Call Management

Web User guide

Bespoke IVR Services

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Date	15 th July 2014		
Abstract			

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Document Control

1.1. Change History

Issue	Changed By	Change Date	Reason for Change
1.0	J Whittaker	15 th July 2014	Release

1.2. Document Approval

In accordance with Customer sign off and internal DOAG

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2. Initial Logon

After successfully logging into the Portal, search for the relevant ID, either by querying the number or by querying the ID.

At various points there are hyperlinks that will point to either a resource (if in a module) or a module (if in a resource).

Users must have the correct permissions applied to their profile in order to manage bespoke services. These can be either 'Read Only' or 'Read Write'.

- 'Read Only' will allow users to view the settings only and users will not be able to make any changes.
- 'Read Write' will allow users to view the settings and users will be able to make any changes.

If the set up has common elements (Common Box), a button 'View Common' will appear in the menu on the right-hand side.

A screen similar to below will be displayed. The actual modules displayed for any given service will be wholly dependent on the set up of that IVR.

The screen is split into four sections, Inbound Service, Bespoke IVR, Modules & Resources.

For example, a Destination Module could have a Queue as Resource.

To amend either a Module or a Resource, click on the 'Modify Service' button on the righthand side of the screen, then click on the 'Edit' button to the left of the item to be edited. This will need to be repeated for each item that is to be amended.

🙀 Favorites 🛛 🏉 Portal Inbound Serv	ices						🏠 • 🚔 • Page •
Accounts	Inhound Service	//D-1872334)					
Management Tools		(ID. 1872034) Bespok	e IVR	Agent	DISE MDT		Service Tasks
Numbers	Description	Opal Int	ernal IVRs/Irlam	State	Active		View Common
Orders		Portal T	est/Start				View Connected Numbers
Products & Services	Created on	17 Jul 2	012 11:19:57	Last updated o	n 05 Feb 20	14 14:38:08	View Reports
Ponorte	Replay		1				View Accounts
Bespoke IVR (Custo		omer:001238 Box	(:0027 Start:0001)	View IVR Account Details View Related Services			
Users	Isers						
							L View Real Time Queue Stats
	Module Type	[All		The module type			Z Edit Service Information
	module type	TAII		<u> </u>			Modify Service
							Modify Common
	Module	Туре	Description	0	estination		😒 Connect Service
	View Hours		Main	-			Disconnect Service
	View Destinat	ion	Closed 2	0	8002980516		-
	View Switch		DR	-			
	View Menu		Main	-			
	<u>view</u> Destinat	ion	Opt 1 Queue On	ily U	1925554745, Queueo		
	Deserts per Page		_			Page 1 of 4	
	Records per Page .						
	Resources						
	Resource Type	All		The resource type			
		Resource Type		Description	i i		
	View	Count		IrlamTestOp	5		
	View	Call Plan		PSG Irlam Te	est Opt 2		
	View	Call Plan		PSG Irlam Te	est Opt 3		
	View	Queue		IrlamTestOp	1		
	View	Queue		IrlamTestOp	2		
	📕 💽 🕨 Total I	Records: 6 🖪				Page 1 of 2	
	Records per Page :	5 💌				1 G0	
							a Internet

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2.1 Service Task Panel

- View Service.
 - Returns to view only screen of service.
- View Common.
 - If there are common elements, goes to view only screen of view functions.
- View Connected Numbers.
 - Shows NGNs / Geo Fix Nos connected to service.
- View Reports.
 - \circ Goes to IVR Reports screen.
- View Accounts.
 - Shows Portal account / s the ID is assigned to.
- View IVR Account Details.
 - Shows Accounts & PINs for recording messages.
- View Related Services.
 - \circ If an IVR is created with multiple ID, this will show all related IDs.
- View Real Time Stats.
 - Launches new window for running graphs showing queue stats.
- Edit Service Information.
 - Allows the name of ID to be amended.
- Modify Service.
 - To make any changes to settings this must be selected.
- Modify Common.
 - To make any changes to common settings this must be selected.
- Connect Service.
 - Connects Inbound numbers to service.
- Disconnect Service.
 - Disconnects Inbound numbers to service.

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3. Adjust Out Of Hours Settings

On selecting the Edit Hours Module, the following screen is presented:-

oots >	Inbound Se Type Description Created on	rrvice (10;1	872334) B ⁱ O 11	espoke IVR palinternal IVRa@lam Portal Test/Start 7 Jul 2012 11:19:57	Agent State Last updated on	DISE I Active 31 Au	IDT 9 g 2012 10:32:53	Service Tasks S View Service View Common View Common View Connected Number View Connected Number
ervices >	Filler (Mail	Edit	Action Closed 1 Open	Day/Date Bank Holiday (England) Defaut		Start Time 00:00 N/A	End Time 23:59 N/A	View Kepuns View Accounts View V/R Account Detai View Kelated Services View Real Time Queue 5
	Update	Cancel						Edit Service Information Modify Service Modify Common Connect Service Disconnect Service

To add a rule click on 'Add Rule' or click 'Edit' against an existing rule, the following pop up screen will appear: -

