

# **Call Management System**

## Auto Attendant 3

# Call Management System

## Contact Details

If you have any queries regarding the content of this document please contact your Customer Services Advisor.

## Issue Details

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# Call Management System

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## Introduction

Call Management System is used to manage non-geographic numbers and services via the Intelligent Network (IN) and Interactive Voice Response (IVR) platforms.

### Auto Attendant Management with the Call Management System

Auto Attendant has been re developed and is now available via the Call Management System. All features of the Legacy Auto Attendant product are still available and some features have been improved for better customer experience. All creation, configuration, connection and reporting are available via one screen using the Call Management System.

The service settings consist of a welcome message, operating hours and advanced service settings.

If the main service hours are open the call will move on to the main menu where the call will be directed dependant on the individual option settings.

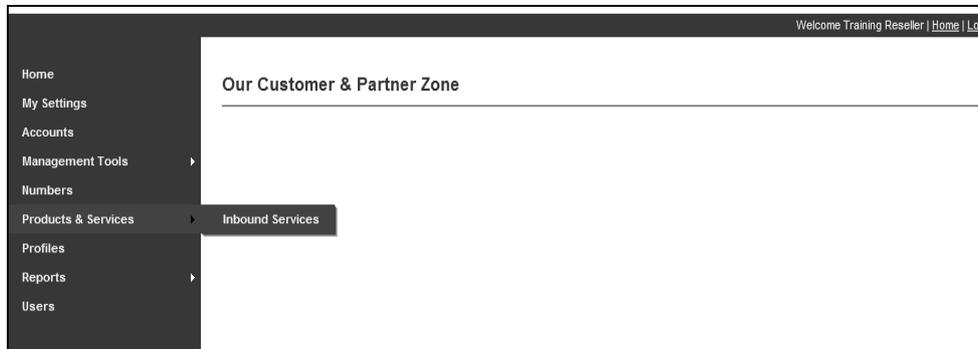
If the main service is closed then the call can be directed to either a closed message followed by call termination, or to a closed service setting of which the set-up is identical to the individual option.

An individual "Option" Welcome message may be played. The service can then be configured to check individual option hours, an outdial with or without a queue and with or without a secondary "queue to call plan" number, a further "divert on busy" outdial and finally a data capture slot to gather information. The service can be set up to use all of the above stages or just one or two dependant on what is required.

# Service Management

## Getting to the Services Screens

From the menu select Products & Service then Inbound Services.



**Call Management System Home Page**

The following screen appears:



**Inbound Service Management Screen**

The following options are available from this screen:

- Advanced Search (See 2.2)
- View All Services (See 2.3)
- Create Service (See 2.4)
- Create Service Wizard (See 2.5)
- Area Plan Service Types (not relevant)

## Searching for an Auto Attendant

If the Attendant is already in existence it can be searched for using either the search criteria fields on the main page which allow to search by:-

- Service Description:** Search for services containing a specified service description
- Connected Number:** Search for services containing a specified connected number
- Terminating Number:** Search for services containing a specified terminating number
- Service ID:** Search for services containing a specified Service ID

Or by using the advanced search. The advanced search tool allows the searching of services via either all or some of the following criteria:

- Service Description:** Search for services containing a specified service description
- Connected Number:** Search for services containing a specified connected number
- Terminating Number:** Search for services containing a specified terminating number
- State:** The status of the service whether it be Active or Removed
- Type:** The services type such as Auto Attendant Service
- Replay:** Only return services with Replay either enabled or disabled
- Reroute:** Only return services with Reroute either enabled or disabled
- Connected:** Only return services that are either connected or not connected

Advanced Search		
Description	<input type="text"/>	The description associated with the service (max 100 characters)
Connected number	<input type="text"/>	The number connected to the service (wildcards permitted)
Terminating number	<input type="text"/>	The number that the service terminates to (wildcards allowed)
State	<input type="text" value="Active"/>	The current state of the service
Type	<input type="text" value="All"/>	The type of the service
Replay	<input type="text" value="Not Specified"/>	The current Replay setting of the service
Reroute	<input type="text" value="Not Specified"/>	The current Reroute setting of the service
Connected	<input type="text" value="Not Specified"/>	The current connected state of the service

[Simple Search](#)

**Advanced Search Screen**

After entering criteria select the **Search** button and all the matching services to the search criteria will be displayed.

Search Results							
Records per Page : 20						1	Go
Total Records: 11						Page 1 of 1	
<input type="checkbox"/>	ID	Type	Agent	Description	Connected Numbers		
<input type="checkbox"/>	<a href="#">View</a> 441462	Auto Attendant Service	Tester Agent	telco test 10	0		
<input type="checkbox"/>	<a href="#">View</a> 438662	Auto Attendant Service	Tester Agent	telco test 5	0		
<input type="checkbox"/>	<a href="#">View</a> 464217	Auto Attendant Service	Tester Agent	test for hours	0		
<input type="checkbox"/>	<a href="#">View</a> 540417	Auto Attendant Service	Tester Agent	Test Service A1	0		
<input type="checkbox"/>	<a href="#">View</a> 540421	Auto Attendant Service	Tester Agent	Test Service A2	1		
<input type="checkbox"/>	<a href="#">View</a> 540424	Auto Attendant Service	Tester Agent	Test Service A3	1		
<input type="checkbox"/>	<a href="#">View</a> 540427	Auto Attendant Service	Tester Agent	Test Service A4	1		
<input type="checkbox"/>	<a href="#">View</a> 540430	Auto Attendant Service	Tester Agent	Test service A5	0		
<input type="checkbox"/>	<a href="#">View</a> 540434	Auto Attendant Service	Tester Agent	Test service A6	0		
<input type="checkbox"/>	<a href="#">View</a> 534181	Auto Attendant Service	Tester Agent	Test Service SG 7/7/09	0		
<input type="checkbox"/>	<a href="#">View</a> 534184	Auto Attendant Service	Tester Agent	Test Service SG 7/7/09	0		

### Service Management Search Results Screen

The **Refine Search** hyperlink, located at the bottom left of the screen, allows the refining of the initial search and returns you to the initial advanced search screen.

### View All Services

To view all of the services that you have permission to review, select **View All Services**, from the Inbound Service Management Screen.

Search Results						
Records per Page : 20 <input type="text" value="1"/> Go						
Total Records: 173 <input type="text" value="1"/> Page 1 of 9						
<input type="checkbox"/>	ID	Type	Agent	Description	Connected Numbers	
<input type="checkbox"/> <a href="#">View</a>	324793	Bespoke IN Service	Tester Agent	612198	1	
<input type="checkbox"/> <a href="#">View</a>	148589	Data Capture Service	Tester Agent	Account Test 1	0	
<input type="checkbox"/> <a href="#">View</a>	411434	Date/Time Divert	Tester Agent	Andrew	0	
<input type="checkbox"/> <a href="#">View</a>	145781	Bespoke IN Service	Tester Agent	Bespoke IN 601246	4	
<input type="checkbox"/> <a href="#">View</a>	241053	Bespoke IN Service	Tester Agent	Bespoke IN 601246	2	
<input type="checkbox"/> <a href="#">View</a>	148688	Bespoke IN Service	Tester Agent	Bespoke IN 601247	0	
<input type="checkbox"/> <a href="#">View</a>	147314	Bespoke IN Service	Tester Agent	Bespoke IN 602209	5	
<input type="checkbox"/> <a href="#">View</a>	140923	Bespoke IN Service	Tester	Bespoke IN 604249	1	

### Inbound Service Management Screen: View All Services

Expand the pages to include more results per page and scroll through the pages to find the services required.

### Create Service

By selecting **Create Service** the following page will be displayed. This enables the user to set up the service without the use of the wizard. All settings to the Queue Manager will be default settings and can be amended later as required.

- Enter the description
- Select **Auto Attendant Service** under type
- Enter the terminating number
- If **Skip Hours** is selected no hours will be added to the service, they can be added later if required
- Expand the account selection to show all accounts available and select which one to place the service into. If no account is selected the service will be placed in the agent root account. Only users with permission to view the agent root account can skip account selection.
- Select **Create**

**Create Service**

Note: not all service types are available from here. In order to create all service types please use the [Create Service Wizard](#).

**Description \***  The description associated with the service (max 100 characters).

**Agent \***  The agent the service belongs to

**Type**  Select a service type from the list provided.

**Skip Hours**  Check to skip hours.

**Enable Replay**  Check to enable replay

Select the accounts to place the new service into:

My Accounts
 

- Root

**Create Service Screen**

The service will be created and the following screen will be presented. Selecting [create another service](#) will open up another create service screen; selecting **OK** will take the user into the newly created service.

**Create Service**

Service created.

Click "OK" to view the service or [create another service](#).

**Service created confirmation**

### Create Service Wizard

By selecting **Create Service Wizard** the wizard will launch to assist with the set up of the queue. The following screens show the creation of a new Auto Attendant Service

**Select Agent and Service Type**  
Select the agent and the type of service you would like to create.

**Description**  The description associated with the service (max 100 characters).

**Type**  The type of the service

**Skip Hours**  Check to skip hours

### Select Agent and Service Type

- Enter a description
- Select service type **Auto Attendant Service**
- Select **Skip Hours** if required (not selected for the purpose of this guide)
- Select **Next**

Drop the service into an account, or if permitted account can be skipped and the service will be placed in the root account.

