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How to use this guide

An effort has been made to describe command features in the order they are most likely to be used. However, feel free to explore the features in the order you prefer.

This user guide provides you with the basic information you need to know in order to work with the transcription service. The easiest way to familiarize yourself with the service is to read this user guide and experiment with the commands as you go along.

The following typographic conventions have been adopted in this guide.

System prompts

These are audible instructions played by the system. Specific audible instructions are italicized and presented between double quotation marks:

“Please enter the form number, followed by number sign”.

General descriptions of audible instructions are italicized and presented between angle brackets:

<status> <response ID>

Commands

Commands that you can use while transcribing are presented in small caps and in boldface:

NEXT RESPONSE



Introduction

Meridian Voice Forms provide a simple, yet powerful, means of collecting information electronically. The applications that your administrator creates can be viewed as the electronic equivalent of the traditional printed form or questionnaire. Clients are able to call at any time and leave answers to the questions contained in the forms at their convenience. Furthermore, they are no longer required to perform the often tedious task of filling out a paper form.

Several people are involved in the overall process. The administrator is responsible for designing and creating voice forms that will meet your organization's goals. Once a form has been created, customers and potential clients are able to call and leave answers to the questions within the form. Finally, the information that has been gathered is ready to be collected. This process is referred to as *transcription*. As a transcriber, your responsibility is to listen to and process the responses that callers have left. The responses that you collect will most likely be used as input into an order processing system or statistical database. This is beyond the scope of this guide.

If you are familiar with Meridian Mail Voice Messaging, you will find that the transcription service is quite similar. You should feel comfortable with the commands and interface fairly quickly. If you are not familiar with voice messaging, the transcription service uses instructional prompts to guide you through the transcription process, presenting helpful instructions when necessary or listing the commands that are applicable to your current situation if you require assistance. This makes it unnecessary to memorize commands.



Overview

◆ **Responses**

The process of transcription involves the retrieval and handling of caller responses. A *response* refers to a completed form. An answer, on the other hand, is an answer to a specific question within the form. A response is therefore like an “answer set” because it contains answers to all of the questions in a voice form.

◆ **Answer fields**

Voice forms are made up of a series of fields. Each field has a question (in the form of a recorded prompt) or instructions (in a No-answer field) associated with it. As callers progress through a voice form they give answers to these questions. The process of transcription involves moving from one answer field to the next, playing back answers as you go, until you reach the end of the caller response.

◆ **Play state and Pause state**

The transcription service can be in one of two states: the Play state or the Pause state. The service goes into the Pause state when you request it do so by pressing the Pause key (2 on the keypad) during playback. While you are listening to the playback of a caller’s answers, the service is in the Play state. Certain keys on the

telephone keypad function differently depending on the state the service is in. This is described in detail in the following section.

◆ **Keypad commands**

The keypad command interface for the transcription service is similar to that of Meridian Mail. Commands are invoked by pressing the appropriate keys on your telephone keypad.

The keypad allows you to access all of the necessary commands for transcribing a caller’s response. Some of these commands are invoked by pressing a single digit while others are invoked by pressing double digits.

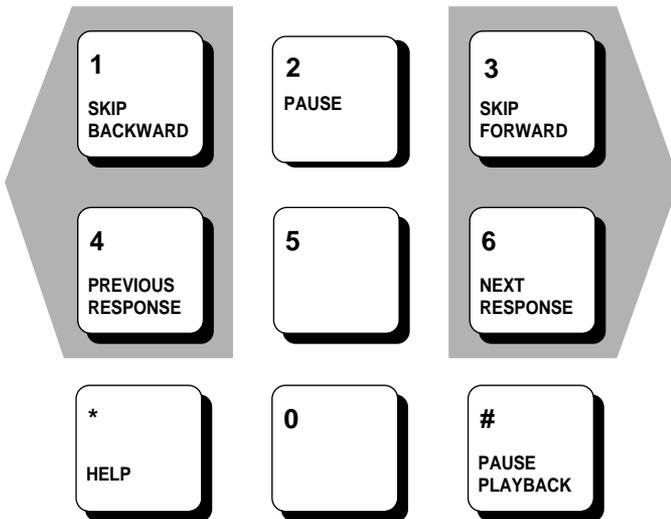
Play and Pause commands

Frequently used commands such as **SKIP BACKWARD**, **PLAY/PAUSE**, **SKIP FORWARD**, **PREVIOUS RESPONSE**, and **NEXT RESPONSE**, are single-digit commands.