			Welcome Julian Whittaker Test Change Pasaword Logoff
Home User Guides Accounts Management Tools Numbere Orders Products & Services	Inbound Service (ID) Type Description Created on Replay	Code Hours - Plicesonth Internet Explorer provided by Taik falls Group Planet (Carrier Linkship), com/internet Explorer provided by Taik falls Group Planet (Carrier Linkship), com/internet Explorer provided by Taik falls Group Planet (Carrier Linkship), com/internet Explorer provided by Taik falls Group Planet (Carrier Linkship), com/internet Explorer provided by Taik falls Group Planet (Carrier Linkship), com/internet Explorer provided by Taik falls Group Planet (Carrier Linkship), com/internet Explorer provided by Taik falls Group Planet (Carrier Linkship), com/internet Explorer provided by Taik falls Group Planet (Carrier Linkship), com/internet Explorer provided by Taik falls Group Planet (Carrier Linkship), com/internet Explorer provided by Taik falls Group Carrier Linkship), com/internet Explorer provided by Taik falls Group Carrier Linkship), com/internet Explorer provided by Taik falls Group Carrier Linkship), com/internet Explorer provided by Taik falls Group Carrier Linkship), com/internet Explorer provided by Taik falls Group Carrier Linkship), com/internet Explorer provided by Taik falls Group Carrier Linkship), com/internet Explorer provided by Taik falls Group Carrier Linkship), com/internet Explorer provided by Taik falls Group Carrier Linkship), com/internet Explorer provided by Taik falls Group	Service Tasks Service Tasks View Service View Reports View Counts
Reports +			View IVR Account Details
Users	Hours (Main)	Action Open Control The action that this rule should follow	View Real Time Queue Stats
	Cancel	Problected Days Public Holidays Special Days All Day Start Time End Time Monday P 00:00 (23:59) Cancel Finish. Cove Present Page 19,00%	Edit Service Information Modify Service Connect Service Disconnect Service
Done			11 Internet

From this screen the values that can be edited are:-

- Action
- Time Periods
- Weeks / Days

Click on 'Finish' then 'Update' to activate changes.

Repeat the above for each separate period

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3.1 Hours Logic

The logic for the hours settings is as follows:-

- 1. Special days
- 2. Bank holidays
- 3. Named days Sunday, Monday etc.
- 4. Weekdays / Weekends
- 5. All days
- 6. Default

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4. Adjust Queue Settings

On selecting the Edit Queue Resource, the following screen is presented: -

Inbound Services (0):18/2334) data Type Bespoke F/R Agent DBE MOT	
Indigation (Interview) (Intel22334)	
Type Bespoke N/R Agent DISE MDT	Service Tasks
Amarte Tourks Personalita in Constant and Allahorisan Porta TextState in Safe Addres are the Constant of T2 Jud 2012 11 19 57 Last updated on 25 Sap 2012 11 20 10 A Survey Cancel Unit 100 TextState Index of the Constant in the Const Oursey Limit 200 Text matching of the Constant in the Const Calif Limit 2 Text Constant in the Const Ourse Cancel	View Service View Connected Numbers View Connected Numbers View Accounts View Account Details View Real Time Queue Stat View Real Time Queue Stat Stat Service Information Modify Service Concert Service

From this screen the values that can be edited are: -

- Queue Limit (1 to 100)
- Queue Time (10 to 9999, in seconds)
- Call Limit (2 to 100)

Click on 'Update' to confirm settings.

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5. Adjust Destination Settings

5.1 Termination Number only

On selecting the Edit Destination Module, the following screen is presented: -

des	insound services				-
a.	Inbound Service (ID:1872)	334)			Service Tasks
eert Tools. & Rervices	hidaanad kurvaa (box0/2) Type Description Created on Permanetary (byd d fox ho Ferminating Kumber * Ring Time * Rag-ond Istal Upbiain Cance	Statu Bespoke MR Opainternal /Red/Stan Opainternal /Red/Stan 01002 Opainternal /Red/Stan 01002 Opainternal /Red/Stan 01002 Opainternal /Red/Stan	Agent Sale Last updated on The following worker types can the second of the following to the one based of the moust. Default the second of ministry. Default the	DISE MOT Active 25 Sep 2012 11:17:03 be expected Network, UK Islands, Mallin, Paging and day will mg (in escenda). Momuni: 5 seconds. Macmuni: 30 seconds.	Evrice Table Vew Genetice Shutters Vew Connected Shutters Vew Reports Vew Reports Vew Accounts Vew Accounts Vew Related Services Vew Related Service Set Service Information Adulty Service Deconnect Service Deconnect Service

From this screen the values that can be edited are: -

- Termination number
- Ring Time (10 to 180, in seconds)
- Replay (On or Off)

The termination number can be any valid UK landline number (international & mobile numbers can also be entered if the permission has been requested.

(A request must be placed with the service provider to enable these permissions.)

The 'Ring Time' is how long the termination number will ring before the next action is taken as defined by the IVR set up. This is a numeric value in seconds (10 to 180).

To enable or disable Replay from the module, check the tick box to enable, uncheck to disable. Click on 'Update' to activate changes.

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5.2 Call Plan

On selecting the Edit Destination Module, the following screen is presented: -

ement Tools rs	Type Description	Bespoke IVR Opal Internal IVRs/Irlam Portal	Agent	DISE MDT	Service Tasks
rs	Description	Opal Internal IVRs/Irlam Portal	Agent	LOTOL THEOT	
		Test/Start	State	Active	View Common
	Created on	17 Jul 2012 11:19:57	Last updated on	05 Feb 2014 14:38:08	View Connected Numbers
ices •	Replay	Enabled			View Reports
•		Course of the second		10	View Accounts
	Destination (Opt 3 Call	Plan Only)			View IVR Account Details
	Routing Code	3200	The routing code.		View Related Services
	Terminating Number *	Call Plan (PSG Irlam Test Opt 3)	The following number types ca and International	in be specified:National, UK Islands, Mobile, Paging	View Real Time Queue Sta
	Ring Time *	300	The maximum time that this nur Maximum: 300 seconds (5 min	nber will ring (in seconds). Minimum: 5 seconds, utes). Default: 15 seconds.	Edit Service Information
	Replay	5	Check to enable replay for this	number.	Modify Service
	Call Attempts *	2	The maximum number of call at	tempts to make.	Modify Common
	Hold Time !		The maximum time between ca	attempts (in seconds).	Connect Service
	Hora Time	10			Disconnect Service
	* Required field				
	Update Cancel				

From this screen the values that can be edited are: -

- Ring Time (10 to 180, in seconds)
- Call Attempts (2 to 250)
- Hold Time (10 to 60, in seconds)

The 'Ring Time' is how long the termination number will ring before the next action is taken as defined by the IVR set up. This is a numeric value in seconds (10 to 180).