**Choose Accounts**  
Please place this new service into one or more accounts, using the tree below.

Place this new service into the following accounts to allow them to be managed in the future

- Tester Agent Root Account
  - Agent
  - BDC test account
  - Blue Media
  - Brown Automobiles
  - Business Development Centre (Tester)
  - Business Operations
  - Engineering
  - Green Building Society
  - Michelle Test Account
  - New Account
  - Red Finance
  - Yellow Supermarkets

### Account Skip/Selection

A summary of the service will be displayed and if changes need to be made **Back** can be selected, otherwise select **Next** and the service will now be created.

**Service Summary**  
Review the details of the newly created service before accepting it.

Service Type: Auto Attendant Service  
Description: Customer A  
Enable Replay: Disabled

**This service will be placed into the following accounts:**

Name
Business Development Centre (Tester)

Click 'Next' to save or 'Back' to amend these rules.

Back Next Cancel

### Service Summary

The option to connect a number will be displayed at this point. Search for the required number and select **Connect**, or select **Finish** and continue to the service where the number can be connected later.

**Connect Numbers to Service**  
Optionally select inbound numbers to connect to this service.

Your service has been created.

Search for and select one or more number(s) and click "Connect" to connect this service. Or just click "Finish" to close this wizard without connecting.

**Search Numbers**

Country:  Select a country

Number:  The number (wildcards permitted)

Search

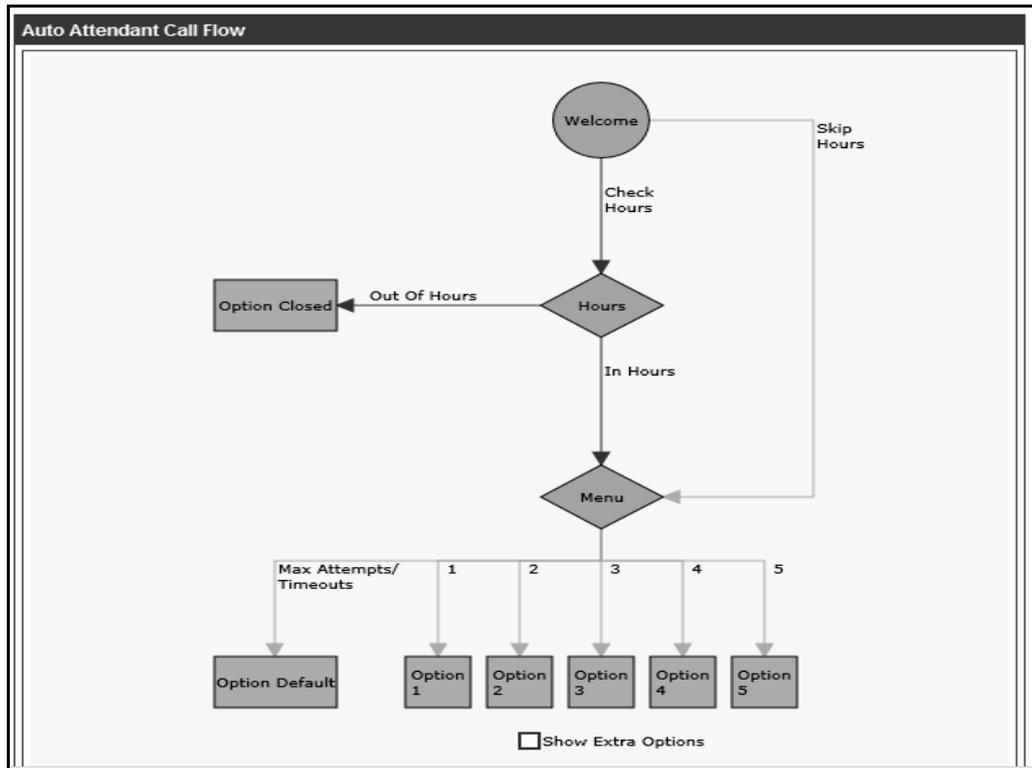
[Advanced Search](#)

Connect

Back Next Finish

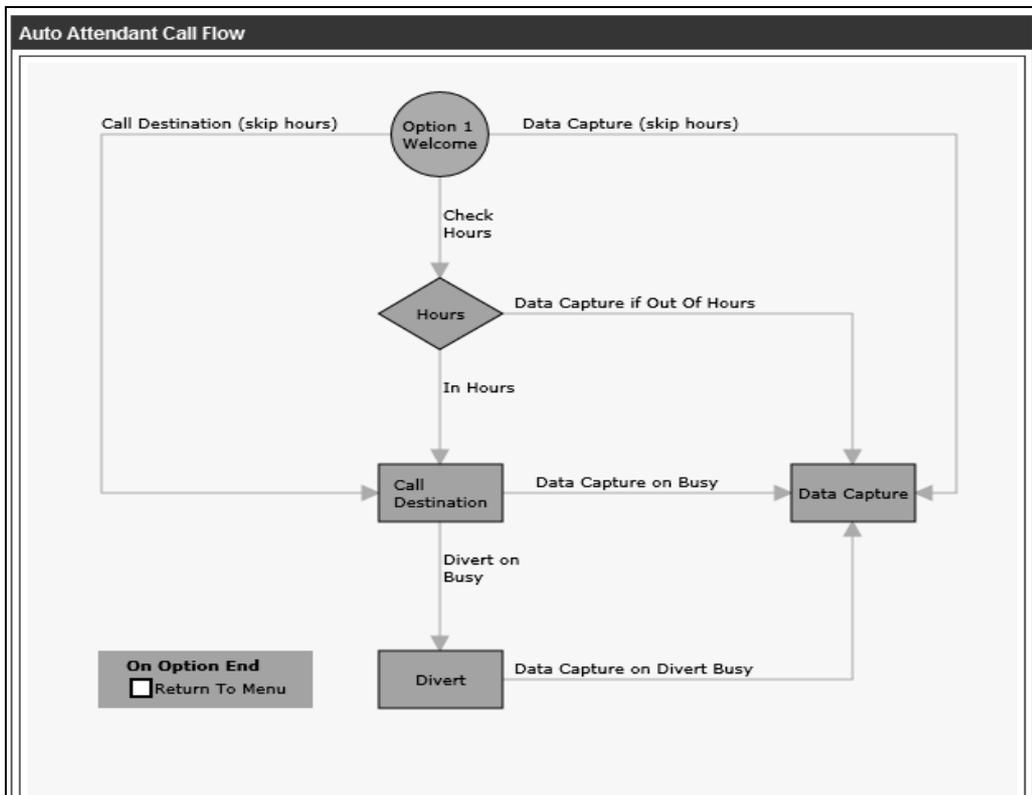
### Connect Number

Select **Finish** here and the new service will be displayed. The screens are displayed in view mode:-



**Main Screen**

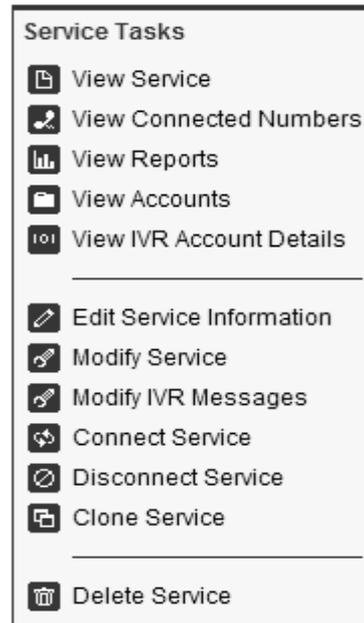
And on selecting any of the green boxes further option settings will be visible:-



**Individual Option screen**

## Service Tasks

Once the service has been created the service task bar displays on the right hand side of the screen.



