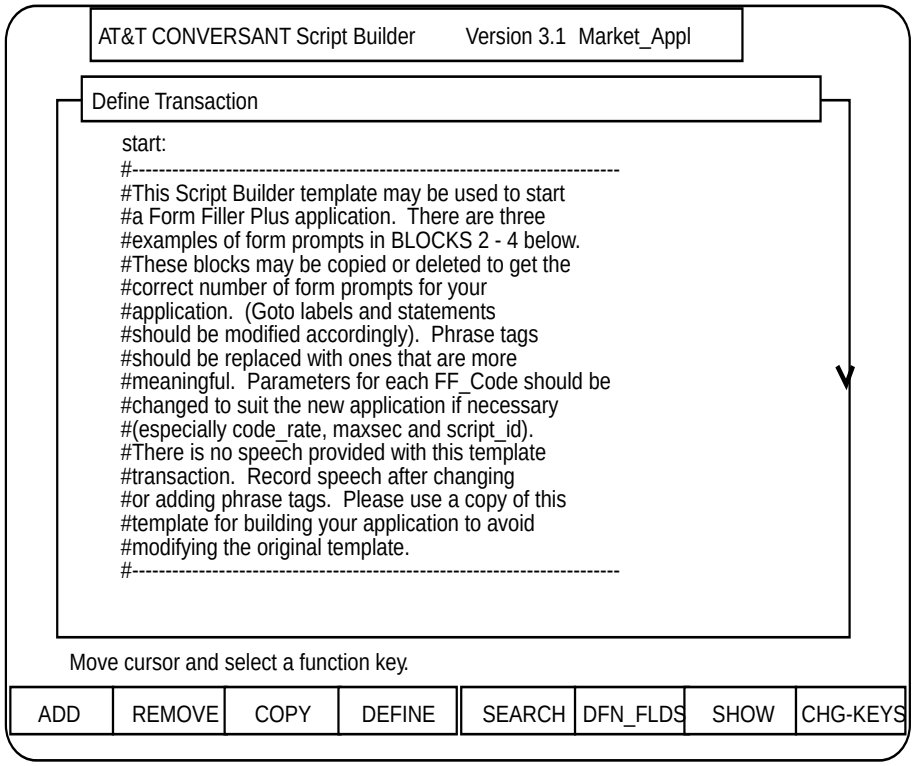


Figure 5-8. Define Transaction Screen Market_Appl, Page 1

If you have Intro R1.0 installed, the Define Transaction Screen appears in shown in Figure 5-9.

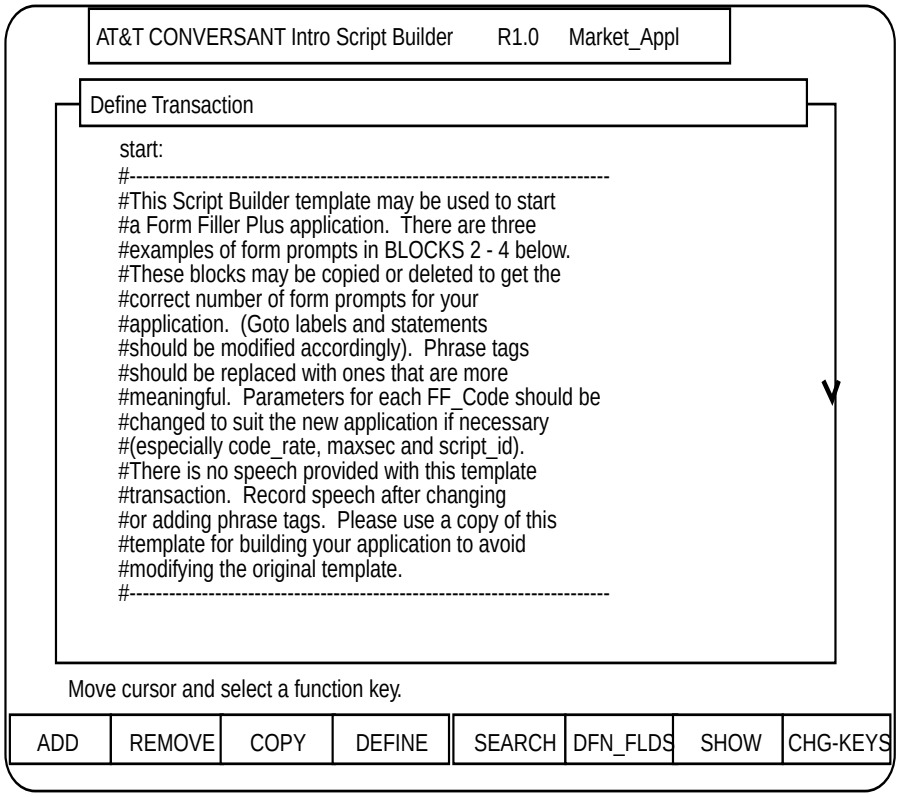


Figure 5-9. Define Transaction Screen Market_Appl, Page 1 — Intro R1.0

Press **SHOW** to toggle (switch) the Define Transaction list back and forth between the normal and expanded display modes.

You are now ready to build your new transaction using the Script Builder function keys. Following is a discussion of the Form Filler template provided with the Form Filler Plus package.

This template may be used to create a customized Form Filler Plus application. The template contains five distinct prototype blocks of Script Builder instructions: An “Initialization” block (BLOCK 1), three “Form Prompt Blocks” (BLOCKS 2 through 4), and a “Termination” block (BLOCK 5). Note that the Initialization and Termination blocks should remain at the beginning and end of the script, respectively. The three Form Prompt Blocks demonstrate different ways that form prompts may be implemented. Refer to these examples to determine which Form Prompt Blocks most closely resemble the form prompts you wish to use in your application. You may then refer to the directions that follow to aid you in completing the transaction definition for your customized application.

Initialization

In the Initialization block of the template (BLOCK 1), the caller dials a number and is greeted by a menu and instructions. If the caller enters an “*8” access code while the script is playing the system greeting, the script executes Form Retriever (the transcription script) instead of the Form Filler Plus application. Access to Form Retriever by way of the execute action is useful in that it allows you to start a new script on a channel, replacing the script that performed the execute action. This eliminates the need for dedicating channels and phone numbers exclusively to the transcription script. Transcribers may call any application script phone number to access the transcription script. Figure 5-10 shows the code for the Initialization block of the Form Filler template.

```
    start:
1.  Answer Phone
2.  Announce
       Speak With Interrupt
          Phrase: “Welcome Announcement”

    #If the caller enters “*8during the above
    #announcement, go to the Transcription Script.
3.  Prompt & Collect
       Input
             Min Number Of Digits: 02
             No. Of Tries To Get Input: 01
             Initial Timeout: 03
             Interdigit Timeout: 03
       Checklist
             Case: “*8”
                      Goto ExecTrans
             Case: “Not On List”
                      Continue
             Case: “Initial Timeout”
                      Continue
             Case: “Too Few Digits”
                      Continue
             Case: “No More Tries”
                      Continue
    End Prompt & Collect
4.  Goto FormPrompt1
    ExecTrans:
5.  External Action: Execute
       Application_Name: “transcribe”
       Write_Call_Data_Record: “no”
    End External Action
    #If Execute returns then it failed to
    #execute the Transcription Script.
6.  Goto SYSTEM_FAILURE
```

Figure 5-10. FFtemplate Initialization Block (BLOCK 1)

First Form Prompt

In the First Form Prompt block of the template (BLOCK 2), the script plays the first form prompt to the caller. Depending on the application, the first form prompt may be either “What is your name?” or “What is your account number?” or similar information identifying the caller. The script allows 20 seconds to collect the caller’s response (if any).

Next, the script will verify that something was recorded. The “hangup detect” field is disabled for the first form prompt, so the script will not save the call record if the caller hangs up after responding to the first form prompt. The caller is allowed three attempts to speak an answer in the first field. If the script detects silence, the script will reprompt the caller. If the caller has failed to answer for each of three attempts, the script will play a silence failure message and will not store the record. If another script failure is detected, the script will play the appropriate system failure message and go to the GOODBYE step.