The 'Call Attempts' is how many times the IVR will make dial attempts to termination numbers in the Call Plan before the next action is taken as defined by the IVR set up.

The 'Hold Time' is the length time the call is held in the network inbetween making 'Call Attempts'.

To edit the Call Plan, click on Call Plan Name next to the terminating number field or select the Call Plan from the resource menu. The following screen will be displayed: -

Guides							
agement Tools	Inbound Service	(ID:1872334)			DIOC LIDE		Service Tasks
bers Ins Nucts & Services	Description Created on Replay	Bespoke IVK Opal Internal IVRs/Irlam Porta Test/Start 17 Jul 2012 11:19:57 Enabled	Agent I State Last update	d on	Active 29 Jan 2014 14:10	23	View Service View Connected Numbers View Reports View Accounts View R/D Accounts
s ·	Call Plan (PSG Irla	im Test Opt 3)					View Related Services
	Options Order	Longest Waiting	The order in wh	ich destinations are i	elected.		View Real Time Queue St
	Home Working Loop	। हि	Check to allow Check to go bar	destinations to be log in to the start of the o	ged on and off. all plan if the end is reache	d	Edit Service Information Modify Service Connect Service
	TLIS						Disconnect Service
		Terminating Number	Description	Replay	Logged In	-	Coll Plan Tasks
	Edit Dest 1	01925554725 Records: 1 🙁	Test	Disabled	F	Page 1 of 1	View Call Plan Usage
	Records per Page	5				1 Go	
	Update Cancel	Ú					

From this screen the values that can be edited are: -

- Order
- Home Working

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Loop

The 'Order' function allows different methods of call presentation to be selected. Termination destinations can be selected either on a sequential basis know as 'Indexed' (looks down a list) or 'Longest Waiting' (looks for termination number that has waited longest for a dial attempt) from a drop-down menu.

If the 'Home Working' box is checked, this allows users to login or out of the Call Plan using the web interface.

If the 'Loop' box is checked, this is to check to go back to the start of the Call Plan if the end of the list is reached.

Termination numbers (TLIs) can be edited, added, removed or reorganised.

To edit a TLI click on the 'Edit' button. The following screen will be displayed: -

Home User Guides My Settings Accounts Management Tools Kumbers Products & Services	Inbound Service (10:1972 Type Description Created on	111 C Call Flam 111 - Hisconsoft Internet Explorer provided by Talk Talk torong I Happy Jone - Lab dagle.com Internet Explorer Memory Plantage Commercial Call Flam Call Flam Specify the terminating number properties Talk Talk	Service Tasks View Service View Common View Common View Reports
Reports •	Options Order Home Working Loop TLIs Edd Dest 1 0 M Vide Record Records por Fage 2 Update Cancel	Recuting Code	Very Accounts Very Account State Very Readed Services Very Readed Services Very Readed Services Very Readed Services Very Readed Service State Molity Service Molity Service Cennent Service Cennent Service Cennent Service Cennent Service Very Call Nam Very C
		Concel Frank Sone T _A × 14,95% •	

Enter the new TLI then click 'Finish' then 'Update' to activate change.

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To add a new TLI click on the 'Plus' (+) next to the existing TLI. The following screen will be displayed: -

anagement Tools	ne (ID:	Call Plan TLI - Microsoft Internet i	xplorer provided by TalkTalk Group		Service Task	
imbers De iders oducts & Services	scription eated on	Call Plan Specify the terminating number propert	iervice/Hanagement/Hanage/CommonCovicrols)	TalkTalk	View Serv View Con View Rep	ce nected Numbers arts punts
porta Con lerra Con He Lo Lo R R U	III Plan (PSC Intern) der me Working op is dd Dest 1 e Total Ree conda per Page	Terminating Number Description	The following number bytes of bitmentional bitmentional 200 deception associated with 200 deception 200 deception	an ba .Mobile. Paging and . Do the destination (max.) 	View VRA View Real View Real Edd Senie Edd Senie Comest 5 Discome Call Plan Tai View Cal	Account Details ted Services Time Queue Sta e Information rvice ienice at Service ks I Plan Plan Usage

From this screen the values that can be edited are: -

- Terminating number
- Description

Enter the new data then click 'Finish' then 'Update' to activate change.

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6. Adjust Switch Settings

On selecting the Edit Switch Module, the following screen is presented: -

Inbound Services
Scholand Service Dist Not Service Table Type Respile ///R Agent Dist Not Bescription Oga Internal //Rishise Portsi Testificat Addre If Wew Generated Runders Created on 17 Jul 2012 11 (19 57 Last updated on 25 Step 2012 11 (12 21) If Wew Generated Runders Sectory Torm On w The asson the watch is set to Vew Rescue Destina Vew Rescue Destina Update Cancell On w The asson the watch is set to Vew Rescue Destina
Service (col) Open
Action On a The action the suitable set to Update Cancel Of Concellation Concellati
E El Barvio Information E Madri Sarvio C Connect Barvio E Dacionet Barvio

From this screen the values that can be edited are: -

• Switch Actions

From the 'Action' drop down menu all the options available to the particular switch selected will appear.

Select the option required then click on 'Update' to activate change.

