

# Call Management System

## Data Capture

# Call Management System

## Contact Details

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

## Issue Details

Issue number and date	Details of changes
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# Call Management System

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## Introduction

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

### Data Capture Management with The Call Management System

Data Capture is a network based, automated system designed to answer calls, interact with, and collect information from the caller. The service can be used in standalone mode or as part of a customer's bespoke Interactive Voice Response (IVR) package. The service is designed to work with non-geographic telephone numbers (NGNs) and each service can work with one or numerous NGNs, e.g. 0845 and 0870.

The service asks questions or plays information in slots of up to 600 seconds. Questions are followed by a slot for the caller to provide the requested information. The service has intelligence to recognise when a caller has failed to respond, or incorrectly answered, and can prompt the caller to try again.

Data Capture can be configured to:

- Provide callers with information i.e. Play only.
- Set up a series of questions (maximum of 20) and record the caller's response.
- Allow data to be entered by the telephone keypad or spoken by the caller.
- Enable recovery of the recorded files using a telephone or file transfer protocol (ftp) interface.

## Data Capture Variants

There are three variants of Data Capture, each type depends on the preferred method of retrieving callers' data:

**Data Capture** - Allows the service provider to dial in and listen to data capture messages. Each message is played one slot after another. Once a message is accessed it is marked as "read" to prevent other users processing the same call. This means that once read, individual messages cannot be recovered without listening to them all again.

**Data Capture Message ID** - This facility is particularly useful in applications where transcription of address or other details is required. The service provider or a transcription house can access the messages directly by dialling in and listening using a telephone interface. Messages are not marked as read but are given an "id" number which allows them to be individually retrieved.

**Data Capture FTP Transfer** - Message files are transferred to an ftp site to be recovered/transcribed offline. The transfer takes place several times per day. Voice files are reasonably large so potential customers should ensure they have sufficient internet bandwidth to download all calls.

## Features and Benefits

### Key Benefits

- One stop easy set up via The Call Management System screens using Wizards.
- One screen management of service settings, prompts & reports.
- Internal set up not required, completely customer configurable.
- No need for live operators saving time and money.

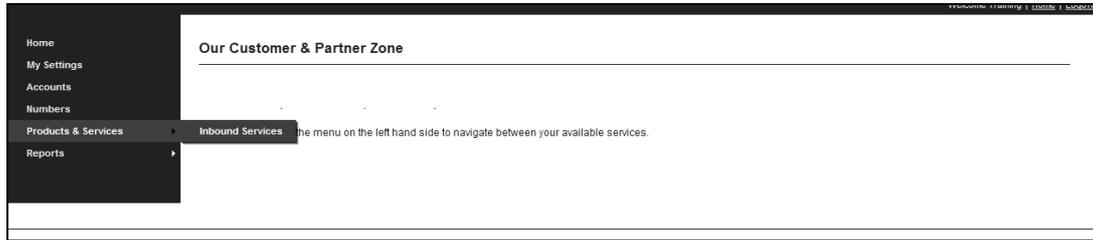
### Features & Benefits

- Wizard based easy to follow screens.
- 20 slot configuration.
- Prompt upload/Download/Playback.
- Self provision from the Portal.