Figure 5-11 shows the code for the First Form Prompt of the Form Filler template.

```
    FormPrompt1:
7.  Announce
       Speak With Interrupt
          Phrase: “Form Prompt 1”
8.  Set Field Value
          Field: NUMTRIES = 0

    FFCODE1:
9.  External Action: FF_Code
       code_rate: “ADPCM_16”
       maxsec: 20
       script_id: 1
       hangup_detect_enable: “Disable”
       re_record_phrase: “No”
       tf_id_ph_id: FFPHRASE
       Return Field: FFCODERET
    End External Action
    #Check for initial silence timeout.
10. Evaluate
    If FFCODERET   = -2
11.    Set Field Value
          Field: NUMTRIES = NUMTRIES + 1
12.    Evaluate
    If NUMTRIES   = 3
13.       Goto SILENCE_FAILURE
       End Evaluate
14.    Announce
          Speak Without Interrupt
             Phrase: “Silence Reprompt”
15.    Goto FFCODE1
    End Evaluate
16. Evaluate
    If FFCODERET   < 0
17.    Goto SYSTEM_FAILURE
    End Evaluate
18. Announce
       Speak Without Interrupt
          Phrase: “Form Response Acknowledgment”
```

Figure 5-11. FFtemplate First Form Prompt (BLOCK 2)

Second Form Prompt

If the script does not detect silence or system failure during the First Form Prompt, the script proceeds to the Second Form Prompt (BLOCK 3) and plays the second form prompt to the caller. Depending on the application, the second form prompt may be either “What is your telephone number?” or similar information identifying the caller.

The script allows 20 seconds to collect the caller’s response (if any). Next, the script will verify that something was recorded. The “hangup detect” field is enabled for the second form prompt, so the script will store a call record automatically if the caller hangs up after recording the phone number. The caller is allowed three attempts to enter information in the second field. If the script detects silence, the script will reprompt the caller. If the caller has failed to enter a message on each of three attempts, the script will play a silence failure message and will store the record. If another script failure is detected, the script will play the appropriate system failure message and go to the GOODBYE step.

Figure 5-12 shows the code for the Second Form Prompt of the Form Filler template.

```
    FormPrompt2:
19. Announce
       Speak With Interrupt
          Phrase: “Form Prompt 2”
20. Set Field Value
          Field: NUMTRIES = 0

    FFCODE2:
21. External Action: FF_Code
       code_rate: “ADPCM_16”
       maxsec: 20
       script_id: 1
       hangup_detect_enable: “Enable”
       re_record_phrase: “No”
       tf_id_ph_id: FFPHRASE
       Return Field: FFCODERET
    End External Action
    #Check for initial silence timeout.
22. Evaluate
    If FFCODERET   = -2
23.    Set Field Value
          Field: NUMTRIES = NUMTRIES + 1
24.    Evaluate
    If NUMTRIES   = 3
25.         Goto SILENCE_FAILURE
       End Evaluate
26.    Announce
          Speak Without Interrupt
             Phrase: “Silence Reprompt”
27.    Goto FFCODE2
    End Evaluate
28. Evaluate
    If FFCODERET   < 0
29.    Goto SYSTEM_FAILURE
    End Evaluate
30. Announce
       Speak Without Interrupt
          Phrase: “Form Response Acknowledgment”
```

Figure 5-12. FFtemplate Second Form Prompt

Third Form Prompt

In the Third Form Prompt (BLOCK 4) the caller is prompted to record a message. The script allows 2 minutes (120 seconds) to collect the caller's message (if any). A five-second grace period is used to allow the script to detect when the caller has exceeded the allotted time limit. The caller is also given the option of listening to the response and re-recording the message. If there is no message recorded or a system failure occurs, the script goes to STORE_RECORD, thereby allowing any previously recorded responses to be stored.

Following is the code for the Third Form Prompt of the Form Filler template.

```
    FormPrompt3:
31. Announce
       Speak With Interrupt
          Phrase: "Form Prompt 3"
32. Set Field Value
       Field: NUMTRIES = 0

    FFCODE3:
33. External Action: FF_Code
       code_rate: "ADPCM_16"
       maxsec: 125
       script_id: 1
       hangup_detect_enable: "Enable"
       re_record_phrase: "No"
       tf_id_ph_id: FFPHRASE
       Return Field: FFCODERET
    End External Action
    #Check for initial silence timeout.
34. Evaluate
    If FFCODERET   = -2
35.    Set Field Value
          Field: NUMTRIES = NUMTRIES + 1
36.    Evaluate
    If NUMTRIES   = 3
37.    Announce
          Speak Without Interrupt
             Phrase: "Silence Failure Message"
38.    Goto STORE_RECORD
       End Evaluate
39.    Announce
          Speak Without Interrupt
             Phrase: "Silence Reprompt"
40.    Goto FFCODE3
    End Evaluate
41. Evaluate
    If FFCODERET   < 0
42.    Announce
          Speak Without Interrupt
             Phrase: "System Failure Message"
```

```
43.     Goto STORE_RECORD
     End Evaluate
44.  Announce
        Speak Without Interrupt
           Phrase: “Form Response Acknowledgment”
     #Check if response exceeded time limit.
45.  Evaluate
     If FFCODERET   > 120
46.     Announce
           Speak Without Interrupt
              Phrase: “Response Truncation Announcement”
        End Evaluate

     VERIFY3:
     #Ask if caller wants to hear response.
47.  Prompt & Collect
        Prompt
           Speak With Interrupt
              Phrase: “Play Form Response Command Menu”
        Input
           Max Number Of Digits: 01
        Checklist
           Case: “1”
              Goto PLAY3
           Case: “0”
              Continue
           Case: “Not On List”
              Speak Without Interrupt
                 Phrase: “Invalid Input Reprompt Message”
              Reprompt
           Case: “Initial Timeout”
              Continue
           Case: “Too Few Digits”
              Continue
           Case: “No More Tries”
              Continue
     End Prompt & Collect
     #If this is not the last form prompt, this goto
     #should be replaced with one that jumps to the
     #next form prompt (e.g., “goto FormPrompt4”).
48.  Goto STORE_RECORD

     PLAY3:
     #Play caller’s response.
49.  Announce
        Speak With Interrupt
        Phrase: “Play Form Response Announcement”
        Field: FFPHRASE As NX
     #Ask if caller would like to re-record response.
```

```
50.  Prompt & Collect
        Prompt
           Speak With Interrupt
              Phrase: “Re-record Form Response Command Menu”
        Input
           Max Number Of Digits: 01
        Checklist
           Case: “1”
              Goto RERECORD3
           Case: “0”
              Continue
           Case: “Not On List”
              Speak Without Interrupt
                 Phrase: “Invalid Input Reprompt Message”
              Reprompt
           Case: “Initial Timeout”
              Continue
           Case: “Too Few Digits”
              Continue
           Case: “No More Tries”
              Continue
     End Prompt & Collect
     #If this is not the last form prompt, this goto
     #should be replaced with one that jumps to the
     #next form prompt (e.g., “goto FormPrompt4”).
51.  Goto STORE_RECORD

     RERECORD3:
     #Re-record caller’s response.
     #This procedure is similar to the above starting
     #at FFCODE3, but with the re_record_phrase flag
     #set to “Yes”. The original response is deleted
     #before re-recording starts.
52.  Announce
        Speak Without Interrupt
           Phrase: “Re-record Form Response Prompt”
53.  Set Field Value
           Field: NUMTRIES = 0

     FFRECODE3:
54.  External Action: FF_Code
        code_rate: “ADPCM_16”
        maxsec: 125
        script_id: 1
        hangup_detect_enable: “Enable”
        re_record_phrase: “Yes”
        tf_id_ph_id: FFPHRASE
        Return Field: FFCODERET
     End External Action
     #Check for initial silence timeout.
55.  Evaluate
     If FFCODERET   = -2
```

```
56.     Set Field Value
           Field: NUMTRIES = NUMTRIES + 1
57.     Evaluate
     If NUMTRIES   = 3
58.        Announce
              Speak Without Interrupt
                 Phrase: “Silence Failure Message”
59.           Goto STORE_RECORD
        End Evaluate
60.     Announce
           Speak Without Interrupt
              Phrase: “Silence Reprompt”
61.     Goto FFRECODE3
     End Evaluate
62.  Evaluate
     If FFCODERET   < 0
63.     Announce
           Speak Without Interrupt
              Phrase: “System Failure Message”
64.     Goto STORE_RECORD
     End Evaluate
65.  Announce
        Speak Without Interrupt
           Phrase: “Form Response Acknowledgment”
66.  Evaluate
     If FFCODERET   > 120
67.     Announce
           Speak Without Interrupt
              Phrase: “Message Truncation Announcement”
     End Evaluate
68.  Goto VERIFY3
```

Termination

In the Termination block of the template (BLOCK 5) the script will play a goodbye announcement and terminate the call after either storing the record or speaking a silence or system failure message.