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7. Verification Module

On selecting the Edit Verification Module, the following screen is presented: -

Inbound Service (ID: Type Description Created on Replay Verify (Opt 6 Verify Se Verify Type	1872334) Opal Internal IVRs/Irlam Portal Test/Start 17 Jul 2012 11:19:57 Enabled	Agent State Last updated on	DISE MDT Active 29 Jan 2014 14:10:23	Service Tasks View Service View Connected Numbers View Reports
Type Description Created on Replay Verify (Opt 6 Verify Se Verify Type	Bespoke IVR Opal Internal IVRs/Irlam Portal Test/Start 17 Jul 2012 11:19:57 Enabled	Agent State Last updated on	DISE MDT Active 29 Jan 2014 14:10:23	View Service View Connected Numbers View Reports
Description Created on Replay Verify (Opt 6 Verify Se Verify Type	Opal Internal IVRs/Irlam Portal Toet/Start 17 Jul 2012 11:19:57 Enabled	State Last updated on	Active 29 Jan 2014 14:10:23	View Connected Numbers
Created on Replay Verify (Opt 6 Verify Se Verify Type	17 Jul 2012 11:19:57 Enabled	Last updated on	29 Jan 2014 14:10:23	View Reports
Replay Verify (Opt 6 Verify Se Verify Type	Enabled	Last updated on	23 Jan 2014 14:10:23	
Verify (Opt 6 Verify Se Verify Type	t)			View Accounts
Verify (Opt 6 Verify Se Verify Type	()			View IVR Account Details
Verify Type	(Contraction of the second sec			View Related Services
	C.ntered	The verification type. Entered data to verify. Calling Number will be verified. Dialter Number verified.	View Real Time Queue	
Verify Data	Verify Set (IrlamTestOpt6)	The verification data.		Madify Sanisa
Undate Cancel				Connect Senice
Ener descents (Connect Connec
	Update Cancal	Update Cancel	Lipdate Cancel	Update Cancel

From this screen the values that can be edited are: -

• Verify Type

Select the option required then click on 'Update' to activate change.

To edit the Verify Set, click on Verify Set Name next to the Verify Data field or select the Verify Set from the resource menu. The following screen will be displayed: -

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7.1 Verify Set

On selecting the Edit Verify Set Resource, the following screen is presented: -

uides ts	-						
ment Tools	Inboun	Servio	e (ID:1872334		A	DIGE MOT	Service Tasks
ra	Descrip	tion		Opal Internal IVRs/Irlam Portal Test/Start	State	Active	View Service
contraction to the second	Created	on		17 Jul 2012 11:19:57	Last updated on	29 Jan 2014 14:10:23	View Reports
& Services	Replay			Enabled	2010/06/2010/06/2010		View Accounts
s - 884							View IVR Account Details
	Verify S	iet (Irlan	nTestOpt6)				View Related Services
	Maxim	m Leng	th * 100	000000	The maximum length of da	ata which can be entered.	
	-	1	Data	Description	Max Use	Action	Edit Service Information
				D Test	100000000	Opt 6 Verify Set OK 1	Cassed Service
	E	Edit	01612222120	0 1921			
	Add D	Edit ata C	01612222120 Delete Selected	Data			Disconnect Service
	Add D * Require Update	Edit ata E rield Can	01612222120 Delete Selected	Data	H.4400207		Connect Service Disconnect Service
	Add D * Require Update	Edit ata E a field Can	01612222120 Delete Selected	Data			Obinect Service Disconnect Service
	Add D * Require Update	Edit ata E a field Can	01612222120	Data			Connect Service Disconnect Service
	Add D * Require Update	Edit ata E a field Can	01612222124	Data			Connect Service Disconnect Service
	Add D Require Update	Edit ata E field Can	01612222124	Data			Disconnect Senice
	Add D * Require Update	Edit atta E field Can	0161222212(Delete Selected	Data			Disconnect Senice
	F Add D * Require Update	Edit ata E 1 field 2 Can	0161222212(Delete Selected	Ten Data			Disconnect Service
	F Add D * Require Update	Edit ata E 1 field 2 Can	0161222212(Delete Selected	Data			Disconnect Senice

From this screen the values that can be edited are: -

- Maximum Length
- Edit Data
- Add Data

• Delete Data

To edit the Maximum Length, enter the new data, click on 'Update' to activate change.

To edit an existing entry, click on 'Edit', the following screen is presented: -

lanagement Tools umbers rders roducts & Services	Type Description Created on Replay	Verify Set Data = M The set Data = M D https://portal.talktalk Verify Set Data Specify the set data	icrosoft Internet Explorer provided plc.com/inform/ServiceManagement/Man	by Talk Talk Group E age/bespoliat/W/VerfsSetWiz.aspx?ID=1872334		Service Tasks View Service View Connected Numbers View Reports View Accounts
sorts •	Varity Set (I Options Maximum L I'' I'' Edg Add Data ''Required field Update	Enter Verify Set Data * Description * Max Use Action * Required field	deta directy 01612222120 Teet 100000000 ○Opt 6 Veerly Set OK 1 ▼	Enter the data Enter the exception Enter the maximum usage, enter 0 for no limit Select the appropriate action Cancer F Deternet V _A + 1, 59%	nish	View Viet Account Uctains View Real Time Queue Sta View Real Time Queue Sta Git Service Information Modify Service Connect Service Disconnect Service

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From this screen the values that can be edited are: -

- Description
- Maximum use
- Action

Enter the new data then click 'Finish' then 'Update' to activate change.

To add new data click on 'Add Data' button, the following screen is presented: -

counts lanagement Tools umbers rders roducts & Services	Inbound Serv Type Description Created on Replay	Verify Set Data - Mi https://portal.talktaly Verify Set Data Specify the set data	Service Tasks View Service View Connected Numbers View Reports View Accounts		
	Verity Sat [If Options Maximum Le	Enter Verify Set Data " Description " Max Use Action *Required field	data directly	Enter the deal Enter the description Enter the measimum usage, enter 0 for no timit Select the appropriate action Cancel Finisti Externet $r_{A} = 1$ (55%).	View Related Senices View Real Time Queue St. Edit Senice Information di Moddy Senice Connect Senice Disconnect Senice Disconnect Senice

From this screen the values that can be edited are: -

- Data
- Description
- Maximum use
- Action

Enter the new data then click 'Finish' then 'Update' to activate change.