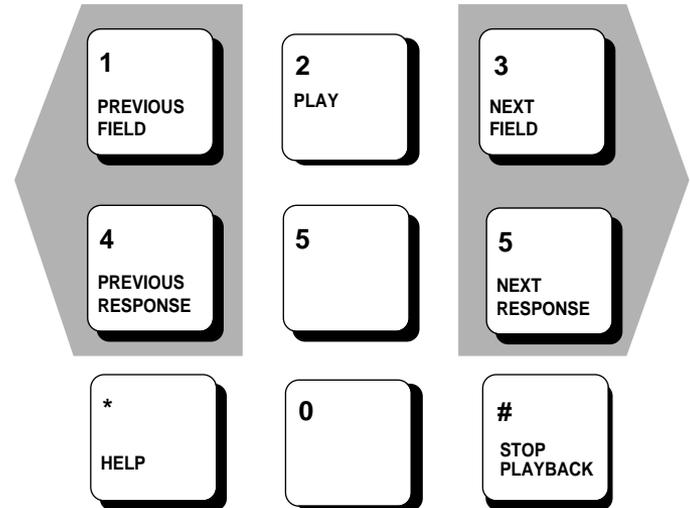
The first two rows of the keypad act like the buttons on a tape recorder. **SKIP BACKWARD**, for example, whether you are playing a response or are in between responses, is similar to using a tape recorder’s reverse button. Likewise, **SKIP FORWARD** is similar to using the fast-forward button. Both commands skip three seconds of play in the direction specified by the command, and

playback resumes immediately from the new position. The top row of your telephone keypad (digits 1, 2, and 3) has two possible command interpretations depending on whether the transcription service is in the **PLAY** or the **PAUSE** state at the time the command is given

Commands available during playback.



Commands available during pause



Response and session commands

There are two types of double-digit commands: Response commands and Session commands. All Response commands begin by pressing 7 on the telephone keypad. They are used while you are transcribing responses. There are commands for playing the response envelope, deleting or restoring a response,

and marking a response as “special” or “new”.

All Session commands begin with 8. They allow you to go to a particular response, switch response queues, log out of the transcription service, or log on to another voice form from the current voice form without logging out of the service.

Star key (*)

The star key lets the system know that you need help. You can press star at any time.

Number sign (#)

The number sign key is used to stop playback of the current response. The system is put into a pause state and any single-digit commands that you enter while the system remains in this state will be interpreted accordingly.

The number sign is also used as an indication that you have finished entering the information requested. Whenever you are requested to enter information you are prompted to complete your entry by pressing number sign. An example of a prompt is as follows:

“Please enter the form number, followed by number sign.”

You can also press number sign to cancel a function

that is still in progress.

A complete command reference layout is provided starting on page 22 .

Message Waiting Indicator (MWI)

When a new (or special) response has been received, you are notified by the message waiting indicator (MWI), if this feature is enabled on the switch. (Two MWIs will probably be configured for each voice form: one for new responses and one for special responses since different people will be responsible for the two types of responses. If you have been set up to transcribe more than one voice form, the MWI may be configured a number of ways. For directions on the configurations available, refer to the Meridian Voice Forms Application Guide.) If you are being notified of new or special responses at a telephone and you have a message waiting light on your phone, it lights up to indicate new responses. If you do not have a light, you will hear an interrupted dial tone when you pick up the receiver. You will not hear an audible message in either case.

MWI notification will persist as long as there is at least one new or special response waiting to be transcribed. Caller responses are considered new until they have been transcribed and deleted. When you receive MWI

notification, log on to the transcription service as soon as possible to retrieve the new or special response(s).

Alternatively, your administrator may not use the notification feature at all and will request that you log on to the form on a regular basis in order to transcribe responses.



Logging on

When you have been notified of new or special responses you will have to log on to the transcription service in order to retrieve them. The exact manner in which you log on is dependent upon how your administrator has configured the service. Your administrator will inform you of the information you need to log on.

◆ ***Transcription service access number***

To log on to the transcription service, you begin by entering the transcription service access number. This is like entering the Meridian Mail access number when you want to log on to your mailbox.