Figure 5-13 shows the code for the Termination block of the Form Filler template.

```
    STORE_RECORD:
69. External Action: FF_Store
       return_field: FFSTORERET
    End External Action
70. Evaluate
    If FFSTORERET   < 0
71.    Goto SYSTEM_FAILURE
    End Evaluate
72. Announce
       Speak Without Interrupt
          Phrase: “Goodbye Message”
73. Disconnect
74. Quit

    SILENCE_FAILURE:
75. Announce
       Speak Without Interrupt
          Phrase: “Silence Failure Message”
76. Disconnect
77. Quit

    SYSTEM_FAILURE:
78. Announce
       Speak Without Interrupt
          Phrase: “System Failure Message”
79. Disconnect
80. Quit
```

Figure 5-13. FFtemplate Termination Block (BLOCK 5)

1. Use the **REMOVE** key to delete any Form Prompt Blocks that you do not need for your application.
2. If you will be duplicating one or more of the Form Prompt Blocks in the FFtemplate to make additional form prompts and the blocks that you intend to **COPY** and then use in your application have one or more phrases in common, you will save time by redefining the common phrase tags before you **COPY** the Form Prompt Block(s).

   To redefine the common phrase tags, move the cursor to each Announce action step and redefine it with the **DEFINE** key, changing phrase tags that will be common between all of the Form Prompt Blocks to phrase tags that are more meaningful for your particular application.

   Refer to Chapter 8, “Defining the Transaction” in *CONVERSANT Voice Information System Script Builder*, 585-350-702, and Appendix A, “Glossary of Action Steps” in *CONVERSANT Intro Application Development Software User’s Guide*, 585-312-112, for information on using the Define Announce form screen to define Announce action steps.
3. Use the **COPY** key to duplicate the additional Form Prompt Blocks that you need for your application. Keep in mind that a maximum of 10 Form Prompt Blocks may be used in any application.
4. Once you have the desired number and type of form prompts in the desired order, you will want to customize each form prompt block. Check all goto labels and statements which contain a prompt sequence number (for example, FormPrompt3, FFCODE3, VERIFY3, PLAY3, RERECORD3, FFRECODE3 refer to the Third Form Prompt block in the example and on the template). Either redefine these goto labels and statements with the correct sequence number for the new application or rename them to reflect the information being recorded with each prompt.
5. If you copy the Third Form Prompt block to make additional prompts, make sure that the “Goto STORE_RECORD” instructions after the VERIFY3 and PLAY3 labels are redefined to go to the next form prompt (for example, “Goto FormPrompt4”) instead of STORE_RECORD if the prompt is not the last one in the transaction.
6. Next, re-label the new form prompt blocks that you have copied. We suggest that you re-label from the end of the transaction to the beginning of the transaction, using the **SEARCH** key to locate the character string you wish to replace.

7. Move the cursor to each Announce action step and, if necessary, redefine it with the **DEFINE** key, changing phrase tags to ones that are more meaningful for your particular application. Note that if you have already redefined common phrase tags in step 2 of this procedure, you will not need to define these phrase tags at this point.

   Refer to Chapter 8, "Defining the Transaction" in *CONVERSANT Voice Information System Script Builder*, 585-350-702, or Appendix A, "Glossary of Action Steps" *CONVERSANT Intro Application Development Software User's Guide*, 585-312-112, for information on using the Define Announce form screen to define Announce action steps.

8. Move the cursor to each Prompt & Collect action step and redefine the prompt, input, or checklist if necessary. If you wish to be able to access the transcription script (Form Retriever) from your application, you will want to change the "*8" access code that is used to execute this transcription script in the first Prompt & Collect action step of the template to an access code that is more meaningful for your particular application. If you will use an access code with more than digits, you will need to change the "Min. No. of Digits" field on Page 2 of the Prompt and Collect screen to account for the additional digits. In addition, you will need to change the "Case" field on Page 3 of the Prompt and Collect screen to the actual password you are using for the execute action. If you do not wish to access the transcription script from your application, delete the comment and that portion of the code that deals with the execute feature from the Initialization block (BLOCK 1) of your application.

   Refer to Chapter 8, "Defining the Transaction" in *CONVERSANT Voice Information System Script Builder*, 585-350-702, or Appendix A, "Glossary of Action Steps" in *CONVERSANT Intro Application Development Software User's Guide*, 585-312-112, for information on using the Define Prompt and Collect form screens to define Prompt & Collect action steps.

9. Move the cursor to each FF_Code action and redefine the Code Rate and Type, Maximum Phrase Length, Script Identification, and Hangup Indication with the **DEFINE** key if necessary.

NOTE:

Form Prompt 3 in the template includes a 5-second "grace period" for use in determining when the caller has recorded a response that exceeds the time limit. In the template, this grace period is embedded in the Evaluate actions where the test "If FFCODERET > 120" is performed. If you wish to maintain this feature, set the number of seconds in the Evaluate actions to the actual time limit (120 seconds in the case of the template). In addition, add the grace period (for example, 5 seconds) to the Maximum Phrase Length field in the FF_Code action.

10. Use the **REMOVE** key to remove any remaining comments that do not apply to your application. Use the **ADD** key to add any comments that are appropriate for your application.
11. When you are finished, save the transaction by pressing **CHG-KEYS** and then **SAVE**. Press **CANCEL** to return to the Define Application screen.

    Refer to Chapter 8, “Defining the Transaction” in *CONVERSANT Voice Information System Script Builder*, 585-350-702, or Appendix A, “Glossary of Action Steps” in *CONVERSANT Intro Application Development Software User’s Guide*, 585-312-112.

Producing Speech for your Application

You are now ready to identify speech for your new application. In the Define Application screen, highlight “Speech Administration” then press ENTER.

If spadm is not assigned to an in-service channel or DNIS, a form screen automatically appears asking for a valid in-service channel number. Enter a valid in-service channel number, then press **CLOSE**. It is important that you enter a Tip/Ring channel that is INSERV. For additional information on determining which channel is INSERV, refer to Chapter 3, “Configuration Management” in *CONVERSANT Voice Information System Version 3.1 Operations*, 585-350-701, or Chapter 3, “Voice System Administration” in *CONVERSANT Intro Application Development Software Operations*, 585-312-111. If the channel number that you enter is on a T1 card, a message is displayed instructing you to use the Configuration Management menus under **Voice System Administration** to make the assignment. It is not recommended that you assign service to a specific T1 channel. This service should be assigned to a DNIS number instead.

Press **CONT** or **SAVE** to close the form screen asking for a valid in-service channel. Press **CONT** and the Speech Administration screen opens (Figure 5-14).

The Speech Administration screen identifies the speech that must be recorded for your application.

Refer to Chapter 7, “Producing Speech” in *CONVERSANT Voice Information System Script Builder*, 585-350-702, or Chapter 4, “Recording Speech” in *CONVERSANT Intro Application Development Software User’s Guide*, 585-312-112, for additional information.

If you have Intro R1.0 installed, the banner line in Figure 5-14 would read: “AT&T CONVERSANT Intro Script Builder R1.0.”

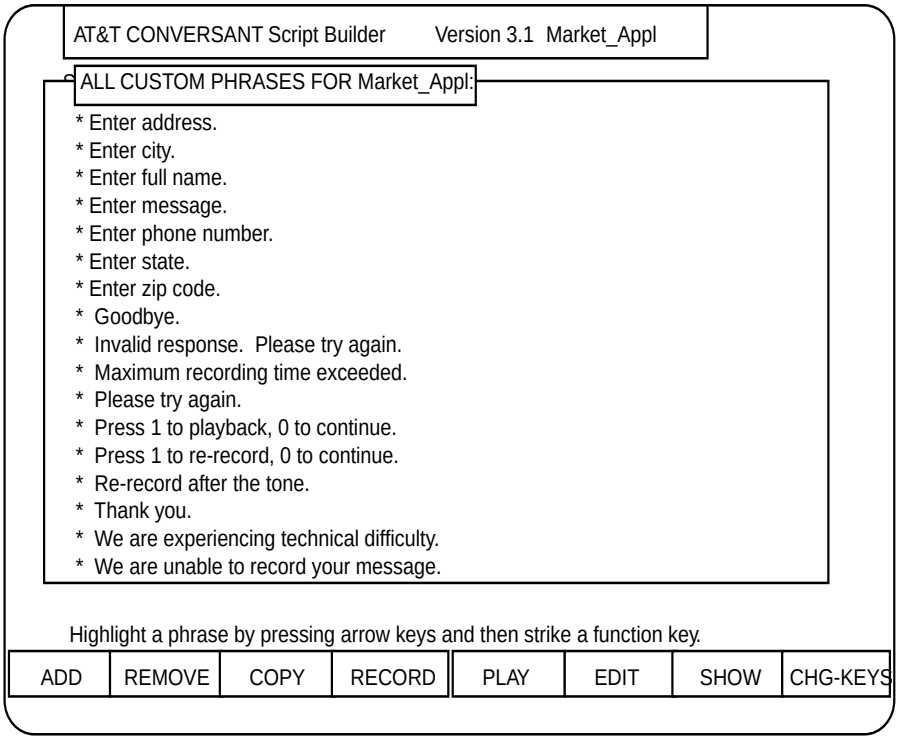


Figure 5-14. Speech Administration Screen Market_Appl

Installing your Application

After you have finished recording and editing speech for your application, press **CANCEL** to return to the Define Application screen. In the Define Application, press **VERIFY** to start verifying the application. The Verify Procedure message screen opens.