- **View Service** – Displays a full summary of the service on one page
- **View Connected Numbers** – Allows you to see which non-geographic numbers are currently connected to the service
- **View Reports** – This option will take you to the standard inbound call analysis reports for the numbers attached to the service
- **View Accounts** – Allows you to view which accounts the service is associated with
- **View IVR Account Details** – Displays the accounts and pins required for recording prompts on the management service
- **Edit Service Information** – Allows you to change the description given to the service
- **Modify Service** – Allows you to Modify all parts of the Auto Attendant Service
- **Modify IVR Messages** – Allows messages to be uploaded onto the service via the user's computer. Messages can be loaded in bulk
- **Connect Service** – Allows you to search for numbers and connect them to the service
- **Disconnect Service** – This allows the number to be disconnected from the service. The number will go into a quarantined status but the service settings will remain the same
- **Clone Service** – Allows services to be copied, given new descriptions and assigned to different accounts
- **Delete Service** – This option deletes the service. You will be prompted to confirm if you want to delete the service before the systems actions the request

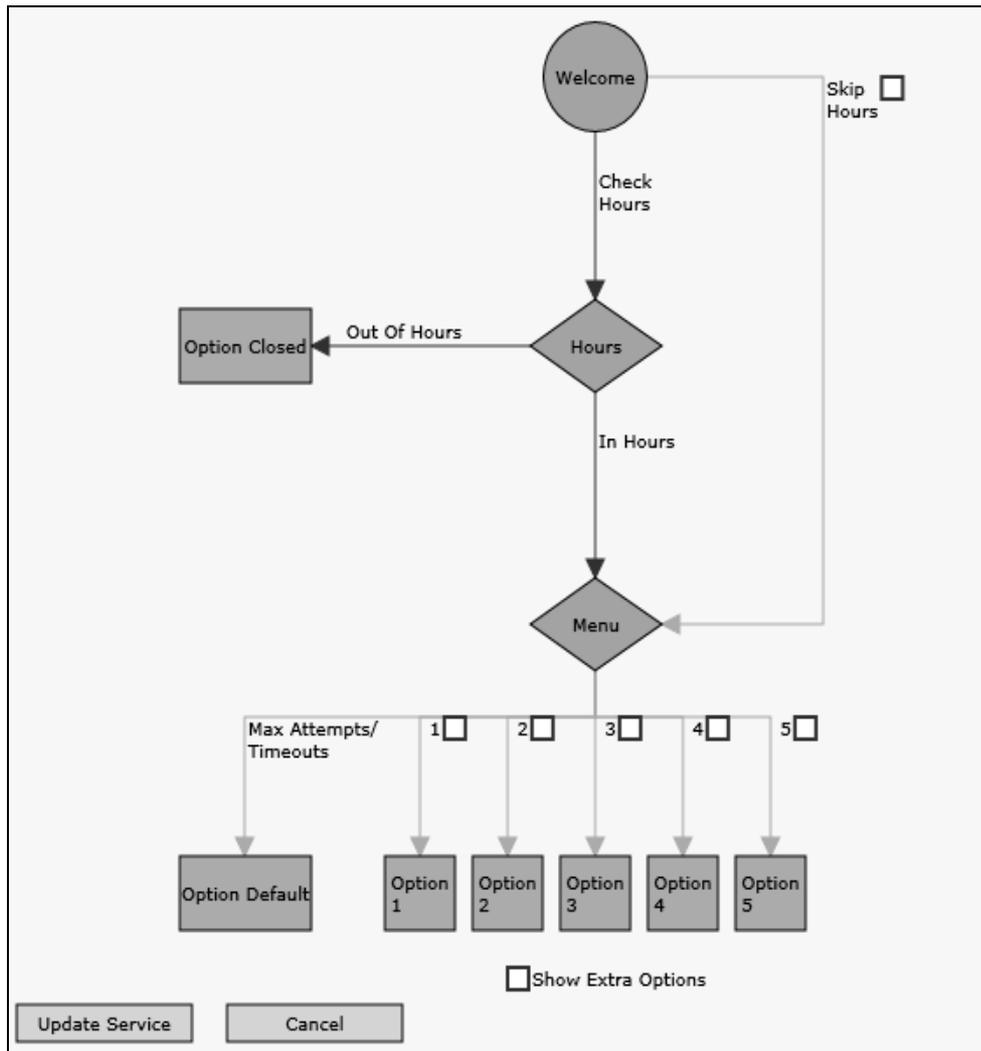
**Note: Not all options listed above will be available to all users. Some users may have restricted permission's which will hide some of these Service Tasks.**

## Configuration

To make changes to the Auto Attendant Service once created select **Modify Service** from the Service Task menu. Each module will become configurable when selected and check boxes will open up to enable/disable options.

Changes to a service can be made individually or in bulk. If numerous changes are required the user can navigate through as many options as required and on completing all the required changes click **Update Service**. All these changes will be activated at the immediately.

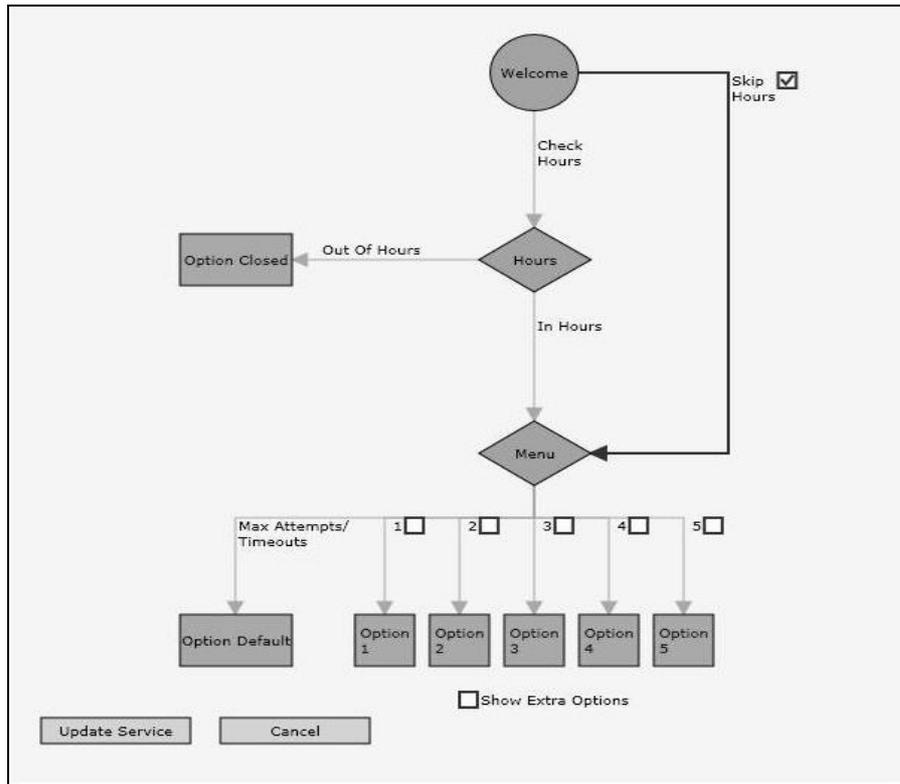
## Activating the Hours



### Modify Mode with active hours

Once **Modify Service** has been selected check boxes will appear throughout the service which enables the user to activate the parts of the service they require to use.

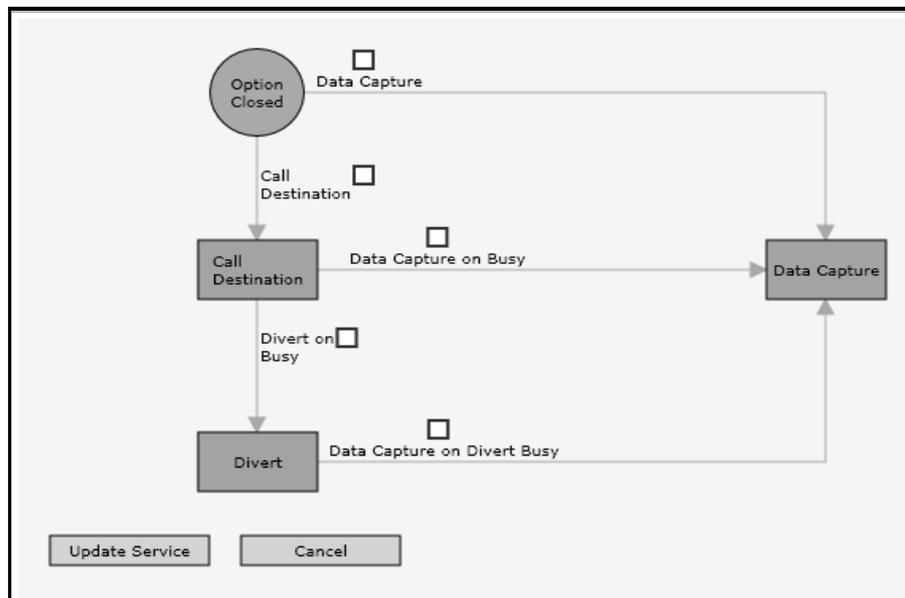
On the main screen the user can select the **Skip Hour's** Check Box and the Hours' Module will not be highlighted. If this box is **Unchecked** the line highlighting skip hours will de-activate and the out of hours, check hours and in hour's lines will become active and appear in bold.



**Modify Mode with hours de-activated**

### Activating Closed Option

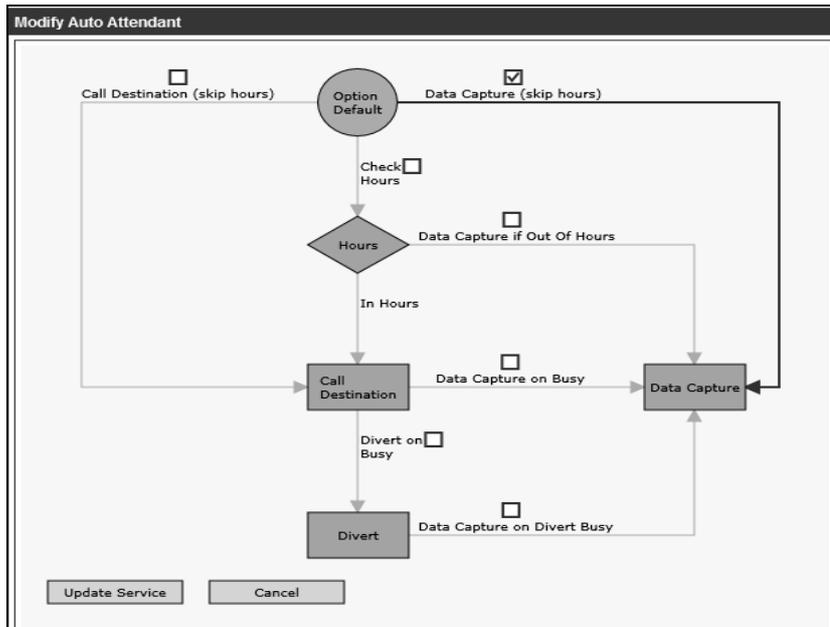
The **Option Closed** should be selected to configure what happens to the service when out of hours. Once selected a new screen will appear showing all settings available when the service is Out of Main Hours. Checkboxes are available for activating modules.