To delete data, check the tick box next to the data to be deleted, then click on 'Delete Selected Data'.

Click 'Update' to activate change.

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8. Data Capture Settings

On selecting the Edit Data Capture Module, the following screen is presented: -

Notice of Services Description Descriptio	in the second se	bound	Servic	e 5					۲		
A condi- ter conduct The main and the state of the s	15	obound 5	and an a	0-40222341							
at rook of Createria on Operational Nitroisan Portal Tard20121 11927 1243 2012 11192 0 2012 1119		lyne	and the second		Besnoke MR		Agent	DISE MOT		Service Tasks	
Created on 17 Jul 2012 11 19 37 Last updated on 25 Sep 2012 11 19 50 Intervalue Intervalue Canadro Capabore Servalue Daabled Max Silence 3 seconds Servalue Outor Refarmed Servalue Servalue Auto FTP Intervalue Outor Refarmed Servalue Intervalue Vacional Servalue Servalue Servalue Intervalue Contraction (Virt State Capabore) Intervalue Outor Refarmed Servalue Intervalue Contraction (Virt State Capabore) Intervalue Vacional Servalue Intervalue Contraction (Virt Servalue) Intervalue Servalue Intervalue Servalue Intervalue Contraction (Virt Servalue) Intervalue Servalue Intervalue	ent Tools	escriptio	n		Opal Internal IVRs/m	am Portal Test/Start	State	Active		View Service	
Static Capture (Dpt # Data) Data) Max Silence 3 accords Second Berough Control (Second Second S		created or	0		17 Jul 2012 11:19:57		Last updated on	25 Sep 2012 11 19	50	View Connected Numbers	
Name of the State Capabing Service Microsoft Network Capabing Netw					101020000000000000000000000000000000000					View Reports	
Marken Barken		lata Captu	ire (Opt B	Data Captur	n)					View Accounts	
Record Minerrupt Databled Max Silence 3 seconds Image: Contract Minerrupt Disabled Max Silence 3 seconds Image: Contract Minerrupt Disabled Disabled Image: Contract Minerrupt Image: Contract Minerrupt Disabled Seconds (Minerrupt) Image: Contract Minerrupt Image: Contract Minerrupt Disabled Seconds (Minerrupt) Image: Contract Minerrupt Image: Contract Minerrupt Valcemail Recovery Mor Ande Disabled Image: Contract Minerrupt Disabled Pary Gain Disabled Image: Contract Minerrupt Disabled Disabled Disabled Image: Contract Minerrupt Disabled Disabled Disabled Image: Contrupt <td>· · · ·</td> <td>Service</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>View IVR Account Details</td>	· · · ·	Service								View IVR Account Details	
Storage Auto TTP Disabid New Days On IVIR 50 days Seved Days On IVIR 7 days In ecovery Interface Recovery Mere Auto Disabid Pairy Interface Recovery Mere Auto Disabid Pairy Interface Colorenal Recovery Mere Auto Disabid Pairy Interface Recovery Mere Auto Disabid Pairy Interface Called Pairy Storage Disabid Pairy Interface Called Pairy Storage Disabid Pairy Interface Enabled Pairy Storage Disabid Edit Storage Storage Storage Disabid Edit Storage Storage - - Edit Storage Storage - - Edit Storage <td></td> <td>Record In</td> <td>terrupt</td> <td></td> <td>Disabled</td> <td></td> <td>Max Silence</td> <td>3 seconds</td> <td></td> <td>View Related Services</td>		Record In	terrupt		Disabled		Max Silence	3 seconds		View Related Services	
Interget Autor FTP Deached How Days On IVR 50 days Saved Days On IVR Tays Oraconsery Concentry Tays Tays Oraconsery Recovery Mark Autor Tays Tays Tays Oraconsery Encovery Mark Autor Tays Tays Tays Tays Name False Recovery Mark Autor Tays										View Real Time Queue Sta	
Auto FP Dealede End Service Montant Incorrery Bared Days On IVR 7 days Incorrery Recovery Montant Daaled Recovery Mintrafae Vacional Recovery Montant Pay Date/Time Faabid Pay Date/Time Daaled Pay Service Monter Faabid Pay Date/Time Daaled Pay Date/Time Faabid Pay Date/Time Confirmation Pay Date/Time Faabid Pay Date/Time Daaled Pay Date/Time Faabid Pay Date/Time Daaled Pay Date/Time Backed Pay Date/Time Daaled Stot Stot Stot Statis It/S Date/It/S D		Storag	a 0)								
Here Days Ch YM 0 days Banned Days Ch YM 7 days Discoursey Recovery Manual Recovery Manual Recovery Manual Recovery Manual Prop Date/Inter Enabled Prop Cl State St							Auto FTP	Disabled		Edit Service Information	
Oldecovery Recovery New Auto Disabled Recovery New Auto Disabled MA Pay Date/Time Enabled Pay Out Enabled Pay Service Number Daabled Pay Not Enabled Pay Service Number Daabled Pay Not Enabled Pay Territe Number Enabled Pay Not Enabled Match Them Recovery New Auto Daabled Pay Soci Enabled Match Them Recovery Other Enabled Pay Territy Daabled Edit Statist 10:05 Statist 50:10 Statist 10:02 Statist 50:00 Statist 50		New Days	On IVR		90 days		Saved Days On IVR	7 days		Modify Service	
Confirmation December (Rev Auto Datable Parge Secord Reververy (Rev Auto) Disable Disable Parge Secord Reververy Confirmation Disable Parge Secord Reververy Disable Enable Reververy Parge Second Reververy Disable Reververy Disable Disable Stord Reververy Stord Reververy Disable East Lind State Initial State I		-	2422.01							Connect Service	