After the verification is completed successfully, you must install the application. In the Define Application screen, press **INSTALL** to continue with the installation of the application. The Install Procedure message screen opens.

Refer to Chapter 9, “Application Installation” in the *CONVERSANT Voice Information System Script Builder*, 585-350-702, or Chapter 7, “Application Administration” in the *CONVERSANT Intro Application Development Software User’s Guide*, 585-312-112, for additional information on installing and verifying an application.

After you have installed the application, you must assign the application to a channel or dialed number.

Assigning your Application to Channels or Called Numbers

From the Voice System Administration screen, highlight “Configuration Management”, then press ENTER to open the Configuration Management screen.From the Configuration Management screen, highlight “Voice Equipment”, then press ENTER to display the Voice Equipment screen.

While in the Voice Equipment screen, press the **ASSIGN** key to display the Assign menu. To assign the application to a channel from the Assign screen, highlight “Services to Channels”, then press ENTER to display the Assign Service To Voice Channels screen. To assign the application to a dialed number from the Assign screen, highlight “Services to Called Numbers”, then press ENTER to display the Assign Service To Called Number screen.

For additional information on assigning services to called numbers or channels, refer to Chapter 3, “Configuration Management” in *CONVERSANT Voice Information System Operations*, 585-350-701, or Chapter 3, “Voice System Administration” in *CONVERSANT Intro Application Development Software Operations*, 585-312-111.

Sample Marketing Application

Following is an example of a marketing application that has been developed using the Form Filler Plus template. Included in this chapter are instructions on how the template was modified to suit this marketing application.

Figure 5-15 shows a sample “marketing information form” to be converted to script form using the Form Filler template.

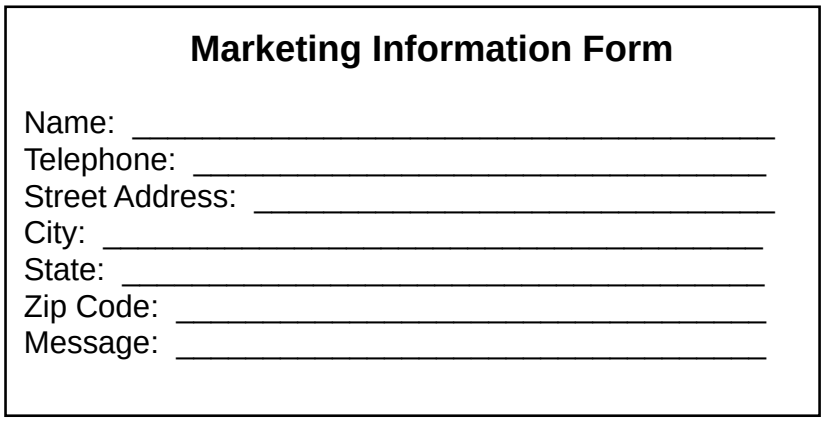


Figure 5-15. Sample Marketing Information Form

Initialization

The sample marketing application depicted in Figure 5-15 modifies the Initialization block to execute the transcription script if the caller enters a "*1234#" access code. In addition, this application changes the "In. No. of Digits" field in the Prompt and Collect screen (Page 2) to "06" and the "Case" field in the Prompt and Collect screen (Page 3) to "*1234#".

For the sample marketing application, it was necessary to increase the recording time limit by changing the "Desired coding time" field in the Speech Recording Parameters screen to a value that enabled a longer welcome announcement to be recorded and played. The "Desired coding time" default value is 30 seconds. For the sample marketing application, this value was increased to 60 seconds. Refer to Chapter 7, "Producing Speech" in *CONVERSANT Voice Information System Script Builder*, 585-350-702, or Chapter 4, "Recording Speech" in *CONVERSANT Intro Application Development Software User's Guide*, 585-312-112, for additional information.

First Form Prompt: Name

The sample marketing application modifies the first form prompt of the template to prompt the caller to spell a first and last name.

NOTE:
If your application executes a goto the SILENCE_FAILURE or SYSTEM_FAILURE labels after recording the first response to the first form prompt, FF_Store will not be performed. Consequently, the Audit will need to delete phrases that have not been stored. Refer to Chapter 3, "Form Filler Plus Reports" for additional information on the Form Filler Plus Last Audit Report.

Second Form Prompt: Telephone

The sample marketing application modifies the second form prompt of the template to prompt the caller for a telephone number.

Third Form Prompt: Street Address

The sample marketing application copies and then modifies the second form prompt (BLOCK 3) of the template to prompt the caller for a nine-digit telephone number (beginning with the area code).

The call flow for the third form prompt of the marketing application will be similar to that of the second form prompt. Note, however, that if there is no message recorded or a system failure occurs, the script goes to STORE_RECORD, thereby allowing any previously recorded responses to be stored.

Fourth Form Prompt: City

The sample marketing application copies and then modifies the second form prompt of the template to prompt the caller to record the name of the caller's city. The call flow for the fourth form prompt of the marketing application will be similar to that of the second form prompt. Note, however, that if there is no message recorded or a system failure occurs, the script goes to STORE_RECORD, thereby allowing any previously recorded responses to be stored.

Fifth Form Prompt: State

The sample marketing application copies and then modifies the second form prompt of the template to prompt the caller to record the name of the caller's state.

The call flow for the fifth form prompt of the marketing application will be similar to that of the second form prompt. Note, however, that if there is no message recorded or a system failure occurs, the script goes to STORE_RECORD, thereby allowing any previously recorded responses to be stored.

Sixth Form Prompt: Zip Code

The sample marketing application copies and then modifies the second form prompt of the template to prompt the caller to record the caller's five-digit zip code.

The call flow for this block will be similar to that of the second form prompt. Note, however, that if there is no message recorded or a system failure occurs, the script goes to STORE_RECORD, thereby allowing any previously recorded responses to be stored.

Seventh Form Prompt: Message

Because the speech recorded for the marketing application did not take longer than the 30-second recording time limit set (by default) in the Speech Recording Parameters screen, it was not necessary to increase the recording time limit as was done in the Initialization block of this sample application.

If the speech recorded for your application will take longer than 30 seconds to record, you will need to increase the recording time limit by changing the "Desired coding time" field in the Speech Recording Parameters screen to a value that will enable a longer form prompt to be recorded. Refer to Chapter 7, "Producing Speech" in *CONVERSANT Voice Information System Script Builder*, 585-350-702, or Chapter 4, "Recording Speech" in *CONVERSANT Intro Application Development Software User's Guide*, 585-312-112, for additional information.

Speech Used the Sample Marketing Application

Table 5-1 and Table 5-2 provide examples of phrase tags and speech that might be recorded for the corresponding Form Filler template tag in the sample marketing application. Table 5-1 lists the phrase tags that are common for each of the duplicated blocks in the marketing application. Each of these common phrase tags should be redefined before the Form Prompt Block is copied. Refer to Step 2 of the instructions provided earlier in this chapter.

Table 5-2 lists the phrase tags that are not common for each of the duplicated blocks in the marketing application. Each of these phrase tags should be redefined after the Form Prompt Block is copied. Refer to Step 7 of the instructions provided earlier in this chapter.

Note that the “FFtemplate tag” column in Table 5-1 and Table 5-2 corresponds to the phrases used in the Announce and the Prompt & Collect actions in the FFtemplate. The “application tag” column corresponds to the phrases associated with the Announce and the Prompt & Collect actions of the marketing application. The “recorded application speech” column corresponds to the speech that will be recorded in the Speech Administration screen for the corresponding application tag in the marketing application.