**Option Closed**

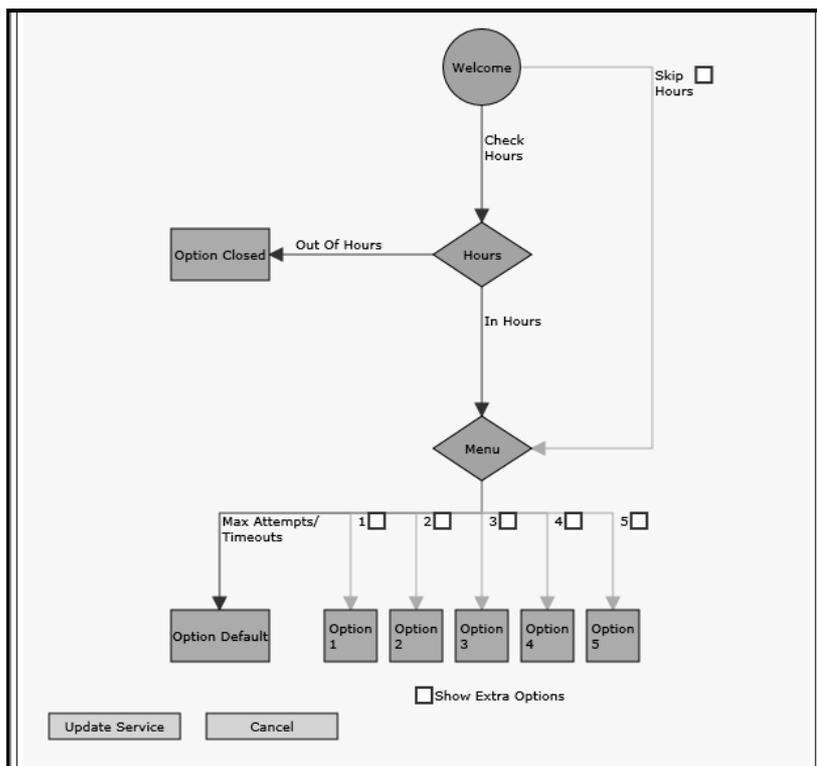
### Activating Default Option

To activate the Default Option the user needs to enter the Default Option and activate any of the modules in this option.



### Default Option

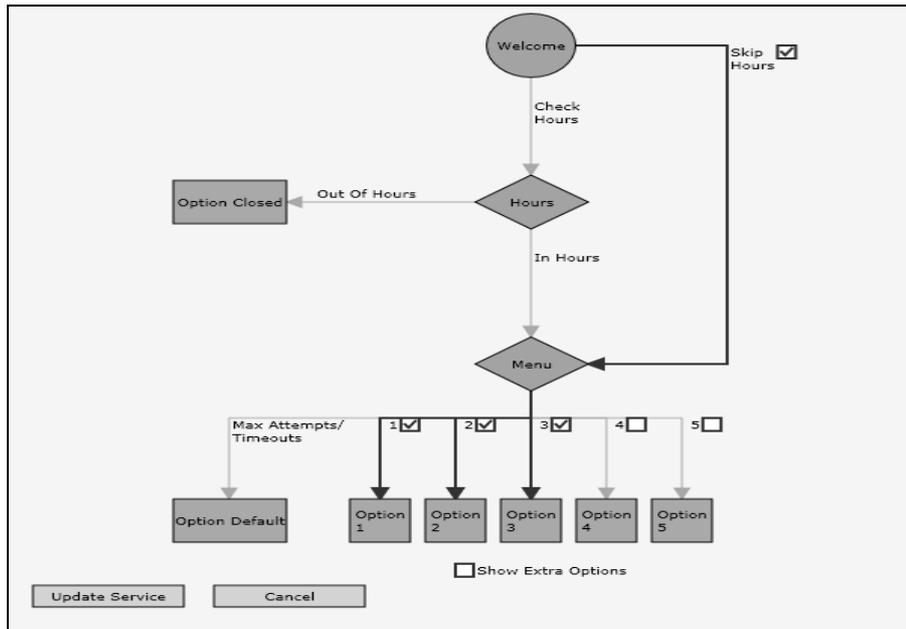
Once activated the line on the main screen will show as active and appear in bold.



### Default Activated

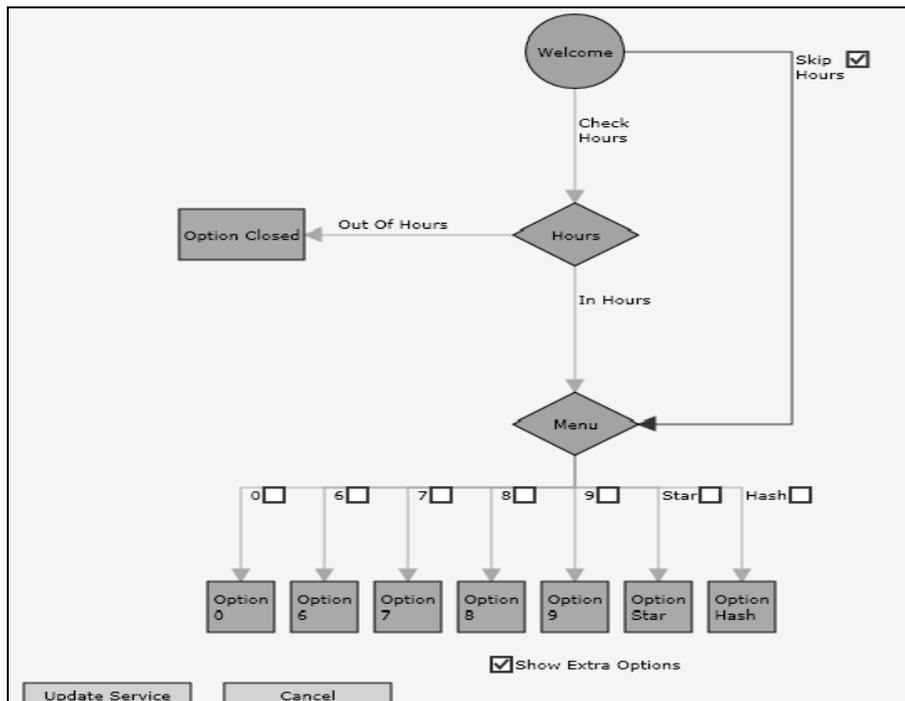
## Activating Number, Star and Hash Options

Each Number Option has a checkbox for activation, once selected and updated this option will become valid. The example below has options 1, 2 & 3 ready to be activated.



**Main Screen in Modify Mode**

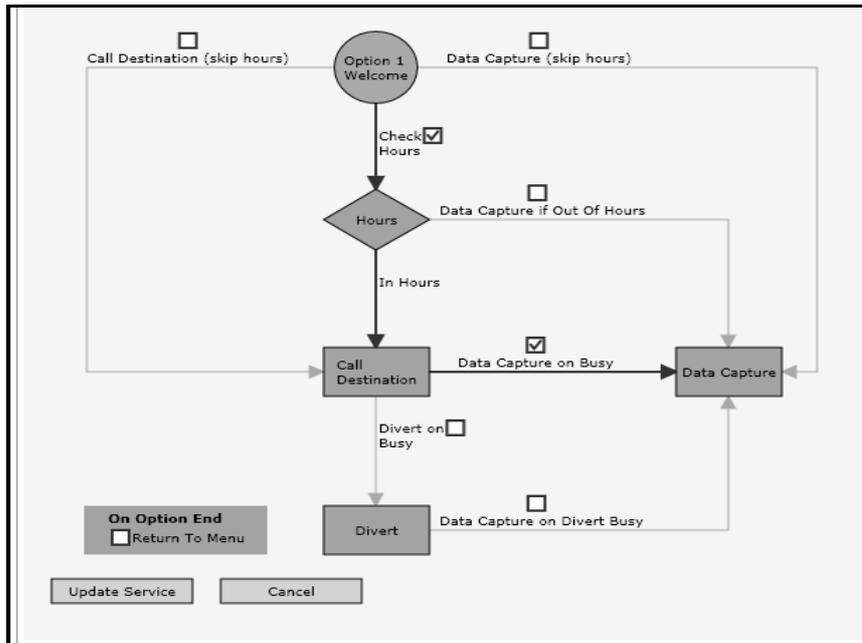
There are 10 number options plus \* and # available to set, options 1 – 5 display on the main screen, The other options appear by selecting Show Extra Options as per example below.