Recovery Inter Auto Bascind Terministic Sector Phone Auto Recovery Inter Auto Bascind Terministic Sector Phone Auto Play Date/Time Enabled Play Date/Time Enabled Play Service Number Dashed Play Service Number Enabled Play Service Number Enabled Play Terminity Dashed Terminity Terminity Dashed Sector Sector Sector Enabled Sector Sector Sector Sector Sector Sector Sector Sector Sector Sector Sector Sector Sec		 Recov 	ery.		Second second second				i.	Disconnect Service	
Recovery by Generated Number // No Page Diservice Dealed Dealed Page Tote Dealed Page Tote Dealed Page Tote Dealed Page Tote Dealed Page Tote Page Tote Dealed Dealed Page Tote Page Tote Dealed Dealed Model // Page Tote Page Tote Dealed Dealed Edit Settica Dealed Dealed Dealed Dealed Boot Edit Settica Dealed Dealed Dealed Edit Settica Deales Stot Deales Confirmation Edit Settica Stot 1 - - Dealed Edit Settica Settica Setcica Setcica Dealed Edit Settica Setcica Setcica Setcica Dealed Edit Setcica Setcica Setcica Setcica - Edit Setcica Setcica - - -		Recovery	Interface	E.	Voicemail		Recovery New Auto	Disabled			
Name Distance Distance Name Calabid Play total Calabid Statistics Confirmation Confirmation Statistics Statistics Statistics		01 D			Reading of the second		Recovery By Generated Number	N/A			
Note Data base Party stote Enabled Pay Tone Enabled Play Engly Databled Undit/ These Recovery Order Enabled Play Engly Databled Undit/ These Recovery Order Enabled Play Engly Databled Stote Enabled Enabled Enabled Enabled Stote Record Time = 30 seconds Databled Enabled Enabled Enabled Enabled Enabled Stote Factore Enabled		Play Date/	Time		Enabled		Play CLI	Disabled			
Bail Annue Recurary Orbite Labeles Mail Annue Recurary Orbite Labeles L		Play Servi	ice Numb	er	Disabled		Play Slot	Enabled			
Later Face Anound it uses EXECUTE Face Anound it uses State S		Play Tone		Control of	Enabled		Play Empty	Disabled			
EXECUTION CONTINUES Solute 4 to 10 State 110 State 16 to 20 Motion Confirmation Solute 4 to 10 State 110 State 16 to 20 Motion Confirmation Solute 4 to 10 State 110 State 16 to 20 Solute 4 to 10 State 10 State 16 to 20 Confirmation Edit Moti2 No action State 2 Record Time = 20 seconds Datable Edit Moti2 No action State 2 Record Time = 20 seconds Datable Edit Moti2 No action State 4 - Confirmation State 4 Edit Moti4 No action State 4 - Edit Moti4 No action State 4 - Edit Moti4 No action State 4 - Colspan="2">Colspan="2">-	4	Modify Pho	ING HECOY	ity urger							
Solsta 4 to 10 Sels 11 to 15 Selsta 6 to 20 Stort 1 to 5 Selsta 6 to 10 Selsta 11 to 15 Selsta 16 to 20 Stort 1 to 5 Selsta 6 to 10 Selsta 11 to 15 Selsta 16 to 20 Stort 2 Selsta 6 to 10 Selsta 11 to 15 Selsta 16 to 20 Lot 3 Stort 1 Pay Stort 1 - - Lot 3 Stort 1 Stort 1 Record 1 Stort 1 - Lot 3 Stort 3 Record 1 Record 1 Stort 3 - Lot 3 Stort 4 No action 1 Stort 4 - - Lot 3 Stort 4 No action 1 - - -	1	dit Settings	8								
Stort Route 110: 10 State 110: 201 Stort Route 110: 2014 110: 2014 Stort Route 110: 2014 110: 2014 Stort Route 110: 2014 110: 2014 Confirmation Route 100: 2014 <th colspa<="" td=""><td></td><td>Slots</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th>	<td></td> <td>Slots</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>		Slots								
Motion Number Action Description Mot Details Confirmation Edit Not 1 Pay Dot 1 - - Edit Not 2 Record Time >0 seconds Dashed Edit Not 4 Not control - Edit Not 4 Not control - Edit Not 4 Not control - Edit Not 4 - - Edit Not 4 - -		Slots 1 to	o.5 Slots (to 10 Slots 1	1 to 15 Slots 16 to 20						
Edit Stort Page Stort - - Edit Mort 2 Record Stort 2 Record Time = 30 aeconds Disabled Edit Mort 3 Nort 3 - - - Edit Mort 4 No action Stort 4 - - Edit Mort 4 No action Stort 4 - - Edit Mort 4 No action Stort 4 - -		1	Slot Number	Action	Description	Slot Detail			Confirmation		
Edit Mort 2 Record Encord Time = 30 accords Disabled Edit Mort 3 Nort 3 - - Edit Mort 4 No action Bit 4 - - Edit Mort 4 No action Bit 4 - - - Edit Mort 4 No action Bit 4 - - -		Edit	Slot 1	Play	Slot 1	-					
Litt Stot 3 No action Stat 3		Edit	Slot 2	Record	Slot 2	Record Time	= 30 seconds		Disabled		
Edd Skot 4 No action Skot 4		Edit	Slot 3	No action	Slot 3	-			•		
Edit Stot 5 No action Slot 5 -		Edit	Slot 4	No action	Slot 4						
		Edit	Slot 5	No action	Slot 5	171			10		

To edit a slot, click on 'Edit' next to the slot to be amended. The following screen is presented dependant on current setting: -

From these screens the values that can be edited are: -

- Action
 - No Action
 - Description
 - Get Digits
 - Description
 - Message Interrupt
 - Data Tone
 - Data Type
 - Minimum, Maximum & Confirmation
 - o Play
 - Description
 - Message Interrupt
 - o Record
 - Description
 - Message Interrupt
 - Record Tone
 - Record Time
 - Confirmation
- Description

There are scroll buttons (< & >) to move forward or back a slot.