Table 5-1. Phrase Tag Modifications and Corresponding Speech

FFTemplate Tag	Application Tag	Recorded Application Speech
Welcome Announcement	Welcome to the marketing application system...	"Thank you for calling the ABC Company's marketing information system. This information system enables you to sign up to receive one or more of our catalogues or to leave a message for a customer service representative. Please stay on the line and answer the following questions. Remember that you must speak an answer to all of these questions. After you answer these questions, the catalogues you have requested will be mailed automatically within 2 weeks. If you leave a message for a customer service representative, a representative will return your call within 24 hours. Please wait for the tone before speaking. Thank you."
Silence Reprompt	We were unable to record your response.	"We were unable to record your response. Please try again."
Form Response Acknowledgement	Thank you.	"Thank you."
Silence Failure Message	We were unable to record your message.	"We are unable to record your message. Please call back later. Thank you.
System Failure Message	We are experiencing technical difficulty.	"We are experiencing technical difficulty. Please call back later. Thank you."
Response Truncation Announcement	Maximum recording time exceeded.	"You have exceeded the maximum time allowed for this response."
Play Form Response Command Menu	Press 1 to playback, 0 to continue.	"If you would like to listen to your last response, press 1. Otherwise, press 0 or wait to continue."
Invalid Input Reprompt Message	Invalid response. Please try again.	"That was an invalid response. Please try again."
Play Form Response Announcement	Your response was...	"Your response was "
Re-record Form Response Command Menu	Press 1 to re-record, 0 to continue.	"If you would like to re-record your response, press 1. Otherwise, press 0 or wait to continue."
Re-record Form Response Prompt	Re-record after the tone.	"Please begin re-recording after the tone."
Goodbye Message	Goodbye.	"Thank you for calling. Goodbye."

Table 5-2 lists the phrase tags that are not common for each of the duplicated blocks in the marketing application.

Table 5-2. Phrase Tag Modifications and Corresponding Speech — Not Common

FFTemplate Tag	Application Tag	Recorded Application Speech
Form Prompt 1	Enter full name.	"Please spell your first and last name after the tone."
Form Prompt 2 (first copy)	Enter phone number.	"Please record your phone number, beginning with the area code, after the tone."
Form Prompt 2 (second copy)	Enter address.	"Please record your street address after the tone."
Form Prompt 2 (third copy)	Enter city.	"Please record the name of your city after the tone."
Form Prompt 2 (fourth copy)	Enter state.	"Please record the name of your state after the tone."
Form Prompt 2 (fifth copy)	Enter zip code.	"Please record your five-digit zip code after the tone."
Form Prompt 3	Enter message.	"You may now speak the names of the catalogues you would like mailed to you or record a brief message for a customer service representative. You may speak for up to 2 minutes. Please record after the tone."