**Main screen with extra options selected**

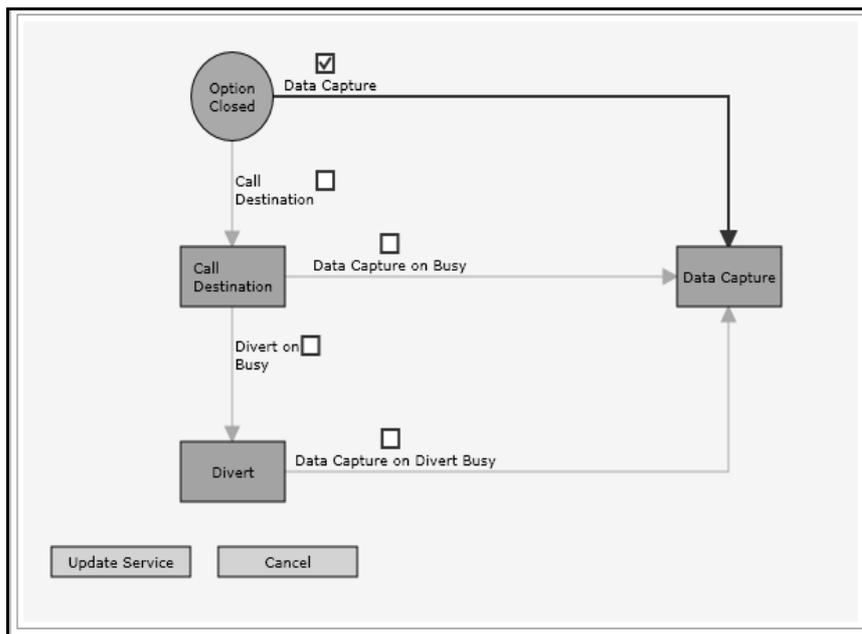
## Activation of Modules

The Number, Star and Hash options are all identical. Each has a Welcome, Hours, Call, Divert on Busy Data Capture and Return to Menu available. The modules are activated by checking the relevant boxes, deactivated by deselecting the check boxes. The lines will become bold when active. Only on selecting **Update Service** will the changes take effect. The example below shows that the hours will be checked before outdialling if open and moving to a data capture should this not be answered for any reason. As no action is set out of hours the service will play a closed message and terminate.



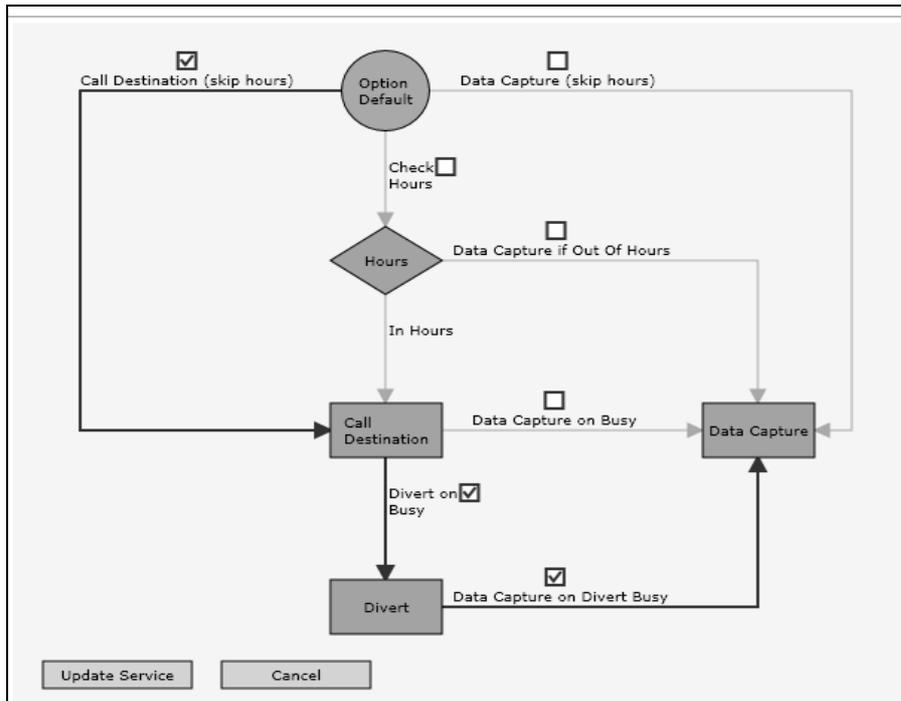
**Activating modules on number option**

The Closed option has a welcome, Call, Divert on Busy and Data Capture available to set, the below example shows that on closed the caller will be directed to a Data Capture module,



**Activating modules on closed option**

The Default Option has a Welcome, Hours, Call, Divert on Busy and Data Capture. The example below shows that on reaching the max defaults set the caller will be routed to an outdial, if this is busy/NA they will be routed to another destination (Divert on Busy) and on this not being answered they will be directed to a Data Capture module.



**Activating modules on default option**

## Module Configuration

To configure a module select it by pressing that module and a wizard will launch. The wizard will then prompt the user to enter any required data to ensure the modules are set up. Certain parts of the service must be set up in order to move to the next step. Should these parts be missed for any reason on trying to move from this screen to the next an error/warning message will prompt the user to enter the missing data.

## Main Welcome

To configure (not upload) the Welcome Message select the **Welcome** icon on the main page and the Set Welcome/Menu screen will open as per below:

**Set Welcome/Menu**  
Specify the welcome/menu settings

Menu/Welcome options		
<b>Welcome Interrupt</b>	<input type="checkbox"/>	If set, caller can select a menu option during the welcome message.
<b>Menu Interrupt</b>	<input checked="" type="checkbox"/>	If set, caller can select a menu option during the menu message.
<b>Maximum Attempts</b>	<input style="width: 50px;" type="text" value="3"/>	Maximum number of invalid attempts allowed in the menu.
<b>Maximum Timeouts</b>	<input style="width: 50px;" type="text" value="3"/>	Maximum number of timeouts allowed in the menu.

**Set Welcome/Menu Screen**

This screen allows the following options to be set:

- **Welcome Interrupt** - If set, caller can select a menu option during the welcome message
- **Menu Interrupt** - If set, caller can select a menu option during the menu message
- **Maximum Attempts** - Maximum number of invalid attempts allowed in the menu
- **Maximum Timeouts** - Maximum number of timeouts allowed in the menu

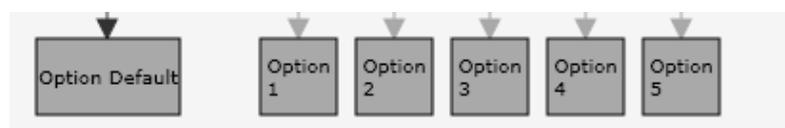
Once the desired configuration is setup select **Finish**.

## Main Menu

To configure the Menu select the **Menu Icon** on the main page and the Set Welcome/Menu screen will open as per 4.6.1.

## Option Welcome

Each green box/rectangle on the main attendant page relates to an Option. When pressed the user will be diverted to that particular option.



The Welcome message relates to the “Option X” green circles. If uploaded this is the point where the option welcome message will play. The Option X circles should be selected to navigate back to the main attendant screen.



## Hours

Upon activation of the Hours' Module default rules are applied. This allows the user to move to the next stage without forcing the set up of the hours' module. These default rules are “In Hours All Days Open” and a default “Out of Hours” Rule. If the user wishes to have different hours settings applied they should select the **Hour's Module** and the hours' wizard will launch. Both default rules can be amended but the default rule cannot be deleted.

On launch of the wizard the Hours screen is displayed showing current hours. Select **Add** to create a new rule.

**Hours**  
Current hours rules

**Rule Summary**

<input type="checkbox"/>	Action	Day/Date	Start Time	End Time
<input type="checkbox"/>	<a href="#">Edit</a> In Hours	All Days	00:00	23:59
<input type="checkbox"/>	<a href="#">Edit</a> Out Of Hours	Default	N/A	N/A

### Hours: Current Hours Screen

The following screen appears. The action should be selected and the day/s of the week and times completed dependant upon requirements. Public Holidays and Special Days radio buttons are also available to set.

**Hours**  
Specify the days and times.

Action  The action that this rule should follow

Specified Days  Public Holidays  Special Days

All Day  Start Time  End Time

### Hours: Specify Days and Times Screen

Selecting **Next** will add this rule and will display as follows. Any rules not required can be selected and **Remove** selected. This will delete that rule.

**Hours**  
Current hours rules

**Rule Summary**

<input type="checkbox"/>	Action	Day/Date	Start Time	End Time
<input type="checkbox"/>	<a href="#">Edit</a> In Hours	All Days	00:00	23:59
<input checked="" type="checkbox"/>	<a href="#">Edit</a> In Hours	Thursday	00:00	23:59
<input type="checkbox"/>	<a href="#">Edit</a> Out Of Hours	Default	N/A	N/A

### Current Hours Rules Screen

Should the user try to delete the Out of Hours rule they will be presented with an error. Each hour's module must contain an out of hours setting in order to operate correctly.

Either **Edit** the existing rules to ensure an out of hours has been set or **Add Rule** to create a new rule.