It is possible that your administrator has programmed your telephone so that you have one-touch access to the

transcription service. If this is the case, you will simply need to press one of the programmable keys on your telephone set (most likely the message waiting button) to access the transcription service.

◆ ***Voice form ID***

The log on procedure may require you to provide a form number when you try to log on. The form number is a unique number that has been assigned to the form by the administrator. It distinguishes the form from all others.

If you are not prompted for the form number, you will either automatically be connected to the appropriate voice form or you will be prompted for a password.

◆ ***Form password***

The administrator may have assigned a password to the voice form which has to be entered when you try to log on to it. This password provides added security in that access is denied unless the appropriate password is provided. Note that if you are not asked to provide a form number, you may still be asked to provide a password.

◆ **Logging on from your own telephone**

1. Dial the transcription service access number. You may hear the prompt

“Transcription Service. Please enter the form number, followed by number sign.”

If you are not prompted for the form number, see step 3.

2. If prompted for the form number, enter the form number of the form you want to transcribe, followed by #. You may be prompted for a password:

“Please enter the form password, followed by number sign.”

3. If prompted for the form password, enter the password corresponding to the form you want to retrieve, followed by #. This password will be provided to you by the administrator.

If you make a mistake and enter the password incorrectly, you are asked to try again.

“Login incorrect. Please try again.”

After three unsuccessful logon attempts, the system assumes you need administrative assistance. You are advised accordingly and disconnected from the transcription service.

“Login incorrect; please contact your administrator for

assistance. Goodbye.”

Provided you entered a valid form number and password, your login is complete. You can now access any new or special caller responses to the form specified during login.

Note: You can only retrieve responses for the form you have logged onto. To retrieve responses for another form, you will have to end the current session and log on again.

◆ **Logging on from a telephone outside of your organization**

If you are logging on from a telephone outside of your organization, you will need to dial the seven-digit number connecting you with an operator or auto-attendant within your organization. This number is usually your organization's main telephone number. If your call connects to an auto-attendant, enter the number assigned to the transcription service. If your call connects to an operator, simply request that you be connected to the transcription service.

Note that if you have direct inward dial (DID) lines, you can dial the transcription service number directly.



Responses

◆ The response list

After a successful login, the system announces the number of new caller responses. This number represents the number of untranscribed new responses in the system at the time you logged on.

“Number of new responses: 45.”

Responses are maintained in a *response list*. The response list maintains each new response chronologically based on its time of arrival. Response retrieval is on a first-in first-out basis. This means that when response playback begins, the system presents you with the oldest new response. This ensures that responses are processed by transcribers in chronological order and that no responses are passed over by transcribers selecting responses at random.

The transcription service actually maintains two separate response lists: one for *new* responses and one for *special* responses. A response can be marked as special by a transcriber. To access the special response list, you must use the **GOTO** command. The difference between new and special responses is explained later, under the section heading “Response status.” The **GOTO** command is also described later in this guide.

After the response summary is played, either the

Response Header or *Response Envelope* for the oldest new response is played (as determined by the system setup). Both contain similar information relating to the response you are about to transcribe.

◆ Response Header

As each new response is retrieved (and before the response itself is played back), the system announces either the *response header* or the *response envelope*. This is determined by how your administrator has configured the voice form. The response header contains the *status* and *response ID*. This information is presented in the following format:

<status> <response ID>

where:

<status> is one of “New”
 “Deleted”
 “Special”

<response ID> is “**Response: <digits>**”

The response number automatically assigned to each response by the system. The numbers are assigned chronologically at the start of each call, giving each response a unique identifier.

The following is example of a response header:

<New> Response:<32>

◆ **Response Envelope**

The response envelope is similar in content to the response header and may be played instead of the header if so configured by your administrator. It contains additional information relating to the date and time the current response was recorded.

The information contained in the response envelope is announced according to the following format:

<status> <form ID> <response ID> <time stamp>

where

<status> is one of “New”
 “Deleted”
 “Special”

<form ID> is one of (a) a recorded form name, if
 available
 (b) or “form:” <form number>
 if there is no recorded name

<response ID> is “Response: <digits>”
 The number automatically
 assigned by the system.

<time stamp> is “recorded” <date-time>

The following example is typical of the kind of information contained in a response envelope.