The following is the marketing application developed with the FFtemplate.

```
     start:
      #-------------------------------------------------
     #The following Script Builder application
     #illustrates how the Script Builder template
     #provided with the Form Filler Plus application
     #may be used to create a marketing application.
     #-------------------------------------------------

1.   Answer Phone
2.   Announce
        Speak With Interrupt
           Phrase: “Welcome to the Marketing application system...”

     #If the caller enters “*1234#” during the previous
     #announcement, go to the Transcription Script.
3.   Prompt & Collect
        Input
           Min Number Of Digits: 06
           No. Of Tries To Get Input: 01
           Initial Timeout: 03
           Interdigit Timeout: 03
        Checklist
           Case: “*1234#”
              Goto ExecTrans
           Case: “Not On List”
              Continue
           Case: “Initial Timeout”
              Continue
           Case: “Too Few Digits”
              Continue
           Case: “No More Tries”
              Continue
     End Prompt & Collect
4.   Goto FormPrompt1
     ExecTrans:
5.   External Action: Execute
        Application_Name: “transcribe”
        Write_Call_Data_Record: “no”
     End External Action
     #If Execute returns then it failed to
     #execute the Transcription Script.
6.   Goto SYSTEM_FAILURE

      #-------------------------------------------------
     #First Form Prompt.
     #Record Caller’s Full Name.
     #Record a 20 second response with hangup detect
     #disabled. Try 3 times if no response.
     #-------------------------------------------------
     FormPrompt1:
```

```
7.   Announce
        Speak With Interrupt
           Phrase: “Enter full name.”
8.   Set Field Value
           Field: NUMTRIES = 0

     FFCODE1:
9.   External Action: FF_Code
        code_rate: “ADPCM_16”
        maxsec: 20
        script_id: 1
        hangup_detect_enable: “Disable”
        re_record_phrase: “No”
        tf_id_ph_id: FFPHRASE
        Return Field: FFCODERET
     End External Action
      #Check for initial silence timeout.
10. Evaluate
     If FFCODERET   = -2
11.     Set Field Value
              Field: NUMTRIES = NUMTRIES + 1
12.     Evaluate
     If NUMTRIES   = 3
13.        Goto SILENCE_FAILURE
        End Evaluate
14.     Announce
           Speak Without Interrupt
              Phrase: “We were unable to record your response.”
15.     Goto FFCODE1
     End Evaluate
      #Check for system failure.
16. Evaluate
     If FFCODERET   < 0
17.     Goto SYSTEM_FAILURE
     End Evaluate
18. Announce
        Speak Without Interrupt
           Phrase: “Thank you.”

      #-------------------------------------------------
     #Second Form Prompt.
     #Record Caller’s Phone Number.
     #Record a 20 second response with hangup detect
     #enabled. Try 3 times if no response.
     #If we go to SILENCE_FAILURE or SYSTEM_FAILURE
     #after recording the name, no FF_Store
     #will be done. The Audit will need to delete
     #phrases that have not been stored.
     #-------------------------------------------------
     FormPrompt2:
19. Announce
        Speak With Interrupt
```

```
           Phrase: “Enter phone number.”
20. Set Field Value
           Field: NUMTRIES = 0

     FFCODE2:
21. External Action: FF_Code
        code_rate: “ADPCM_16”
        maxsec: 20
        script_id: 1
        hangup_detect_enable: “Enable”
        re_record_phrase: “No”
        tf_id_ph_id: FFPHRASE
        Return Field: FFCODERET
     End External Action
      #Check for initial silence timeout.
22. Evaluate
     If FFCODERET   = -2
23.     Set Field Value
              Field: NUMTRIES = NUMTRIES + 1
24.     Evaluate
     If NUMTRIES   = 3
25.        Goto SILENCE_FAILURE
        End Evaluate
26.     Announce
           Speak Without Interrupt
              Phrase: “We were unable to record your response.”
27.     Goto FFCODE2
     End Evaluate
      #Check for system failure.
28. Evaluate
     If FFCODERET   < 0
29.     Goto SYSTEM_FAILURE
     End Evaluate
30. Announce
        Speak Without Interrupt
           Phrase: “Thank you.”

      #-------------------------------------------------
     #Third Form Prompt.
     #Record Caller’s Street Address.
     #Record a 20 second response with hangup detect
     #enabled. Try 3 times if no response.
     #This prompt and all remaining prompts will try to
     #store the call record if a silence failure or
     #system failure occurs. At this point we have a
     #name and phone number; we may contact the caller.
     #-------------------------------------------------
     FormPrompt3:
31. Announce
        Speak With Interrupt
           Phrase: “Enter address.”
32. Set Field Value
```

```
           Field: NUMTRIES = 0

     FFCODE3:
33. External Action: FF_Code
        code_rate: “ADPCM_16”
        maxsec: 20
        script_id: 1
        hangup_detect_enable: “Enable”
        re_record_phrase: “No”
        tf_id_ph_id: FFPHRASE
        Return Field: FFCODERET
     End External Action
      #Check for initial silence timeout.
34. Evaluate
     If FFCODERET   = -2
35.     Set Field Value
              Field: NUMTRIES = NUMTRIES + 1
36.     Evaluate
     If NUMTRIES   = 3
37.        Announce
              Speak Without Interrupt
                 Phrase: “We are unable to record your message.”
38.        Goto STORE_RECORD
        End Evaluate
39.     Announce
           Speak Without Interrupt
              Phrase: “We were unable to record your response.”
40.     Goto FFCODE3
     End Evaluate
      #Check for system failure.
41. Evaluate
     If FFCODERET   < 0
42.     Announce
           Speak Without Interrupt
              Phrase: “We are experiencing technical difficulty.”
43.     Goto STORE_RECORD
     End Evaluate
44. Announce
        Speak Without Interrupt
           Phrase: “Thank you.”

      #-------------------------------------------------
     #Fourth Form Prompt.
     #Record Caller’s City.
     #Record a 20 second response with hangup detect
     #enabled. Try 3 times if no response.
     #-------------------------------------------------
     FormPrompt4:
45. Announce
        Speak With Interrupt
           Phrase: “Enter city.”
46. Set Field Value
```

```
           Field: NUMTRIES = 0

     FFCODE4:
47. External Action: FF_Code
        code_rate: “ADPCM_16”
        maxsec: 20
        script_id: 1
        hangup_detect_enable: “Enable”
        re_record_phrase: “No”
        tf_id_ph_id: FFPHRASE
        Return Field: FFCODERET
     End External Action
      #Check for initial silence timeout.
48. Evaluate
     If FFCODERET   = -2
49.     Set Field Value
              Field: NUMTRIES = NUMTRIES + 1
50.     Evaluate
     If NUMTRIES   = 3
51.        Announce
              Speak Without Interrupt
                 Phrase: “We are unable to record your message.”
52.        Goto STORE_RECORD
        End Evaluate
53.     Announce
           Speak Without Interrupt
              Phrase: “We were unable to record your response.”
54.     Goto FFCODE4
     End Evaluate
      #Check for system failure.
55. Evaluate
     If FFCODERET   < 0
56.     Announce
           Speak Without Interrupt
              Phrase: “We are experiencing technical difficulty.”
57.     Goto STORE_RECORD
     End Evaluate
58. Announce
        Speak Without Interrupt
           Phrase: “Thank you.”

      #-------------------------------------------------
     #Fifth Form Prompt.
     #Record Caller’s State.
     #Record a 20 second response with hangup detect
     #enabled. Try 3 times if no response.
     #-------------------------------------------------
     FormPrompt5:
59. Announce
        Speak With Interrupt
           Phrase: “Enter state.”
60. Set Field Value
```

```
           Field: NUMTRIES = 0

     FFCODE5:
61. External Action: FF_Code
        code_rate: “ADPCM_16”
        maxsec: 20
        script_id: 1
        hangup_detect_enable: “Enable”
        re_record_phrase: “No”
        tf_id_ph_id: FFPHRASE
        Return Field: FFCODERET
     End External Action
      #Check for initial silence timeout.
62. Evaluate
     If FFCODERET   = -2
63.     Set Field Value
              Field: NUMTRIES = NUMTRIES + 1
64.     Evaluate
     If NUMTRIES   = 3
65.        Announce
              Speak Without Interrupt
                 Phrase: “We are unable to record your message.”
66.        Goto STORE_RECORD
        End Evaluate
67.     Announce
           Speak Without Interrupt
              Phrase: “We were unable to record your response.”
68.     Goto FFCODE5
     End Evaluate
      #Check for system failure.
69. Evaluate
     If FFCODERET   < 0
70.     Announce
           Speak Without Interrupt
              Phrase: “We are experiencing technical difficulty.”
71.     Goto STORE_RECORD
     End Evaluate
72. Announce
        Speak Without Interrupt
           Phrase: “Thank you.”

      #-------------------------------------------------
     #Sixth Form Prompt.
     #Record Caller’s Zip Code.
     #Record a 20 second response with hangup detect
     #enabled. Try 3 times if no response.
     #-------------------------------------------------
     FormPrompt6:
73. Announce
        Speak With Interrupt
           Phrase: “Enter zip code.”
74. Set Field Value
```

```
           Field: NUMTRIES = 0

     FFCODE6:
75. External Action: FF_Code
        code_rate: “ADPCM_16”
        maxsec: 20
        script_id: 1
        hangup_detect_enable: “Enable”
        re_record_phrase: “No”
        tf_id_ph_id: FFPHRASE
        Return Field: FFCODERET
     End External Action
      #Check for initial silence timeout.
76. Evaluate
     If FFCODERET   = -2
77.     Set Field Value
              Field: NUMTRIES = NUMTRIES + 1
78.     Evaluate
     If NUMTRIES   = 3
79.        Announce
              Speak Without Interrupt
                 Phrase: “We are unable to record your message.”
80.        Goto STORE_RECORD
        End Evaluate
81.     Announce
           Speak Without Interrupt
              Phrase: “We were unable to record your response.”
82.     Goto FFCODE6
     End Evaluate
      #Check for system failure.
83. Evaluate
     If FFCODERET   < 0
84.     Announce
           Speak Without Interrupt
              Phrase: “We are experiencing technical difficulty.”
85.     Goto STORE_RECORD
     End Evaluate
86. Announce
        Speak Without Interrupt
           Phrase: “Thank you.”

      #-------------------------------------------------
     #Seventh Form Prompt.
     #Record Caller’s Message.
     #Record a 120 second response with hangup detect
     #enabled. Try 3 times if no response.
     #A 5 second “grace period” is added to maxsec
     #below to detect a message that is too long.
     #The caller will be allow to listen to and
     #re-record the message if desired.
     #-------------------------------------------------
     FormPrompt7:
```

```
87. Announce
        Speak With Interrupt
           Phrase: “Enter message.”
88. Set Field Value
           Field: NUMTRIES = 0

     FFCODE7:
89. External Action: FF_Code
        code_rate: “ADPCM_16”
        maxsec: 125
        script_id: 1
        hangup_detect_enable: “Enable”
        re_record_phrase: “No”
        tf_id_ph_id: FFPHRASE
        Return Field: FFCODERET
     End External Action
      #Check for initial silence timeout.
90. Evaluate
     If FFCODERET   = -2
91.     Set Field Value
              Field: NUMTRIES = NUMTRIES + 1
92.     Evaluate
     If NUMTRIES   = 3
93.        Announce
              Speak Without Interrupt
                 Phrase: “We are unable to record your message.”
94.        Goto STORE_RECORD
        End Evaluate
95.     Announce
           Speak Without Interrupt
              Phrase: “We were unable to record your response.”
96.     Goto FFCODE7
     End Evaluate
      #Check for system failure.
97. Evaluate
     If FFCODERET   < 0
98.     Announce
           Speak Without Interrupt
              Phrase: “We are experiencing technical difficulty.”
99.     Goto STORE_RECORD
     End Evaluate
100. Announce
        Speak Without Interrupt
           Phrase: “Thank you.”
      #Check if response exceeded time limit.
101. Evaluate
     If FFCODERET   > 120
102.    Announce
           Speak Without Interrupt
              Phrase: “Maximum recording time exceeded.”
     End Evaluate
```

```
     VERIFY7:
      #Would you like to hear the message you recorded?
103. Prompt & Collect
        Prompt
           Speak With Interrupt
              Phrase: “Press 1 to playback, 0 to continue.”
        Input
           Max Number Of Digits: 01
        Checklist
           Case: “1”
              Goto PLAY7
           Case: “0”
              Continue
           Case: “Not On List”
              Speak Without Interrupt
                 Phrase: “Invalid response. Please try again.”
              Reprompt
           Case: “Initial Timeout”
              Continue
           Case: “Too Few Digits”
              Continue
           Case: “No More Tries”
              Continue
     End Prompt & Collect
104. Goto STORE_RECORD

     PLAY7:
      #Play caller’s response.
105. Announce
        Speak With Interrupt
           Phrase: “Your response was...”
           Field: FFPHRASE As NX
      #Would you like to re-record your message?
106. Prompt & Collect
        Prompt
           Speak With Interrupt
              Phrase: “Press 1 to re-record, 0 to continue.”
        Input
           Max Number Of Digits: 01
        Checklist
           Case: “1”
              Goto RERECORD7
           Case: “0”
              Continue
           Case: “Not On List”
              Speak Without Interrupt
                 Phrase: “Invalid response. Please try again.”
              Reprompt
           Case: “Initial Timeout”
              Continue
           Case: “Too Few Digits”
              Continue
```

```
           Case: “No More Tries”
              Continue
     End Prompt & Collect
107. Goto STORE_RECORD

     RERECORD7:
      #Re-record caller’s response.
     #This procedure is similar to the above starting
     #at FFCODE7, but with the re_record_phrase flag
     #set to “Yes”. The original response is deleted
     #before re-recording starts.
108. Announce
        Speak Without Interrupt
           Phrase: “Re-record after the tone.”
109. Set Field Value
           Field: NUMTRIES = 0

     FFRECODE7:
110. External Action: FF_Code
        code_rate: “ADPCM_16”
        maxsec: 125
        script_id: 1
        hangup_detect_enable: “Enable”
        re_record_phrase: “Yes”
        tf_id_ph_id: FFPHRASE
        Return Field: FFCODERET
     End External Action
      #Check for initial silence timeout.
111. Evaluate
     If FFCODERET   = -2
112.    Set Field Value
              Field: NUMTRIES = NUMTRIES + 1
113.    Evaluate
     If NUMTRIES   = 3
114.       Announce
              Speak Without Interrupt
                 Phrase: “We are unable to record your message.”
115.       Goto STORE_RECORD
        End Evaluate
116.    Announce
           Speak Without Interrupt
              Phrase: “We were unable to record your response.”
117.    Goto FFRECODE7
     End Evaluate
      #Check for system failure.
118. Evaluate
     If FFCODERET   < 0
119.    Announce
           Speak Without Interrupt
              Phrase: “We are experiencing technical difficulty.”
120.    Goto STORE_RECORD
     End Evaluate
```

```
121. Announce
        Speak Without Interrupt
           Phrase: “Thank you.”
122. Evaluate
     If FFCODERET   > 120
123.    Announce
           Speak Without Interrupt
              Phrase: “Maximum recording time exceeded.”
     End Evaluate
124. Goto VERIFY7

      #-------------------------------------------------
     #Terminate the call after either storing the record
     #or speaking system failure or silence failure
     #messages and saying goodbye.
     #-------------------------------------------------

     STORE_RECORD:
125. External Action: FF_Store
        return_field: FFSTORERET
     End External Action
126. Evaluate
     If FFSTORERET   < 0
127.    Goto SYSTEM_FAILURE
     End Evaluate
128. Announce
        Speak Without Interrupt
           Phrase: “Goodbye.”
129. Disconnect
130. Quit

     SILENCE_FAILURE:
131. Announce
        Speak Without Interrupt
           Phrase: “We are unable to record your message.”
132. Disconnect
133. Quit

     SYSTEM_FAILURE:
134. Announce
        Speak Without Interrupt
           Phrase: “We are experiencing technical difficulty.”
135. Disconnect
136. Quit
```