**Hours**  
Current hours rules

The default rule cannot be removed

**Rule Summary**

<input type="checkbox"/>	Action	Day/Date	Start Time	End Time
<input type="checkbox"/>	<a href="#">Edit</a> In Hours	All Days	00:00	23:59
<input type="checkbox"/>	<a href="#">Edit</a> Out Of Hours	Default	N/A	N/A

By selecting **Edit** on the default rule it can be changed to Out of Hours. Select **Next** to return to the summary screen.

Selecting **Finish** updates the hours' module and returns the user back to the option screen they were configuring.

These changes will not be applied to the service until **Update Service** is selected on the option or main attendant page.

## Call Destination

To set any destination select the required Option and click on the **Call Destination** icon and the wizard will launch. The user will be asked whether a queue is required first, if this box is checked the queue settings screen will launch and call plan functionality will become available. If this check box is not selected the user will only be presented with a TLI screen, no call plan will be available.

The Wizard starts by asking whether a queue is required.

## Queue Addition

Activating the queue will activate the queue screens. These fields are completed as standard but changes can be made to the queue settings.

Configuration of the follow can be made via this screen:

- **Queue Limit** - Maximum number of calls allowed in the queue
- **Queue Time** - Maximum duration a call can remain in the queue
- **Call Limit** - Maximum number of calls to connect (number of lines available)

**Next** should be selected when complete.

Queue  
Enter call queue details.

**Queue**

Queue Limit	<input type="text" value="10"/>	Maximum number of calls allowed in the queue.
Queue Time	<input type="text" value="300"/>	Maximum duration a call can remain in the queue.
Call Limit	<input type="text" value="1"/>	Maximum number of calls to connect (number of lines available).

Back Next Cancel

### Queue Screen

The user is prompted to enter a terminating number. This screen is mandatory. If an incorrect number is added an error message will be displayed.

Terminating Phone Number  
Select a phone number.

**Enter number directly**

Number  Enter the destination phone number. The following number types can be specified: National, UK Islands, Mobile, Paging and International.

Press "Next" to update the destination for this service, otherwise press "Cancel".

Back Next Cancel

### Enter TLI

Time to Ring can be left as default, which is 15 seconds, or can be changed by checking the box and entering an amount manually. If Replay is required on this outdial and has been activated at the service level as shown in Fig 3 it can be selected here by **Checking the Box**. If Replay was not added to the service then this replay box will be greyed out.

**Modify Terminating Phone Number Characteristics**  
Select options for this terminating phone number.

**Terminating number characteristics**

Time To Ring  Default Max time that this number will ring in seconds. Min: 5s, Max: 120s. Default: 15. (click checkbox to enable).

Replay  Check to enable Replay for this destination.

Back Next Cancel

### Terminating Number Characteristics

The summary screen shows the data entered so far. Selecting the + will launch the terminating phone number screen again and user can enter another TLI.

**Standard Service Summary**  
Add and remove diverts as necessary.

		Terminating Phone Number	Ring Time	Replay	
<a href="#">Edit</a>	Dest. 1	01617772222	15	Disabled	+

Back Next Cancel

### Summary

Once more than one TLI has been entered the following call plan screen will appear. The order can be changed between Indexed and Longest Waiting and Home Working can be selected. If Home Working is selected the logged in checkbox appears on this screen.

**Standard Service Summary**  
Add and remove diverts as necessary.

		Terminating Phone Number	Ring Time	Replay	
	Dest. 1	01617772222	15	Disabled	+
	Dest. 2	01617771111	15	Disabled	+ -

Order:  Select how destinations are selected: "Indexed" (in the above order), "Longest Waiting" (waiting longest first).

Home Working  Allows destinations to be logged on and off.

### Call Plan Screen

The summary screen displays, selecting **Next** and selecting **Finish** updates the call module and returns the user back to the option screen they were configuring.

**Call Destination Summary**  
Review your new inbound services.

Queue	
Queue Limit	10
Queue Time	600 seconds
Call Limit	1

Destinations				
		Terminating Phone Number	Ring Time	Replay
	Dest. 1	01617772222	15	Disabled
	Dest. 2	01617771111	15	Disabled

Order: Indexed

Home Working: Disabled

### Summary

Hovering over the Destination module will display the basic settings just entered.

These changes will not be applied to the service until **Update Service** is selected on the option or main attendant page.

### Divert

Selecting this module will allow the user to set up a divert on busy destination should the primary outdial be engaged or not answered. The wizard that launches here prompts the user to enter a terminating number and amend if required the characteristics. No queue is available with the Divert on Busy.

Enter the destination phone number in the **Number** field. Do not leave any spaces.

Click **Next**. The following screen appears:

**Modify Terminating Phone Number Characteristics**  
Select options for this terminating phone number.

**Terminating number characteristics**

**Time To Ring**  **Default** Max time that this number will ring in seconds. Min: 5s, Max: 120s. Default: 15s/Maximum. (click checkbox to enable).

**Replay**  Check to enable Replay for this destination.

Back Next Cancel

### **Inbound Service Wizard: Terminating Phone Number Characteristics**

This screen enables you to set the maximum time in seconds that the number will ring for. The minimum is 5 seconds, the maximum is 120 seconds.

When planning to add a divert, consideration may want to be taken to the ring time prior to the diversion being made, the default setting is 15 seconds.

To change the terminating number characteristics, click the checkbox next to the setting and specify a time in seconds. Click **Next** when you have finished.

If you do not want to specify any characteristics, leave the check-boxes blank and click **Next**. The following screen will appear:

**Standard Service Summary**  
Add and remove diverts as necessary.

	Terminating Phone Number	Ring Time	Replay
<a href="#">Edit</a> Rule 1	01617772222	15	Disabled

Back Cancel Finish

This screen displays the termination rule that you have just created. You can edit the divert destinations by hitting the **Edit** hyperlink. Select **Finish** to return back to the main attendant screen.

Hovering over the Divert module will display the basic settings just entered.

## **Data Capture**

Once Data Capture has been selected the wizard for the Standard Data Capture will be displayed. This works in exactly the same way as the Standalone Data Capture product. The following screens will be displayed.

### Data Capture Service Wizard: Data Capture Settings

This screen enables you to set the following:

#### Service

- **Record Interrupt** – If set, the caller can stop recording by pressing a key on their handset
- **Maximum Silence** – this allow a period to be set in which silence occurs for that time period it will pass to the next recorded data capture slot
- **Generate Number** – This allow a choice of either No number to be generated, a random number within a particular range or a unique number to be generated and associated to the Data Capture Service

#### Storage

- **Auto Delete** – If set, will automatically delete the data that is captured
- **Auto FTP** – If set will automatically transfer the data capture via the File Transfer Protocol
- **New Days on IVR** – This allows the setting of between 1 – 90 days for the Data captured to be stored for on the IVR

#### Recovery

- **Retrieval Interface** – Allows the selection of how you would like to recover your captured data
- **Random Recovery** – Allows use of random recovery interface, where on selection the management service will select a random file to be retrieved from storage and play it
- **Recovery New Auto** – If set to:
  - On - after the slot data has been played, if set to transcription all messages will automatically save
  - Voicemail – the current message will automatically delete after being played.
  - Off - after slot data has been heard a menu will be played giving the user the option to save/delete
- **Play Date/Time** – Plays the time and date that the data was captured

- Play CLI - Plays the CLI that left the captured data
- Play Service Number – Plays the service number that the caller dialled in on
- Play Tone – Plays a tone before each slot of data
- Play Slot – Plays the slot number prior to each slot of data
- Play Empty – Plays a message if the slot is empty

Once you are happy with the Data Capture Settings click **Next** and the following summary screen will appear:

**Data Capture Summary**  
Data Capture settings for this service

Service			
Record Interrupt	Disabled	Max Silence	3 seconds

Storage			
New Days On IVR	90 days	Auto FTP	Disabled
		Saved Days On IVR	7 days

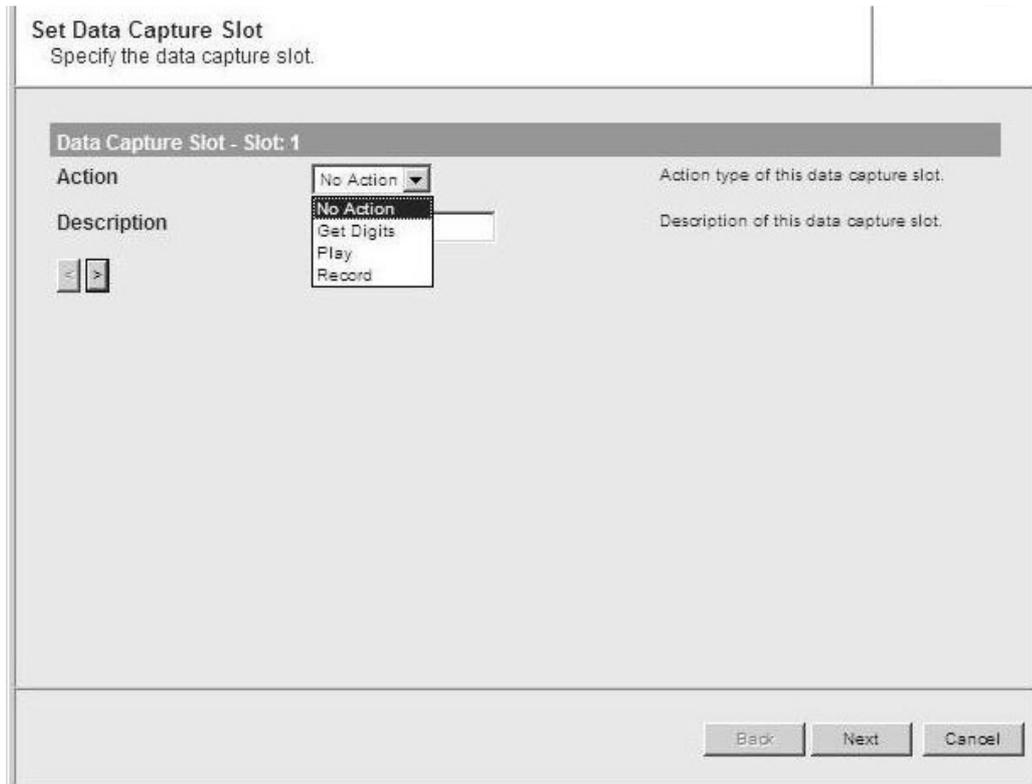
Recovery			
Recovery Interface	Voicemail	Recovery New Auto	Disabled
		Recovery By Generated Number	N/A
Play Date/Time	Disabled	Play CLI	Disabled
Play Service Number	Disabled	Play Slot	Disabled
Play Tone	Disabled	Play Empty	Disabled

[Edit Settings](#)

Slots					
Slots 1 to 5 <a href="#">Slots 6 to 10</a> <a href="#">Slots 11 to 15</a> <a href="#">Slots 16 to 20</a>					
	Slot Number	Action	Description	Slot Details	Confirmation
<a href="#">Edit</a>	Slot 1	No action	-	-	-
<a href="#">Edit</a>	Slot 2	No action	-	-	-
<a href="#">Edit</a>	Slot 3	No action	-	-	-
<a href="#">Edit</a>	Slot 4	No action	-	-	-
<a href="#">Edit</a>	Slot 5	No action	-	-	-

**Data Capture Slots Screen**

To set the slots select **Edit** on any slot.



### Set Data Capture Slot Wizard Screen

To set up the slots, the user can use the **back** and **forward** arrows to move to the next or previous slots that are to be set.



Settable Actions include:-

- No Action – The slot will be inactive
- Get Digits –The caller will be asked to enter digits, these can be :
  - Digit Range - Allows the input of any combination of digits within a specified range
  - Telephone – Allows the input of phone numbers beginning 0 and containing between 8 & 11 digits
  - Land Line – Allows entry of numbers starting 01 & 02
  - Mobile – Allows entry of numbers starting 07
  - Credit Card – Allows entry of between 13 & 19 numbers
  - Date – Allows the entry to be date format dependant upon format settings.
- Play – The slot will play only
- Record – The slot will ask the caller to leave a message, record length time needs to be set

**Set Data Capture Slot**  
Specify the data capture slot.

---

**Data Capture Slot - Slot: 1**

**Action**  Action type of this data capture slot.

**Description**  Description of this data capture slot.

**Message Interrupt**  If set, caller can skip the message played.

---

**Get Digits Settings**

**Data Tone**  If set, a tone is played before the caller should start entering data.

**Data Type**  Digit Range  Mobile  
 Telephone  Credit Card  
 Land Line  Date  
 Allows the input of any combination of digits within the specified range.

**Minimum**  Enter minimum number of digits to be captured.

**Maximum**  Enter maximum number of digits to be captured.

**Confirmation**  If set, the caller must confirm their data.

**Allow Recovery**  If set, this slot will be recoverable. The recovery order can be set on the summary screen.

### Get Digits Screen

Each slot has a space for a slot description which will appear on the main Service Screen.

**Finished modifying Data Capture service**

This Data Capture service has been successfully modified. Please click "Finish" to close this wizard.

Once all the slots have been configured **Finish** is clicked and then on the main screen **Update** needs to be clicked for the slots to be saved. Hovering over the data capture module will display the basic settings of the data capture just entered.

### Return To Menu

A further available setting within all number options and the star and hash option is return to menu. If this check box is selected then on completing all actions set for that particular option the caller will be returned to the main menu where they will have the ability to select another option.

## Valid Actions

Valid actions within the numbered, star and hash options are

Check Hours (open)-----Call Destination-----End Call/RTM  
Check Hours (open )----- Call Destination -----Data Capture on Busy-----End Call/RTM  
Check Hours (open) ----- Call Destination -----Divert-----End Call/RTM  
Check Hours (open) ----- Call Destination -----Divert----- Data Capture on Busy -----End Call/RTM  
Check Hours (closed)-----End Call/RTM  
Check Hours (closed)-----Data Capture-----End Call/RTM  
  
Call Destination -----End Call/RTM  
Call Destination -----Data Capture on Busy-----End Call/RTM  
Call Destination -----Divert-----End Call/RTM  
Call Destination -----Divert----- Data Capture on Busy -----End Call/RTM  
  
Data Capture-----End Call/RTM

## Prompt Up/Download

To upload prompts to the service once created and configured the user can either

Use Account and Pin and by dialling the management number follow the instructions and record any messages over the phone or Select **Modify IVR Messages** and upload files from users PC.

To upload via the Portal first select **Modify IVR Messages**. The prompt screen will become available.

As there are in excess of 500 prompts for the entire service they have been broken down into categories. The categories are

- Welcome
- Hours
- Menu
- Individual options
- Individual option data capture

For each individual option (0 – 9, \*, #, closed and default) the system will default to display only those messages that are recorded. Also, only messages relating to activated modules will be displayed.

For example if on option 1 no modules are active only the welcome message will be displayed, on activating the destination module all related messages will become available, welcome, hours, busy, hold 1 – 9 and hold music. Should a Data Capture module be activated this will appear in its own category. The Data Capture messages will be displayed in 4 separate categories, DC slots, DC Get Digits, DC Confirm and DC Slot Name.

**Inbound Service Management**

**Inbound Service (ID:457912)**

Description	Auto Attendant Test	Type	Auto Attendant Service
State	Active	Agent	DISE MDT
Created	21 May 2009 14:27:22	Last Updated	29 May 2009 13:31:58
Replay	Disabled	Default Replay	Disabled

**Modify IVR Messages**

Please note that it is the responsibility of the user to ensure that all copyrighted material is covered by the correct PRS licence. For more information on copyright licensing please visit [www.prs.co.uk](http://www.prs.co.uk)

Filter By Category:  Select a category to show only messages for that category.

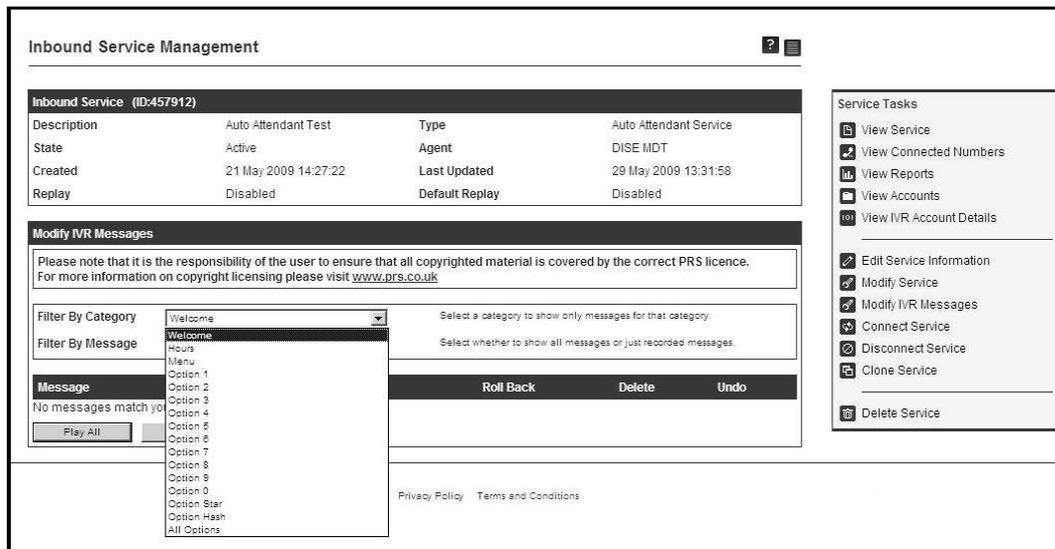
Filter By Message:  Select whether to show all messages or just recorded messages.

Message	Description / Examples	Roll Back	Delete	Undo
No messages match your filter options.				

**Service Tasks**

- View Service
- View Connected Numbers
- View Reports
- View Accounts
- View IVR Account Details
- Edit Service Information
- Modify Service
- Modify IVR Messages
- Connect Service
- Disconnect Service
- Clone Service
- Delete Service

### Prompt Selection



### Filter Slots

There are default prompts added to an Auto Attendant Service on creation. These are:-

- Main Welcome
- Main Out Of Hours
- Main Menu
- Main Menu Max Timeout
- Main Menu Max Attempts
- Busy
- Data Capture Confirmation Messages
- Hold Music

All these default prompts can be deleted or rerecorded and are only added to the service to assist the user when setting up a new service.