# Service Management

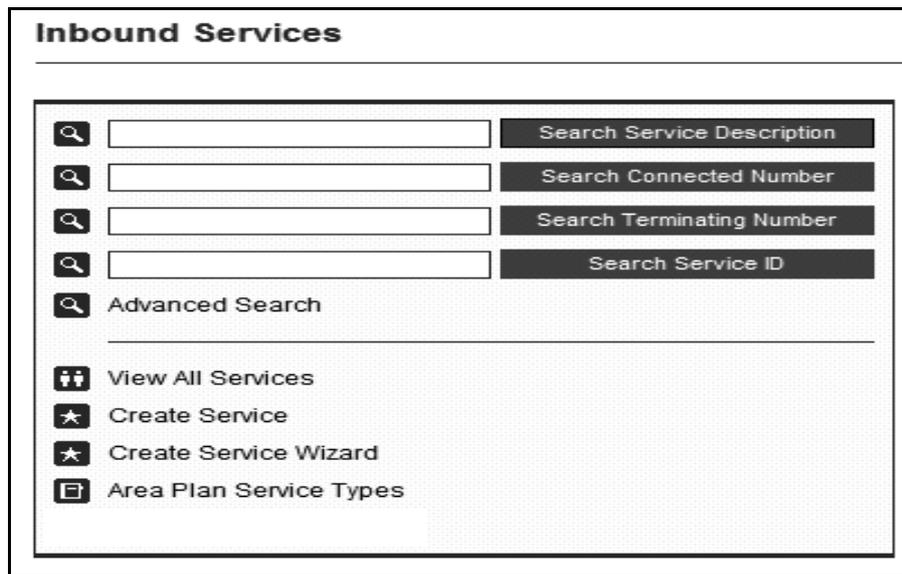
## Getting to the Services Screens

From the menu select Products & Services then Inbound Services.



**The 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 a Queue – Advanced Search

If the Data Capture 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 Call Queuing 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)
Agent	<input type="text" value="All"/>	The agent the service belongs to
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
<input type="button" value="Search"/>		
<a href="#">Simple Search</a>		

**Advanced Search Screen**

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

**Search Results**

<input type="checkbox"/>	<u>ID</u>	<u>Type</u>	<u>Agent</u>	<u>Description</u>	<u>Connected Numbers</u>
<input type="checkbox"/>	<a href="#">View</a> 58536	Data Capture Service	Tester Agent	SMC Test Service 1	0
<input type="checkbox"/>	<a href="#">View</a> 58538	Data Capture Service	Tester Agent	SMC Test Service 2	0
<input type="checkbox"/>	<a href="#">View</a> 58540	Data Capture Service	Tester Agent	SMC Test Service 3	0
<input type="checkbox"/>	<a href="#">View</a> 58542	Data Capture Service	Tester Agent	SMC Test Service 4	0
<input type="checkbox"/>	<a href="#">View</a> 540405	Data Capture Service	Tester Agent	Test service DC1	0
<input type="checkbox"/>	<a href="#">View</a> 540408	Data Capture Service	Tester Agent	Test service DC2	0
<input type="checkbox"/>	<a href="#">View</a> 56298	Data Capture Service	Tester Agent	test service SG 2	0

Total Records: 7
Page 1 of 1

Records per Page :

[Refine Search](#)

**Search Results**

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						1 Go
Total Records: 175						Page 1 of 9
<input type="checkbox"/>	<u>ID</u>	<u>Type</u>	<u>Agent</u>	<u>Description</u>	<u>Connected Numbers</u>	
<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> 241053	Bespoke IN Service	Tester Agent	Bespoke IN 601246	2	
<input type="checkbox"/>	<a href="#">View</a> 145781	Bespoke IN Service	Tester Agent	Bespoke IN 601246	4	
<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 Agent	Bespoke IN 604249	1	
<input type="checkbox"/>	<a href="#">View</a> 145830	Bespoke IN Service	Tester Agent	Bespoke IN 605213	4	
<input type="checkbox"/>	<a href="#">View</a> 146509	Bespoke IN Service	Tester Agent	Bespoke IN 608202	10	
<input type="checkbox"/>	<a href="#">View</a> 147861	Bespoke IN Service	Tester Agent	Bespoke IN 612222	998	

**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 Data Capture will be default settings and can be amended later as required.

- Enter the description.
- Select Data Capture under type.
- 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).

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

Select the accounts to place the new service into:

My Accounts

- Tester Agent Root Account

\* Required field.

### 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](#).

# 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 Data Capture 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

Next Cancel

## Select Agent and Service Type

- Enter a description.
- Select service type **"Data Capture Service"**.
- Select **Next**.

**Data Capture Settings**  
Data capture setting for this service.

**Service**

Record Interrupt  If set, caller can stop recording by pressing a key on their phone.

Max Silence  seconds Maximum silence (in seconds) before recording is stopped. (1 - 10 seconds)

Generate Number  No (Don't generate number) Generate a number for this data capture.  
 Range (Generate a random number in the specified range)  
 Unique (Generate a unique number)

**Storage**

Auto Delete  Automatically delete data capture.

Auto FTP  Automatically FTP data capture.