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If slot set to 'No Action': -

	Welcome J	ulan Whittaker Test Change Password Logoff
Home User Guides Accounts Management Tools Numbers Orders	Inbound Service Management Industry Service (D) Industry Service	Ann Vhildar Yeal (clange bass wild) Legalf Service Tasks D View Serkce C View Connected Numbers View Reports
Products & Services Reports Users	Childre Unit Data Capture Stot - Stot 1 Data Capture (Opt 8.1) Data Capture Stot - Stot 1 Record Interrupt Description Service Description Source Stot 1 Service Description Stot 2 Stot 1	View Accounts View VRA Account Details View Related Services View Real Time Queue Stats Edit Service Information Modify Service
	Recovery Edit Settings Image: Content of the set of t	Connect Service Disconnect Service
	Log Not Pro action Slot 5 Update Cancel	
		smet ⊴≦ • #2,95% • ,

If slot set to 'Get Digits': -

worites CPortal Inbound Ser	vices		🏠 + 📾 + Pag
TalkTa	Inbound Service	Management	Welcome Julian Whittaker Text <u>Change Patraword</u> Logi
er Guides counts	Inbound Service (ID:		Service Tasks
inagement Tools	Туре	Modily Data Capture Service - Microsoft Internet Explorer provided by TalkTalk Group	View Service
mbers	Description	(c) https://portal.taktakpc.com/incouriosetvicemanagement/manage/commoncontrols/uscal.apture/modity/	View Connected Numbers
ders		Set Data Capture Slot	View Reports
oducts & Services	Created on	Specify the data capture slot.	View Accounts
ports +	керіау		View IVR Account Details
ers	Data Capture (Opt 8 D	Data Capture Slot - Slot 1	View Related Services
	Service	Action Get Digits Action type of this data capture slot.	View Real Time Queue Sta
	Record Interrunt	Description Slot 1 Description of this data capture slot.	
	necora interrupt	Message Interrupt	Edit Service Information
	Storage	played.	Modify Service
		Cat Diales Sattians	Connect Service
	Recovery	Data Tone R If set, a tone is played before the celler should	Disconnect Service
	Edit Cattings	start entering data	
	Con Setungs	Data Type C Digit C Mobile Allows the input of any combination of digits within the specified range.	
	Slots	CTelephone Card	
	Slots 1 to 5 Slots 6 to	C Land Line C Date	
	Slot Anti-	Minimum Enter minimum number of digits to be captured.	
	Number Acut		imation
	Edit Slot 1 Play	Cancel Finish	
	Edit Slot 2 No a	Done 🙀 - 🗮 95% -	
	Edit Slot 3 Play	0000	
	Edit Slot 4 Reco	d Slot 4 Record Time = 30 seconds Enab	led
	EOR 5100 5 140 a	tion Slot 5 -	
	Update Cancel		

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If slot set to 'Play': -

in the second			
nement Tools	Inbound Service (ID: 18303.4) Modify Data Capture Service - Microsoft Internet Explorer pr	ovided by Talk Talk Group 토미지	Service Tasks
germani roona	Type Inttps://pertal.talitalipic.com/InboundServiceManagement/Manage/Co	ommon/Controls/DataCapture/Modify:	View Service
	Set Data Capture Slot		View Connected Numbers
ets & Services +	Created on Specify the data capture slot.	TalkTalk	View Reports
de la	Replay		View IVR Account Datails
	Data Capture Slot - Slot 1		View Related Services
	Action Play	Action type of this data capture slot.	View Real Time Queue St
	Pesceription Slot 1	Description of this data capture slot.	
	Message Interrupt	If set, celler can skip the message	Edit Service Information
	• Storage	played.	Modify Service
			Connect Service
	C Recovery		Disconnect Service
	Edit Settings		
	31015		
	Stots 1 to 5 Stots 6 to		
	Number Actic	pofirmati	on
	Edit Slot 1 Play	Cancel Finish	
	Edit Slot 2 No a	10 × 12 95% + 4	
	Edit Slot 3 Play		
	Edit Stot 4 Record Stot 4 Record Time = 30 seconds	Enabled	
	Lan and a molecular shore		
	Update Cancel		

If slot set to 'Record': -

rounts nagement Tools	Inbound Service (ID: Type	Modify Data Capture Se	rvice - Microsoft Internet Explorer	rovided by Talk Talk Group 🔰 💻 📑	×I	Service Tasks
mbers	Description	https://portal.talktalkplc.com	om/InboundServiceManagement/Manage/	CommonControls/DataCapture/Modify:	-	View Service
lers oducts & Services →	Created on Replay	Set Data Capture Slot Specify the data capture s	iot.	TalkTa	ik ,	View Reports View Accounts
oorta +		Data Capture Slot -	Slot 1			View IVR Account Details
115	Data Capture (Opt 8 Da	Action	Record	Action type of this data capture slot.		View Real Time Queue St
	Record Interrupt	Description	Slot 1	Description of this data capture slot.		_
	Storage	Message Interrupt	-	If set, caller can skip the message played.		Edit Service Information Modify Service Connect Service
	Recovery	Record Settings				 Disconnect Service
	Edit Cattions	Record Tone	5	If set, a tone is played before the celler should start recording.		
	Edit Settings	Record Time	seconds	Maximum duration of a recording (4 to 600 seconds)		
	Slots	Confirmation	—	If set, the caller must confirm their recording.		
	Slots 1 to 5 Slots 6 to	< >				
	Number Actic			and more	pnfirmation	
	Edit Slot 1 Play			Cancel Finish	1	
	Edit Slot 3 Play		internet 🚱		A.	
	Edit Slot 4 Reco	rd Slot 4	Record Time = 30 seconds		Enabled	
	Edit Slot 5 No a	ction Slot 5			-	
	Update Cancel					