To upload prompts the user should select the **up arrow**, which indicates upload. To download a prompt from the service press the **down arrow**, this indicates download.



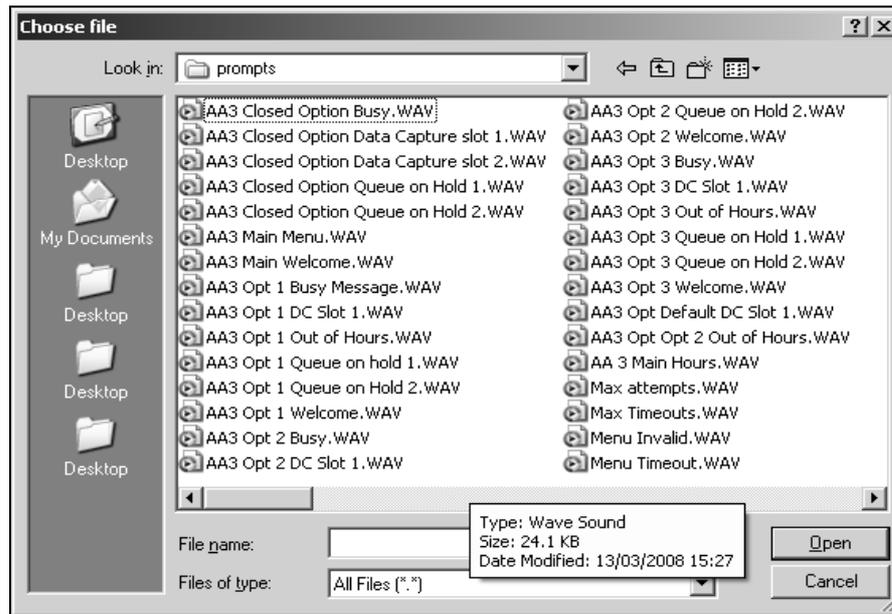
### Upload Slot

Selecting **upload** as shown above the user will be presented with the following screens:-



### Browse Slot Files

Selecting **Browse** will open up the Choose File window on the users' pc



### Select file

Select the required file and select **Open**



### Upload to Slot

The selected file will appear in the text box. Pressing upload here will secure this prompt into this slot ready for a bulk update to the service.

**NOTE:** Pressing upload here does not change the live service. Only when **Update** is selected are the prompts loaded.



### Update Slot

Having selected **Upload** the prompts can now be played back to the user if required to ensure they are happy to proceed before updating the main service. Once all prompts required are loaded into their slots **Update** should be selected.

Once the messages have been uploaded to the service a confirmation message will appear. Should the user have activated any modules but not loaded prompts the user will, on selecting **Update** be notified of any prompts not loaded. The user just needs to select **Update** again to confirm they are happy with this. Alternatively, if a prompt was unknowingly missed it can be uploaded at this point.

## Modify IVR Messages

Messages can be recorded and uploaded via the telephone management service, the RMU or via Call Management System. The Account and Pin numbers used to access this service can

be found under **View IVR Account Details** on the right hand side of the screen. Both record and recovery accounts are held here.

To Upload Recorded Messages, via Call Management System the user should click on the link on the right called **Modify IVR Messages**. The following will appear:



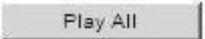
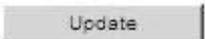
### Uploading prompts

There are two filter options available on the message screens.

For a new service with no pre recorded prompts choose **All** on both filters and all available messages will appear including default messages.

- **Filter by category** – A drop down is available which dependant on what is selected will show only messages from that category, selections are All, Welcome, Slots, Get Digits, Confirm & Slot Name
- **Filter by Message** – A drop down is available which dependant on what is selected will show only messages that are recorded or all messages

### Uploading Prompts Navigational Tools

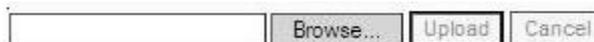
	Allows the uploading and downloading <u>Waveform audio format (.wav)</u> formatted recorded message prompts
	Allows the pausing of message prompt playback
	Allows the playing of messages
	Rolls back to the previous recorded prompt once the tick box is selected.
	Deletes the recorded message prompts
	Undoes the changes to this message prompt only
	Plays all the recorded message prompts
	All slots can have files uploaded ready, they will not be active on the service until the update button at the bottom of the box is clicked. This allows multiple prompts to be entered onto a service at the same time.
	Cancels all changes to the Data Capture prompt service.

## Uploading Pre-Recorded Prompts

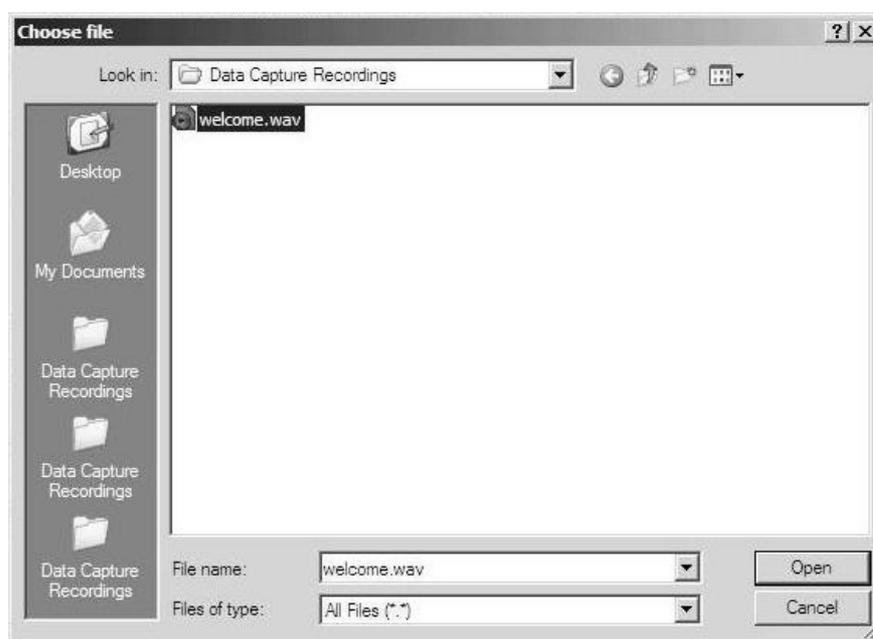
1. To upload a message press the **Up Arrow** , to download a message press the **down key**. (Download will only work if a message is already recorded)



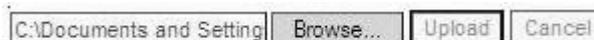
2. On clicking **Upload** the Browse button will become active.



3. Click Browse and search for the required file in .wav format.



Once selected click **Upload** and this file will be placed in the slot ready.



All slots can have files uploaded ready, they will not be active on the service until the **Update Button** at the bottom of the box is clicked. This allows multiple prompts to be entered onto a service at the same time.

You will then be presented with a confirmation message to advise that the message/s has/have loaded successfully.

## Message Maps

### Recording

Each message has a number associated to the management service. The user can dial the management number, enter their account and pin and record messages over the phone. To record new messages users should **Press 1 to Review Messages** and enter the relevant number as per below table

Message Number	Description
1	Welcome
2	Out of hours
3	Menu message
4	Menu invalid
5	Menu timeout
6	Menu max attempts
7	Menu min timeouts
8	All options busy
9	All options hold
10	Hold music
1x1	Option x welcome
1x2	Option x busy
1x3	Option x hold
1x4	Option x data capture
1x5	Option x out of hours
1x9	Option x hold music (NOT IMPLEMENTED)
Where x is 0-9	
201	Option star...
211	Option hash...
302	Option default busy
303	Option default hold
304	Option default data capture
402	Option closed busy
403	Option closed hold
404	Option closed data capture

#### Record Details

All message numbers will go straight into standard message recording, expect for Hold and Data Capture. For these messages a sub menu will be played as per the management interfaces in the queuing/data capture products.

User can also

- **Press 2 to review number messages** Pressing this option will allow the number messages to be recorded
- **Press 3 to check messages.** Pressing this option will play back all the messages currently recorded on the service. It will read the message number then the recorded message
- **Press 9 to change your pin** Pressing this option will allow the PIN to be changed

### Remote Message Update (RMU)

The Remote Message Update (RMU) has been enhanced to incorporate the new Auto Attendant. The RMU uses the name as the key to identify which message to amend. The usual RMU syntax applies:

```
[Upload]
Message=AllOptionsBusy,Busy.wav
```

For names which map onto more than message, the message number should appear after the name. For example, AllOptionsHold1, OptionDefaultDataCapture5 etc.

**Note** when updating the option busy message both call modules should be updated with any changes.

## Recovery

Messages left by callers can be retrieved using the management number and retrieval account and pin. Again, there are numbers relating to a particular data capture module and the following table shows the Data Capture numbers that should be used.

To retrieve message the user should **Press 1 for Recovery** and enter the relevant number as per below table:

Recovery Number	Description
1x1	Option x recovery
Where x is 0-9	
201	Option star recovery
	Option hash recovery
301	Option default recovery
401	Option closed recovery

### Retrieval

User can also "Press 9 to change your pin"