*<Special> Form:<212> Response:<904> Recorded:
<today, at 12:01 p.m.>*

Note: If the administrator recorded a name for this form, it will be announced in place of the “form digits” that identify the form in this example.

The response envelope can also be played at any time by using the **PLAY ENVELOPE** command (see the following section).

The response envelope or header is followed by a delay (the length of which is defined by the administrator). This delay is intended to give you time to transcribe the information in the envelope or header. The delay is followed by either a short tone, a period of silence, or the name of the field. These are known as *field separators* or *delimiters*. They are used to signal the beginning of an answer field. The delimiter that is used depends on the form setup. Inform your administrator if you would like a different delimiter.

◆ **Playing the response envelope**

You can play the envelope for the response you are currently listening to at any time by using the **PLAY ENVELOPE** command.

The **PLAY ENVELOPE** command gives you the opportunity to review information contained in the current response envelope. If the response header (and not the envelope) was played at the onset of playback, or if you have forgotten the information contained in the envelope, you can listen to the information at any time during the transcription of the response.

To enter the **PLAY ENVELOPE** command,

Press **7 + 2**

All system activity stops and the response envelope is played.

If you do not enter a command within 3.5 seconds, you will hear the prompt: “*For help, press star.*”

Note: Even if you were in the playback state when the play envelope command was issued, the system does not automatically resume playback. To resume playback, use the play command. Playback will begin at the same point it was at when the play envelope command was given.

◆ **Response status**

Each response belongs to one of three status groups. The current status of a response is either *new*, *deleted*, or *special*. Some responses have recently arrived and

await transcriber retrieval, others have already been transcribed and deleted, and still others may need special attention.

Initially, the system automatically assigns each new caller response the new status. However, once you finish transcribing a response it is up to you to decide what the status of the response will be and mark it accordingly. You may delete it using the **DELETE** command, mark it as special using the **MARK SPECIAL** command, or simply return it to the response list without changing its current status. To leave a response without changing its status, use the **NEXT RESPONSE** command to move through the response list to the next available response. The response is returned to the response list, retaining the same status it had prior to retrieval. The response is “locked” to any other transcribers who are logged on to the same voice form until you press **NEXT RESPONSE** again. This gives you the chance to return to the previous response if you decide to transcribe it (and then delete it or mark it special).

When you use the **DELETE** or **MARK SPECIAL** command, the next available response is automatically retrieved. See the section “Reaching the end of a response” for more information.

New responses

Initially, all caller responses are considered new. This status indicates that a response is untranscribed. This does not necessarily mean that it has not been played back by someone. It is possible to listen to a response, not transcribe it, and leave it marked as new so that it will get transcribed. This may occur if, for example, your administrator wants to get an idea of how the voice form is working by listening to a sample of responses without actually transcribing them.

Special responses

Responses marked as special require further attention. If you cannot adequately deal with a response and if you feel that the administrator should listen to it, you can mark it as special. When a response is marked as special, whoever is responsible for special responses (usually the administrator) is notified that a special response has been received in the same way that you are notified of new responses (an MWI is configured to notify the appropriate DN in the form definition).

If you decide that a response no longer needs special attention, you can mark it new or delete it.

Special responses are not automatically presented for transcription. To access special responses, you must use

the **GOTO** command. This is described in the section “Go to the Special Response List.” Special responses are described in greater detail in the section “Marking a response as special”.

Deleted Responses

These are responses that have been successfully transcribed and marked for deletion. When a response has been transcribed and is no longer needed, delete it rather than leaving it on the system. If you do not delete it, the response will be presented for transcription again, causing multiple transcriptions of the same response.

Deleting a response does not erase the response immediately. The response is locked to any other transcribers who are logged on to the same voice form until you press **NEXT RESPONSE**. This gives you the chance to return to the previous response if you decide to undelete it or mark it as special. The response is permanently deleted when you move on to the next response.

When a response is restored it reverts to the status it held prior to deletion. Deleted responses are described in more detail in the section “Deleting or restoring a response”.