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9. Call Ratio

On selecting the Edit Ratio Module, the following screen is presented: -

Home	Inhound Services				Welcome Joe Blogs Logoff
User Guides	inseand services				
My Settings	Informat Surples - AD-4872334	0			
Accounts	Type	Bespoke IV/B	Agent	DISEMDT	Service Tasks
Management Tools	Description	Opal Internal IVRs/Irlam Portal Test/Start	State	Active	View Bervice
Numbers	Created on	17 Jul 2012 11 19:57	Last updated on	25 Sep 2012 11 23 12	View Common
Products & Services			0.0000000000000000000000000000000000000		View Reports
Reports +	Distribution (Opt 9 Ratio)				View Accounts
linera	The second se	Action	Percentage		View IVR Account Details
	Dute D	Opt 9 Hato H1	140		View Related Services
	HUR 2	Opt 9 Ratio R2	140		View Real Time Queue Stats
	HUR 3	Opt 9 Rato R1	20	-	
	Rule 4	Select	0	• -	Edit Service Information
	Distribute Evenly	Opt 9 Ratio R1	Evenly distribute all actions		Modify Service
	Update Cancel	Opt 9 Ratio R2			Modify Common
					Connect Service
					Disconnect Service

From this screen the values that can be edited are: -

- Rules
- Rule percentage
- Distribute evenly

Up to 9 rules can be applied. A rule can be added by clicking on the 'Plus' (+) sign on the last rule or removed by clicking on the 'Minus' (-) sign.

Percentage can be set for each rule; all rules must total 100% when added together.

If an even split is required against all rule, checking 'Distribute Evenly' will automatically work out the percentages.

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10. Menu Settings

On selecting the Edit Menu Module, the following screen is presented: -

Inbound Service (ID:187	(2334)			Service Tasks
Type Description Created on Menu (Main)	Bespoke V/R Opal Internal IV/Ra/riam Portal Test/Start 17 Jul 2012 11:19:57	Agent State Last updated on	DISE MOT Active 25 Sep 2012 11:12:21	View Service View Connected Number View Reports View Accounts
Menu Interrupt Play Tone Max Attempts *		Check to allow the menu to be inter Check to play a tone after the men The maximum number of attempts The maximum number of timenuts i	rupted. NJ. allowed in the menu. allowed in the menu.	View Related Services
Option Option 2 3 4 4 6 7 7 8 8 9 8 9 9 9 9 9 9 9 9 9 10 10 10 10 10 10 10 10 10 10 10 10 10	Action Opt 1 Oureur Only Opt 2 Oureur Cat Plan Opt 2 Call Plan Only Opt 4 Out Ob Only Opt 4 Call Count Opt 4 Veriny Set Opt 7 Veriny Iso Set Opt 9 Data Capture Opt 9 Plato	Enabled 17 17 17 17 17 17 17 17 17 17 17 17		coll archive and an information for Modify Service Connect Service Deconnect Service

From this screen the values that can be edited are: -

- Menu Interrupt (this allows callers to select an option whilst the menu message is being played)
- Play Tone (this plays a tone at the end of the menu message)
- Max Attempts (This is how many times a caller is allowed to enter an invalid option)
- Max Timeouts (This is how many times the menu message will be played when no input has entered by the caller)
- Options

For Options there are three fields are shown: -

- Option No
- o Option Name
- Enable Check box

The Menu Interrupt & Play tone are click boxes to enable or disable the function.

Max Attempts and Max Timeouts are numerical values (1 to 5).

To enable an option, check the appropriate box, to disable an option uncheck the appropriate option.

Click on 'Update' to activate any of the above changes.

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11. Call Count Settings

On selecting the Edit Call Count Resource, the following screen is presented: -

Home User Guides	Inbound Services			۲	THE CONTROL SOLUTION AND A TAXABLE
Konse User Guides Margagement Tools Management Tools Pionhorts & Stravisos Pionhorts & Stravisos Heports Users	Inbound Services	Bespite MR Opal Hernal MRaftan Portal Test/Start 17 Jul 2012 1111957	Agent State Last updated on	DISE MOT Active 25 Sep 2012 11 22 12 Pre stort.	Service Tasks Verv Service Verv Service Verv Service Verv Service Verv Algoris Verv Algoris Verv Algoris Verv Algoris Verv Real Macauto Bala Service Information Medity Service Deconnect Service Deconnect Service

The count limit is a numerical value (1 to 9999). Click on 'Update' to activate changes

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12. Queue Server Explanation

Queue Limit = Maximum number of calls held in the Queue

Queue Time = Max Amount of Time (in seconds) a caller will wait in the Queue

Call Limit = Maximum amount of calls the server will put through to the called party. (a call centre may have 75 staff but only want 50 staff answering calls at any one time)

If queue limit is set to 1, then one call will be accepted into the queue, every additional call while the first call is still queueing, will get the queue busy message. Calls stay in the queue (i.e. count against Queue Limit) until either they are answered or they timeout/abandon.

Example 1

Queue Limit = 1 Queue Time = 600 Call Limit = 15

The first call will come into the queue and the server will attempt an out dial. Until that caller is answered, or they timeout / abandon no other caller will be able to get into the queue. This will happen until 15 callers are connected. The 16th caller will go to the busy leg of the IVR.

Example 2

Queue Limit = 15 Queue Time = 600 Call Limit = 15

The first call will come into the queue and the server will attempt an out dial. The second, third.....fifteenth callers will also be placed in the queue, but these will not be attempting out dials. Until the caller at position one of the queue, is answered or any of the callers in the queue timeout / abandon, any new caller will hear a queue full message.

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