New Days On IVR  Number of days to keep new data capture. (1 - 90 days)

Saved Days On IVR  Number of days to keep saved data capture. (1 - 90 days)

**Recovery**

Recovery Interface  Select how you would like to recover captured data.

Recovery New Auto  Skips menu after each message (will automatically save (if transcription interface), or delete (if voicemail interface)).

Play Date/Time  Play date/time the data was captured.

Play CLI  Play the CLI that left the data.

Play Service Number  Plays the service number that the caller dialed to leave the data.

Play Slot  Plays the slot number/name before each slot data.

Play Tone  Plays a tone before each slot data.

Play Empty  Plays a message if the slot data is empty.

Back Next Cancel

## Enter 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 allows 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 allows 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.

Selecting **Next** will direct you to the slot set up screen. This can be configured at this point or select **Next** and configure later.

Slots					
<a href="#">Slots 1 to 5</a> <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	-	-	-

Back Next Cancel

### Enter Slot Configuration

The slots are split into 5 screens, 1 -5 display on the main page. Select one of the other links to go directly to other slots.

By selecting **Edit** on a slot the slot can be set up. Selecting **Edit** on this page will direct the user into the slot where configuration can take place. There are 4 actions that can be selected.

- Play Only.
- Get Digits.
- Record.
- No Action.

If Play Only is required select **Play** from the dropdown menu and the following screen will load.

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Teleco...

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

**Data Capture Slot - Slot: 1**

<b>Action</b>	<input type="text" value="Play"/>	Action type of this data capture slot.
<b>Description</b>	<input type="text"/>	Description of this data capture slot.
<b>Message Interrupt</b>	<input type="checkbox"/>	If set, caller can skip the message played.

< >

Back Next Cancel

**Action Selection Screen**

## Play Only

Enter a description for the slot and check the box if this message can be interruptible by the caller. To move through the slots without returning to the main screen use the < & > buttons. Selecting **Next** at this screen will return you back to the Data Capture set up screen.

https://portal.opalonline.co.uk/ - Create an inbound service - Microsoft Internet Explorer provided by Opal Teleco...

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

**Data Capture Slot - Slot: 1**

<b>Action</b>	Play	Action type of this data capture slot.
<b>Description</b>		Description of this data capture slot.
<b>Message Interrupt</b>	<input type="checkbox"/>	If set, caller can skip the message played.

< >

Back Next Cancel

### Play Only Screen

## Get Digits

If the caller needs to be prompted to use their telephone keypad to enter digits then select **Get Digits** from the dropdown menu and the following screen will load.

**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  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 – Digit Range

Enter a description and check the box if the message can be interrupted by the caller.

Also, the following should be set

- **Data Tone** – Leave checked if the caller should hear a tone just before leaving their information, uncheck if the tone is not required.
- **Data Type** – Selected by highlighting the radio button. Data Types available are
  - **Digit Range** – Allows the input of any combination of digits within the specified range.
  - **Telephone** - Allows the input of phone numbers. The entered digits must begin with "0" and contain between 8 and 11 digits.
  - **Land Line** – Allows the input of landline numbers. Digits must begin with "01", "02" and contain between 8 & 11 digits.
  - **Mobile** - Allows the input of mobile numbers. Digits must begin with "07" and contain between 8 & 11 digits.
  - **Date** – Allows the input of a valid date format, 2 formats available and the date can be set to be read as digits if required.
- **Confirmation** – If set the caller must confirm their data.
- **Allow Recovery** – If set, this slot will be recoverable. Recovery order can be set on the summary screen.
  - **Telephone** - Allows the input of land line numbers. The entered digits must begin with "01" or "02" and contain between 8 and 11 digits.
- **Mobile** Allows the input of mobile phone numbers. The entered digits must begin with "07" and contain between 8 and 11 digits.
- **Credit Card** Allows the input of credit card numbers. The entered digits must contain between 13 and 19 digits and will check that it is a valid credit card number.
- **Date** Allows the input of a valid date format.

**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 credit card numbers. The entered digits must contain between 13 and 19 digits and will check that it is a valid credit card number.