Help service

The command key(s) that access the help service depend on the command context of the operation you are currently performing. Commands for performing transcription operations fall into one of the following command contexts:

- General commands
- Response commands
- Session commands

The help service is context-sensitive. In general, help prompts are structured as follows:

<a description of your current situation>
<most likely action to take given your current situation>
<the complete list of available commands>

The help service begins with a summary description of your situation immediately prior to the execution of the **HELP** command. The purpose of the summary is to remind you of your current position within the transcription process. Its content is context-dependant and varies according to your most recent action prior to accessing the help service.

After completing its summary description the help service delivers a second prompt. This prompt gives you a detailed description of all the commands that would, if executed, have some impact on your current situation. Its content is also context-dependant so you should listen carefully to the information it presents. In most instances, you'll find the

command information you require by listening to this prompt. The help service presents each command description in order of “probable” use. The first command it lists is the command it assumes you would most likely use given your situation. The last command it lists is assumed to be the one you would least likely use.

Each command description ends with a reference to the command key that you enter in order to execute the command.

The example below illustrates the typical structure of a help service response to a request for help. It also reveals the extent to which the help service relies on context-dependant information in the delivery of its service.

Current situation

During the playback of a response, you enter the stop command. While playback is stopped, you enter the help command.

The *help service* responds immediately with the following context-dependant information:

Summary description

“Playback is stopped.”

Command description

“To resume playback, press 2.

To go to the next field, press 3.

To go to the previous field, press 1.”

If you do not take any action within an appropriate length of time the help service announces its third, and final prompt. This prompt announces the complete set of transcription commands regardless of your current situation.

It is not necessary for you to listen to all of the information provided by the help service. You can execute a command at anytime by simply entering the appropriate command key. As soon as you enter a command, the system exits the help service and responds to your request.

If, after listening to all of the information offered by the help service, you're still not sure which command to execute next, ask your system administrator for assistance.

◆ **Help with general commands**

If the last command you entered was a general command, such as the **PLAYBACK** command or the **SKIP BACKWARD** command

Press *****

◆ **Help with response commands**

For help with Response commands

Press **7 + ***

The system responds by reminding you of your current situation, and then proceeds to list all of the commands that you may use in this situation.

Decide on the command appropriate to your situation and enter the corresponding command keys to execute the command. The system exits the help service and responds to your request immediately.

◆ **Help with Session commands**

For help with Session commands

Press **8 + ***

The system responds by reminding you of your current situation, and then proceeds to list all of the commands that may be used in this situation.

Decide on the command appropriate to your situation and enter it. The system exits the help service and responds to your request immediately.



Response playback

After announcing the response header or envelope, the system will start to play back the response, beginning with the first field of the oldest new response.

The start of each field in the form is marked by a delimiter which is either a tone, a brief period of silence or the field name (as determined by your administrator). This is followed by the caller's answer. If the caller did not answer a question, the system announces,

"No answer recorded"

Once the answer (or the above prompt) has been played, one of two things will happen:

- Playback stops so that you can transcribe the response. The system waits for you to enter a command, such as **PLAY**, when you are ready to continue.
- There is a delay during which you are given the opportunity to transcribe the answer. The length of this delay is determined by your administrator during system setup. The system essentially remains in playback for this period and then automatically goes on to the next field. If the system goes on to the next answer field before you have finished transcribing, you can use the **PAUSE** command.

You can play part or all of any response as many times as you like. Playback can be paused or stopped anytime and

resumed when you are ready. You can move freely through the current response list—forward to the next response, backward to the previous—or to a specific response. You can also move freely through the current response forward to the next answer or backward to the previous. Skipping forward or backward within an answer is possible too.

◆ *Pausing playback*

You can use the **PAUSE** command at any time while the system is in playback. This gives you the opportunity to catch up if you fall behind. If an answer is especially long, you will probably have to pause several times in order to transcribe it accurately.

To pause playback at anytime,

Press **2**

While in the Pause state, the system remains silent. The system silence is intentional, preventing system activity that may otherwise distract you. Remember that while the system is paused, certain single-digit commands are interpreted differently. (See the section "Keypad commands" on page 3.)

You can also use # (number sign) to stop playback. While playback is stopped, the command options available to you are exactly the same as when playback

is paused. The difference between the **PAUSE** and **STOP** commands is that the system does not remain silent when the **STOP** command is used. It will continue to remind you that playback is stopped and prompt you to enter your next command.