Form Retriever

The Form Filler Plus Transcribe application will play back records that were created using the Form Filler Plus application. After Form Filler Plus feature package software is installed and the application is assigned to a channel or dialed number, Form Filler Plus users may retrieve caller responses by simply calling the Form Retriever (the transcription script). Alternatively, Form Filler Plus users may access the Form Retriever by using the execute action access code. The execute action starts a new script on a channel, replacing the channel that performed the execute action. The Form Retriever will prompt the user for a mode (transcribe or review), password, and Script ID. (Transcribe and review mode passwords may be set when the Form Filler Plus package is installed, whereas the Script ID is provided to the FF_Code action by the Script Builder developer). Caller responses are retrieved by Script ID. The transcriber or reviewer may either choose to hear calls for a particular script by entering a Script ID or may choose to hear calls for the script with the oldest call record by entering an asterisk (*) to retrieve the script with the oldest record. Once a script is selected, call records are played from oldest to newest and each response recorded in a call record is played from first to last.

Transcribers (using transcribe mode) may play and replay the recorded phrases in a new call record and either delete the record or mark it for review. Once the record is deleted or marked, the next oldest new call record for the Script ID is played.

Reviewers (using review mode) may play and replay a call record that has previously been marked for review by a transcriber. Reviewers may then delete the record or skip it for later review. Once the record is deleted or skipped, the next oldest marked call record for the Script ID is played.

An “undo” command enables the transcriber or reviewer to undo the previous delete, mark, or skip command and return to the previous call record. Although there is no limit to the number of transcribers that may use the application at any one time, only one individual may work on a particular call record at a time. The Form Retriever will bypass records that are being played by other users.

“Slow down” and “speed up” commands enable transcribers or reviewers to adjust the pause interval between each phrase that is played from a call record.

The number of records deleted or marked for review will be announced at the termination of the transcription or review session, enabling Form Filler Plus users to note their activity.

The Form Retriever prompts the caller for the “mode” and “password” and collects touch-tone input from the caller. The caller will then select a script to work on by entering a Script ID or by entering an asterisk (*) that instructs the system to select the script with the oldest remaining records.

When the Form Filler Plus transcription session is initiated, callers will be prompted with the following message:

```
Form Filler Plus transcription session. Enter mode and
password. End with the pound key.
```

Mode

Valid operating modes are “review” and “transcribe.” The caller specifies transcription mode by entering a 1. The caller specifies review mode by entering a 0.

Password

Provided that a password has been set during installation, the caller is allowed three attempts to enter a valid password. If the caller has entered an invalid password on each of three attempts, the Form Retriever will hang up.

Script ID

A valid Script ID is a sequence from 1 to 6 standard touch-tone digits (0-9). The Script ID can be terminated with a pound sign (#).

The caller selects a script to work on by entering a Script ID or by entering an asterisk (*) that instructs the system to select the script with the oldest remaining record. The caller is allowed three attempts to enter a valid Script ID. If the caller fails to enter a valid Script ID for each of three attempts, the Form Retriever will hang up.

After collecting the mode, password, and Script ID, Form Filler will select the script with the oldest record and will then prompt the caller to enter a touch-tone command.

Form Filler Plus Transcribe Commands

The script will prompt for and collect a touch-tone command from the caller. The transcribe commands available with the Form Filler Plus Form Retriever are described below. Table 5-3 and Table 5-4 summarize these commands. Table 5-4 is useful as a quick reference guide for Form Filler Plus Transcribers. For this reason, it is recommended that table be duplicated and placed in a location that is visible to Form Filler Plus Transcribers.

0 PLAY ADMINISTRATION INFORMATION

This command will play administration information for the record being transcribed, including the record ID, the Script ID to which the record belongs, and the number of records deleted and marked for review in the current transcription session.

1 DELETE RECORD

This command will remove the current record (all phrases) and proceed to the next record for the current script. Note that the UNDO command may be used to bring back the last record deleted with the DELETE RECORD command.

2 MARK RECORD FOR REVIEW

This command will mark the current record for review so that it may be reviewed at a later time. The MARK RECORD FOR REVIEW command will then proceed to the next oldest call record for the current script. The record marked for the review will not be removed and will be accessible only in review mode. Note that the UNDO command may be used to bring back the last record marked with the MARK RECORD FOR REVIEW command.

3 REPLAY RECORD

This command will replay all the phrases for the current call record from start to end.

4 UNDO

This command will bring back the record last deleted, skipped, or marked for review during the current transcription session or call and then play that record. The UNDO command may be used any time before the next record is deleted or marked for review. It is not necessary that the DELETE RECORD or MARK RECORD FOR REVIEW command be the previous command.

5 SLOW DOWN

This command will lengthen the pause inserted between consecutive phrases in a record by 1/4 second increments up to a maximum of 15 seconds. The default pause interval is 2.5 seconds. The SLOW DOWN command will then prompt for another command.

6 REPLAY PHRASE

This command will replay the phrase last heard or the last phrase interrupted.

The REPLAY PHRASE command may not be used to back up to the previous phrase in the record. Use the **REPLAY RECORD** command to play the current call record again starting from the first phrase.

7 CHANGE SCRIPT ID

This command will prompt the caller for another Script ID while keeping the same mode and password. If the new Script ID does not have records associated with it, this command will prompt the caller for Mode, Password and Script ID. This command plays the next record while keeping the current one.

8 SPEED UP

This command will shorten the pause inserted between consecutive phrases in a record by 1/4 second increments to a minimum of 1.5 seconds. The default pause interval is 2.5 seconds. The SPEED UP command will then prompt for another command.

9 EXIT

This command will announce the termination of the current session (i.e., call) and then hang up.

NOTE:
If the caller hangs up during the transcription session, the hang up will be treated as if the caller entered the EXIT command.

Upon exiting the current Form Filler session, the session will announce the total number of records for review.

Table 5-3. Form Filler Plus Transcribe Commands

User Entry	Command Name	Command Result
0	PLAY ADMINISTRATION INFORMATION	Play administration information for the record being transcribed.
1	DELETE RECORD	Delete the record and bring the next record for the current script.
2	MARK RECORD FOR REVIEW	Mark the record for later review and proceed to the next call record for the current script.
3	REPLAY RECORD	Replay the record just heard.
4	UNDO	Bring back the record last deleted, skipped, or marked for review during the current transcription session (i.e., call). Play the record that was retrieved.
5	SLOW DOWN	Increase the pause interval by 1/4 second, unless it is at a maximum. The SLOW DOWN command will then prompt for another command.
6	REPLAY PHRASE	Replay the last phrase heard or the last phrase interrupted. The REPLY PHRASE command plays the next record while keeping the current one.
7	CHANGE SCRIPT ID	Prompt the caller for another Script ID while keeping the same Mode and Password. If the new Script ID doesn't have records associated with it, the caller is prompted for Mode, Password and Script ID. The CHANGE SCRIPT ID command plays the next record while keeping the current one.
8	SPEED UP	Decrease the pause interval by 1/4 second, unless the pause interval is already at a minimum. The SPEED UP command will then prompt for another command.
9	EXIT	Announce the termination of the session.