**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.

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Back Next Cancel

**Get Digits Screen – Telephone, Landline, Mobile and Credit Card**

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

**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 a valid date format.

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

**Date Format**  Date must be entered in this format.

**Read Date As Digits**   
 If set, the date is read back as digits, rather than as a date (when confirming the date entered).

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

< >

Back Next Cancel

## Record

By selecting Record on the dropdown menu the following screen will appear.

**Data Capture Slot - Slot: 1**

<b>Action</b>	Record	Action type of this data capture slot.
<b>Description</b>	<input type="text"/>	Description of this data capture slot.
<b>Message Interrupt</b>	<input type="checkbox"/>	If set, caller can skip the message played.

**Record Settings**

<b>Record Tone</b>	<input checked="" type="checkbox"/>	If set, a tone is played before the caller should start recording.
<b>Record Time</b>	<input type="text"/> seconds	Maximum duration of a recording (4 to 600 seconds).
<b>Confirmation</b>	<input type="checkbox"/>	If set, the caller must confirm their recording.
<b>Allow Recovery</b>	<input checked="" type="checkbox"/>	If set, this slot will be recoverable. The recovery order can be set on the summary screen.

< >

Back Next Cancel

### Record

Enter a Description and check the box if the message can be interrupted by the caller.

Also, the following should be set

- Record Tone - Leave checked if the caller should hear a tone just before leaving their information, uncheck if the tone is not required.
- Record Time – The time required to allow the caller to leave a message (in seconds).
- Confirmation – If set the caller must confirm their data.
- Allow Recovery – If set, this slot will be recoverable. Recovery order can be set on the summary screen.

## No Action

Setting No Action will make the slot inoperable.

Once all slots have been completed select **Next** and the Data Capture summary screen will display will all settings made to this point.

Service				
Record Interrupt	Disabled	Max Silence	3 seconds	
Generate Number	No			
Storage				
Auto Delete	Enabled	Auto FTP	Disabled	
New Days On IVR	90 days	Saved Days On IVR	7 days	
Recovery				
Recovery Interface	Voicemail	Recovery New Auto	Disabled	
		Recovery By Generated Number	N/A	
Play Date/Time	Enabled	Play CLI	Disabled	
Play Service Number	Disabled	Play Slot	Enabled	
Play Tone	Enabled		Enabled	
<a href="#">Modify Phone Recovery Order</a>				
<a href="#">Edit Settings</a>				
Slots				
<a href="#">Slots 1 to 5</a> <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	Play	Slot 1	-	-
<a href="#">Edit</a> Slot 2	Get Digits	Slot 2	Data Type = Telephone	Disabled
<a href="#">Edit</a> Slot 3	Get Digits	Slot 3	Data Type = Date	Disabled
<a href="#">Edit</a> Slot 4	Record	Slot 4	Record Time = 10 seconds	Enabled
<a href="#">Edit</a> Slot 5	Play	Slot 5	-	-

### Data Capture Summary

Select **Next** and place the service into an 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

- [-] My Accounts
  - [-] Tester Agent Root Account
    - Agent
    - BDC test account
    - Blue Media
    - Brown Automobiles
    - Business Development Centre (Tester)
    - Business Operations
    - Development department
    - Green Building Society
    - Michelle Test Account
    - New Account

### Account Selection

Select **Next** and a full summary is displayed again, check all settings and if happy select **Next**.

**Data Capture Summary**

Service			
Record Interrupt	Disabled	Max Silence	3 seconds
Generate Number	No		

➤ **Storage**

Auto Delete	Enabled	Auto FTP	Disabled
New Days On IVR	90 days	Saved Days On IVR	7 days

➤ **Recovery**

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

[Modify Phone Recovery Order](#)

**Slots**

[Slots 1 to 5](#) [Slots 6 to 10](#) [Slots 11 to 15](#) [Slots 16 to 20](#)

Slot Number	Action	Description	Slot Details	Confirmation
Slot 1	Play	Slot 1	-	-
Slot 2	Get Digits	Slot 2	Data Type = Telephone	Disabled
Slot 3	Get Digits	Slot 3	Data Type = Date	Disabled
Slot 4	Record	Slot 4	Record Time = 10 seconds	Enabled
Slot 5	Play	Slot 5	-	-

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

### Service Creation Summary

There will be a prompt to connect a number to the service at this point, enter the number into the search bar if required and select **Connect**, otherwise select **Finish** to skip this and connect a number at a later time.