◆ **Resuming playback**

To resume playback while the system is paused or stopped,

Press **2**

Playback is resumed from the place you were at immediately prior to pausing or stopping the system.

◆ **Skipping forward or backward within an answer**

While listening to an answer, you may skip forward or backward through the answer.

To **SKIP FORWARD** while playing an answer,

Press **3**

The system skips forward by three seconds and continues playing the answer from this point.

To **SKIP BACKWARD** while playing an answer,

Press **1**

The system skips backward by three seconds and continues playing the answer from this point.

If you skip forward within three seconds of the end of an answer, the system will skip to the beginning of the next field. Similarly, if you skip backward within three seconds of the beginning of an answer, the system will play the delimiter announcing the beginning of the current field.

To skip forward or skip backward more than three seconds, enter the appropriate command as many times as necessary. For example, to skip forward in an answer by 15 seconds,

Press **3 + 3 + 3 + 3 + 3**

in rapid succession. The system will skip forward by 15 seconds and continue playing the answer from this point.

◆ **Moving to the next answer field or the previous answer field**

As mentioned earlier, certain single-digit commands have a different interpretation depending on whether the system is in the Play or Pause state. The keypad commands used to **SKIP FORWARD** and **SKIP BACKWARD** when the system is in the Play state, are interpreted differently when the system is in the Pause state. The same keypad commands the system interprets as **SKIP FORWARD** and **SKIP BACKWARD** while in the Play state, are interpreted as **NEXT ANSWER FIELD** and **PREVIOUS ANSWER FIELD** when playback is paused (by pressing 2) or stopped (by pressing #).

Note: Playback must be paused or stopped if you want to go to the next or previous answer field.

To move to the next answer field during playback:

Press **2 + 3**

Playback of the next answer field begins immediately.

To move to the previous answer field during playback:

Press **2 + 1**

Playback of the previous field begins immediately.

If you press the **NEXT ANSWER FIELD** command while positioned in the last answer field of a response, the system will announce,

“End of response.”

If you do not enter a command following the “*End of response*” announcement, the system assumes you need help and instructs you accordingly.

“You are at the end of a (new) response.

To play it again, press 2.

To delete it, press 76.

To mark it as special, press 70.”

If you were in the first answer field of a response when playback was stopped, and then you enter the **PREVIOUS ANSWER FIELD** command, you will be positioned at the very beginning of the response.

◆ **Reaching the end of a response**

When the last answer field has been played back and the end of the response has been reached, you must decide what to do with the response. Your options are as follows: play the response again, go to the next (or previous) response, delete the response, or mark it as special.

◆ **Playing the next response or previous response**

You can move through the response list to retrieve the next response or the previous response. Both the **NEXT RESPONSE** and **PREVIOUS RESPONSE** commands can be issued at any time, either during playback of a response or when playback is stopped.

When you use the **NEXT RESPONSE** or **PREVIOUS RESPONSE** command, the status of the current response remains as it is (new or special) and the response is kept in the response list. If you have transcribed the response and it is no longer needed, you should delete it at this point. Use this command if you have merely listened to the response without transcribing it.

To retrieve the next response,

Press **6**

The next response is retrieved and either its response envelope or the response header is played, followed by the field delimiter, the field name, and the caller's response.

If there are no more responses available when the **NEXT RESPONSE** command is initiated, the system announces,

“End of response list.”

After the “end of response list” announcement the system waits for your next command. If you do not enter a command within a reasonable length of time, the system reminds you that help is available.

“For help, press star.”

If you ask for help at this point, the system responds with the following information:

“You are at the end of the list of responses.

To try the retrieval again, press 6.

To go to the previous response, press 4.

To go to a specific response, press 86.”

To retrieve the previous response,

Press **4**

If you enter the **PREVIOUS RESPONSE** command while positioned in the first response of a voice form, the system issues an error tone to alert you of a problem:

“(Error tone.)

There is no previous response.”

◆ ***Deleting or restoring a response***

When you finish transcribing a response and you want to proceed to the next one, you should first delete the current response instead of using the **NEXT RESPONSE** command (as long as the response is no longer needed). You should only use **NEXT RESPONSE** if you are sampling responses and not transcribing them.