Table 5-4. Form Filler Plus Transcribe Commands — Quick Reference

User Entry	Command Name
0	PLAY ADMINISTRATION INFORMATION
1	DELETE RECORD
2	MARK RECORD FOR REVIEW
3	REPLAY RECORD
4	UNDO
5	SLOW DOWN
6	REPLAY PHRASE
7	CHANGE SCRIPT ID
8	SPEED UP
9	EXIT

Form Filler Plus Review Commands

As previously noted, the script will prompt for and collect a touch-tone command from the caller. The review commands available with the Form Filler Plus Form Retriever are described below. Table 5-5 and Table 5-6 summarize these commands. Table 5-6 is useful as a quick reference guide for Form Filler Plus Reviewers. For this reason, it is recommended that table be duplicated and placed in a location that is visible to Form Filler Plus Reviewers.

0 PLAY ADMINISTRATION INFORMATION

This command will play administration information for the record being transcribed, including the record ID, the Script ID to which the record belongs, and the number of records deleted and marked for review in the current transcription session.

1 DELETE RECORD

This command will remove the current record (all phrases) and proceed to the next record for the current script. Note that the UNDO command may be used to bring back the last record deleted with the DELETE RECORD command.

2 GO TO THE NEXT RECORD

This command will skip to the next record and play it while keeping the current record marked.

3 REPLAY RECORD

This command will replay all the phrases for the current call record from start to end.

4 UNDO

This command will bring back the record last deleted or skipped during the current transcription session or call and then play that record. The UNDO command may be used any time before the next record is deleted. It is not necessary that the DELETE RECORD or GO TO THE NEXT RECORD command be the previous command.

5 SLOW DOWN

This command will lengthen the pause inserted between consecutive phrases in a record by 1/4 second increments up to a maximum of 15 seconds. The default pause interval is 2.5 seconds between phrases. The SLOW DOWN command will then prompt for another command.

6 REPLAY PHRASE

This command will replay the phrase last heard or the last phrase interrupted for the current call record.

7 CHANGE SCRIPT ID

This command will prompt the caller for another Script ID while keeping the same mode and password. If the new Script ID does not have records associated with it, this command will prompt the caller for Mode, Password and Script ID. This command plays the next record while keeping the current one.

8 SPEED UP

This command will shorten the pause inserted between consecutive phrases in a record by 1/4 second increments to a minimum of 1.5 seconds. The default pause interval is 2.5 seconds between phrases. The SPEED UP command will then prompt for another command.

9 EXIT

This command will announce the termination of the current session (i.e., call) and then hang up.

NOTE:
If the caller hangs up during the review session, the hang up will be treated as if the caller entered the EXIT command.

Upon exiting the current Form Filler session, the session will announce the total number of records for review.

Table 5-5. Form Filler Plus Review Commands

User Entry	Command Name	Command Result
0	PLAY ADMINISTRATION INFORMATION	Play administration information for the record being transcribed.
1	DELETE RECORD	Delete the record and bring the next record for the current script.
2	GO TO THE NEXT RECORD	Skip to the next record and play it.
3	REPLAY RECORD	Replay the record just heard.
4	UNDO	Bring back the record last deleted, skipped, or marked for review during the current transcription session (i.e., call). Play the record that was retrieved.
5	SLOW DOWN	Increase the pause interval by 1/4 second, unless it is at a maximum. The SLOW DOWN command will then prompt for another command.
6	REPLAY PHRASE	Replay the last phrase heard or the last phrase interrupted. The REPLY PHRASE command plays the next record while keeping the current one.
7	CHANGE SCRIPT ID	Prompt the caller for another Script ID while keeping the same Mode and Password. If the new Script ID doesn't have records associated with it, the caller is prompted for Mode, Password and Script ID. The CHANGE SCRIPT ID command plays the next record while keeping the current one.
8	SPEED UP	Decrease the pause interval by 1/4 second, unless the pause interval is already at a minimum. The SPEED UP command will then prompt for another command.
9	EXIT	Announce the termination of the session.

Table 5-6. Form Filler Plus Review Commands — Quick Reference

User Entry	Command Name
0	PLAY ADMINISTRATION INFORMATION
1	DELETE RECORD
2	GO TO THE NEXT RECORD
3	REPLAY RECORD
4	UNDO
5	SLOW DOWN
6	REPLAY PHRASE
7	CHANGE SCRIPT ID
8	SPEED UP
9	EXIT

Form Filler Plus Information for Advanced Users

6

This chapter is a supplement to the CONVERSANT® Voice Information System (VIS) documentation and the CONVERSANT Intro R1.0 documentation. If you wish to do so, you may insert this chapter at the back of the *CONVERSANT Voice Information System Version 3.1 Operations*, 585-350-701, behind the tab labeled "Optional Features" or at the back of the *CONVERSANT Intro Application Development Software Operations*, 585-312-111.

This chapter provides information for the following:

- Talkfile numbers reserved for the Form Filler Plus application
- Troubleshooting Form Filler Plus applications
- Form Filler Plus capacities

Talkfile Numbers Reserved For the Form Filler Application

Associated with the Form Filler Plus application is a talkfile (9) reserved for transcription prompts and a talkfile (8) reserved for storing caller responses. If either of these talkfile numbers are currently being used by another application, you should assign other talkfile numbers to the non-Form Filler Plus applications, i.e., the previous talkfile numbers should be made exclusively to the Form Filler Plus application.

Troubleshooting Form Filler Plus Applications

If at all possible, you should maintain consistency for each call to FF_Code. The following information indicates how this may be done. The following information is particularly useful if Form Filler Coding has failed for a reason other than voice coding timeout (that is, Form Filler Code fails due to voice coding failure (Return Code -1), FF_Code has been called more than 10 times in the call session (Return Code -20), or Form Filler Code fails due to insufficient space on the speech file system (Return Code -555)).

- Execute the **stop_vs** command to shut down the voice system.
- Execute the **start_vs** command to restart the voice system. When the voice system is started, the Form Filler Plus Last Audit runs automatically to clear up inconsistencies between the talkfile and the Form Filler database. Refer to Chapter 3, "Form Filler Plus Reports" for additional information on the Form Filler Plus Last Audit Report.
- Test the Form Filler Plus database by calling an application script and starting a test record.
- Check all Form Filler Plus application scripts to confirm that they are not calling the FF_Code action more than 10 times with the Re-Record Phrase option set to “No.”
- Verify that a valid Script ID is being used for each FF_Code and that the Script ID is always the same for each FF_Code in a single application script.
- Verify that FF_Store is being called by the script only once per call session and that at least one call to FF_Code precedes the call to FF_Store.

- Check the Speech Space Statistics in the Form Filler Call Record Summary Report screen. If the Speech File System is low on space, transcribe and delete more records using Form Retriever (that is, the transcription script). If disk space shortages occur frequently, allot more disk space to speech storage. Refer to Chapter 3, "Form Filler Plus Reports" for additional information on the Form Filler Plus Call Record Summary Report.

  Note that the maximum number of speech phrases that may be recorded is set by the system at installation. Refer to Appendix E, “Performance Information” in the *CONVERSANT Voice Information System Version 3.1 Operations, 585-350-701,* for additional information.

- If problems persist, contact a field service representative.

Form Filler Plus Capacities

The following table lists the capacities for the Form Filler Plus software.

Table 6-1. Form Filler Plus Capacities

Item	Max. Number	Notes
Number of channels simultaneously using FF Plus	48	
Number of channels simultaneously running transcribe script	48	
Number of coding rates supported	4	16, 24 SBC - 16, 32 ADPCM
Responses recorded per call session (or application)	10	
Maximum coded phrase length	999	seconds (default 20 seconds)
Number of phrases coded and stored on system	16000	The number will be the lesser of either 16000 or the maximum amount of phrases that exceed the capacity of the disk. Is also dependent on amount of memory 8MB=16000 phrases, 12MB=32000 phrases.
Number of talkfiles coded and stored	1	Talkfile 8 is dedicated for storage, another talkfile, 9 is dedicated to transcription.
Initial timeout to detect speech during a code session	5	seconds
Inter-word timeout to detect silence during a code session	5	seconds