**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)

[Advanced Search](#)

## Connect Number

The newly created service will now display

Inbound Service (ID:564549)			
Type	Data Capture Service	Agent	Tester Agent
Description	Data Capture	State	Active
Created on	03 Aug 2009 14:42:55	Last updated on	03 Aug 2009 14:42:55

Data Capture Summary			
Service			
Record Interrupt	Disabled	Max Silence	3 seconds
Generate Number	No		

▼ Storage

▼ Recovery

Slots				
Slot Number	Action	Description	Slot Details	Confirmation
<a href="#">Slots 1 to 5</a> <a href="#">Slots 6 to 10</a> <a href="#">Slots 11 to 15</a> <a href="#">Slots 16 to 20</a>				
Slot 1	Play	Slot 1	-	-
Slot 2	Get Digits	Slot 2	Data Type = Telephone	Disabled
Slot 3	Get Digits	Slot 3	Data Type = Date	Disabled
Slot 4	Record	Slot 4	Record Time = 10 seconds	Enabled
Slot 5	Play	Slot 5	-	-

There are no numbers connected to this service.

#### Service Tasks

- View Service
- View Connected Numbers
- View Reports
- View Accounts
- View IVR Account Details

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- Edit Service Information
- Modify Service
- Modify IVR Messages
- Connect Service
- Disconnect Service
- Clone Service

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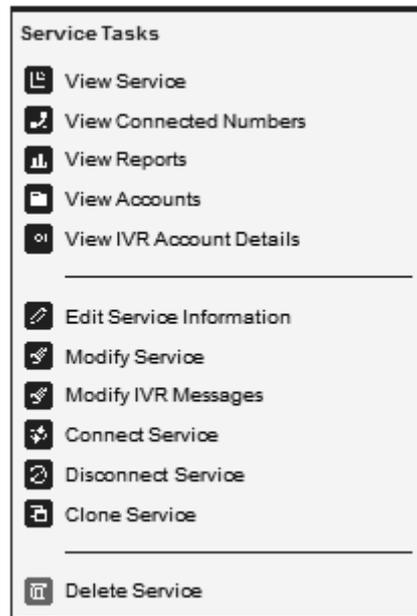
- Delete Service

### Newly Created Service

# Data Capture Service Management

## Service Tasks

There are various service tasks available for the Data Capture.



### Service Tasks

- **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 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 the Data Capture service to be edited.
- **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.**

## Modify Service

If **Modify Service** has been selected the screen will open up to allow the recovery settings to be modified by selecting **Edit Settings**, the slots can be selected by choosing **Edit** on the required slot or the wizard can be launched by selecting **Modify Wizard**.

Type	Data Capture Service	Agent	Tester Agent
Description	Data Capture	State	Active
Created on	03 Aug 2009 14:42:55	Last updated on	03 Aug 2009 14:42:55

Modify Data Capture			
Service			
Record Interrupt	Disabled	Max Silence	3 seconds
Generate Number	No		

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

[Modify Phone Recovery Order](#)

[Edit Settings](#)

Slots							
Slots 1 to 5		Slots 6 to 10		Slots 11 to 15		Slots 16 to 20	
Slot Number	Action	Description	Slot Details	Confirmation			
<a href="#">Edit</a> Slot 1	Play	Slot 1	-	-			
<a href="#">Edit</a> Slot 2	Get Digits	Slot 2	Data Type = Telephone	Disabled			
<a href="#">Edit</a> Slot 3	Get Digits	Slot 3	Data Type = Date	Disabled			
<a href="#">Edit</a> Slot 4	Record	Slot 4	Record Time = 10 seconds	Enabled			
<a href="#">Edit</a> Slot 5	Play	Slot 5	-	-			