When you use the **DELETE** command, you are automatically presented with the next oldest response. The response that you marked for deletion, however, is not immediately erased from the system. This gives you the chance to restore the response if you accidentally deleted it. The system has a response buffer which holds two responses per transcriber at any one time. This means that if you delete a response, it is still in the system while the next response is playing back. However, when the system goes on to the following response (the second one after the deleted response), the deleted response is permanently erased. Therefore, a deleted response cannot be restored once the second

response is retrieved.

To delete the current response

Press **7 + 6**

The system acknowledges this request with the prompt

“Response deleted.”

Use the same command to restore a deleted response (this command is a toggle between delete and restore). The response is returned to the status (new or special) it had before being deleted. After completing your request, the oldest available response is automatically retrieved from the current response list.

◆ ***Marking a response as “special”***

If a response requires further attention by another person such as the administrator, you can mark it as *special*. You may need to mark a response as special if you have problems completing its transcription. This may occur if the caller has responded to questions in another language, or if you cannot make out some of the answers for example. Or you may have been instructed to forward responses left by callers who respond to certain key questions in a particular way for special attention.

When you mark a response as special, the person who has been designated to handle special responses, receives a MWI notification.

To mark a response as special

Press **7 + 0**

The system acknowledges this action

“Response <response ID> marked as special.”

Notice that the response ID is announced in this prompt. You should write it down in case you need to use the **GOTO** command to return to the response later.

Use the same command to return a special response to its original status.

After completing your request, the next available response is automatically retrieved.

Go to the special response list

When you log on to a form, you are presented with the new response list. If you are responsible for handling special responses, you must specifically request to access the special response list with the **GOTO** command.

The **GOTO** command can be used to toggle between the two response lists or to go to a specific response. When you use it to switch to the special response list, the number of special responses is announced and when playback begins the oldest available special response is retrieved. The same commands that you use with new responses, such as **NEXT RESPONSE** or **PREVIOUS RESPONSE**, are also used with special responses.

To go to the list of special responses,

Press **8 + 6**

The system responds with

“GOTO:”

To go to to the inactive response list (this will be the special response list if the new response list is currently active),

Press **0 + #**

The system leaves the current response in its present state.

Use the same command to return to the new response list.

◆ ***Go to a specific response***

The **GOTO** command can also be used to retrieve a specific response. To retrieve a specific response you must first initiate the **GOTO** command.

Press **8 + 6**

The system responds with

“GOTO:”

Enter the response ID followed by number sign.

If a response corresponding to the response ID exists, the current response is left in its present state and the specified response is retrieved. If there is no response with a matching ID, or if the response is already being transcribed by another transcriber, the system lets you know by announcing the appropriate prompt. If you do not enter a response ID after initiating the **GOTO** command, the system assumes you need help and proceeds to announce the options currently available to you.

Note: When you use the **GOTO** command to retrieve a specific response, you will not be able to use the

PREVIOUS RESPONSE command to return to the response you were transcribing immediately prior to using the **GOTO** command. Before executing the **GOTO** command be sure to note the response number you were transcribing prior to using **GOTO**. This will allow you to use the **GOTO** command to return to the response.

◆ ***Reaching the end of the response list***

When you have finished transcribing the last response, the following prompt is played:

“End-of-response list .”

If you have been transcribing responses, you can log out of the voice form. All existing responses will have been presented.

If you have simply been listening to responses without transcribing them (and using **NEXT RESPONSE** after each response), press **NEXT RESPONSE** once more after this prompt is played to ensure that you have heard all of the responses. This is necessary to play back any responses that were received while you have been logged on to the voice form. Whereas the **DELETE** and **MARK SPECIAL** commands get the oldest response, the **NEXT RESPONSE** command gets responses in chronological order.

◆ **Logging on to another form**

If you have finished transcribing responses for the current form and wish to transcribe another form, use the **LOGIN** command. This saves you the necessity of logging out of the transcription service entirely to log back on to another form.

To log onto another form while still in the transcription service,

Press **8 + 1**

The system exits the current form and prompts you for a new *form ID* and *password*. (You will have to enter the form ID even though you may not have been asked for it during initial login.) You may or may not be asked for a password, depending on how the form has been configured.

◆ **Logging out of the transcription service**

The **LOGOFF** command cleans up your current transcription session, and then terminates it by disconnecting your call. Use this command when you are finished transcribing the current form but do not have to transcribe another.

To log off and terminate the current transcription session,

Press **8 + 3**

The system leaves the current response and terminates the session. Before disconnecting your call the system plays a final prompt:

“Goodbye.”

Command Reference

PLAY AND PAUSE COMMANDS

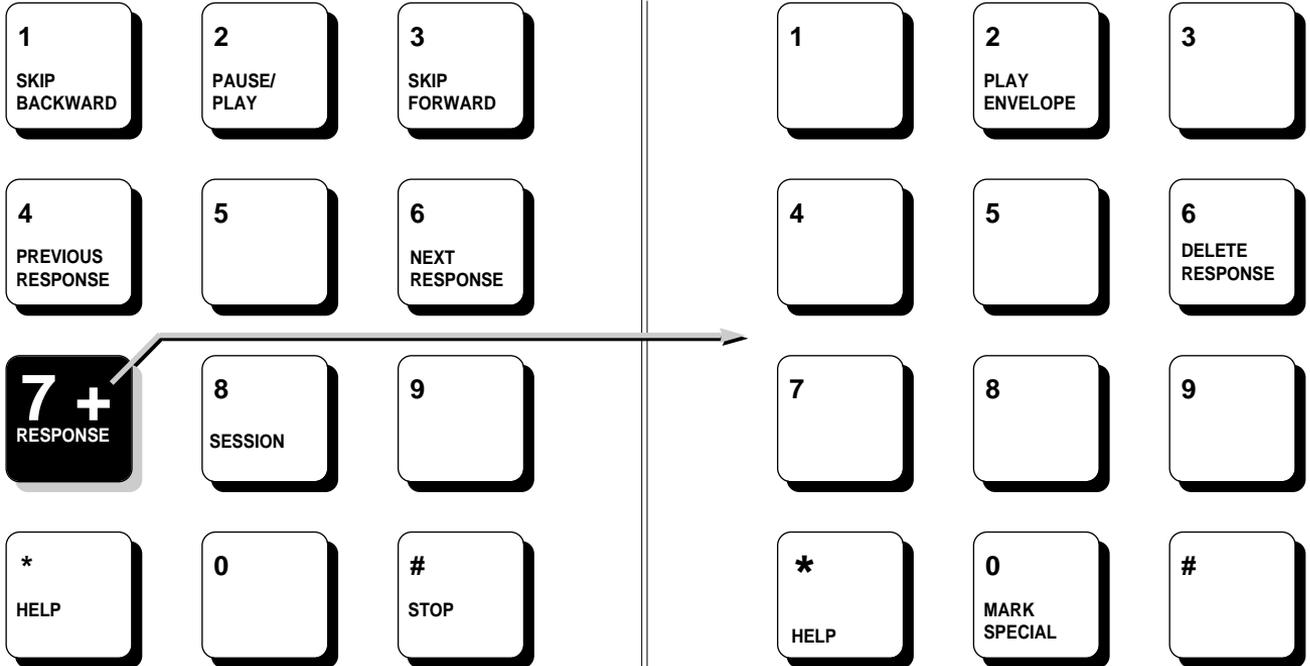
PLAY

| | | |
|---------------------------|--------------|-----------------------|
| 1 SKIP BACKWARD | 2 PAUSE | 3 SKIP FORWARD |
| 4 PREVIOUS RESPONSE | 5 | 6 NEXT RESPONSE |
| 7 RESPONSE | 8 SESSION | 9 |
| * HELP | 0 | # PAUSE |

PAUSE

| | | |
|---------------------------|--------------|-----------------------|
| 1 PREVIOUS FIELD | 2 PLAY | 3 NEXT FIELD |
| 4 PREVIOUS RESPONSE | 5 | 6 NEXT RESPONSE |
| 7 RESPONSE | 8 SESSION | 9 |
| * HELP | 0 | # STOP |

R E S P O N S E C O M M A N D S



SESSION COMMANDS

1
SKIP
BACKWARD

2
PAUSE/
PLAY

3
SKIP
FORWARD

4
Previous
Response

5

6
NEXT
RESPONSE

7
RESPONSE

8 +
SESSION

9

*
HELP

0

STOP

1
LOGIN

2

3
LOGOFF

4

5

6
GOTO

7

8

9

*
HELP

0

#

Meridian Mail

Voice Forms Transcriber User Guide

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