Modify Wizard    Update    Cancel

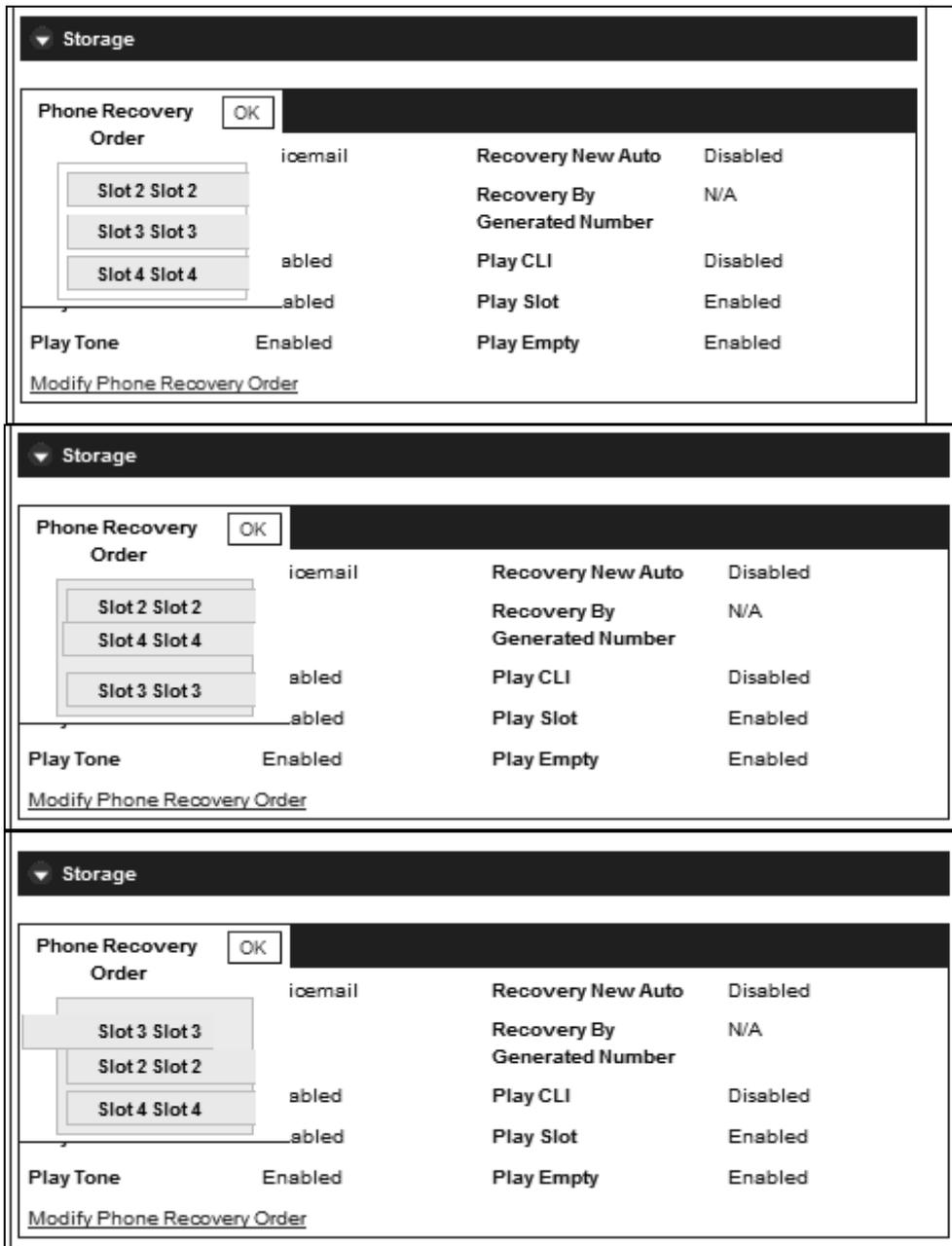
**Screen ready to modify**

Choosing **Edit** on a slot will launch the page for that slot only to be amended as required.

Selecting **Modify Wizard** will launch the full wizard as in Service Creation.

Selecting **Edit Settings** will launch the wizard for the recovery settings only.

Within the recovery section there is **Modify Phone Recovery Order**. This will allow the data left by the caller to be played back to the user in any order required and not the order left. This can be done by simply clicking on the slot number, holding and dragging the slot numbers into the required positions. Once finished **OK** should be selected to save the changes. Only recoverable slots will appear in the recovery order. Slots set to no action or play will not be displayed.



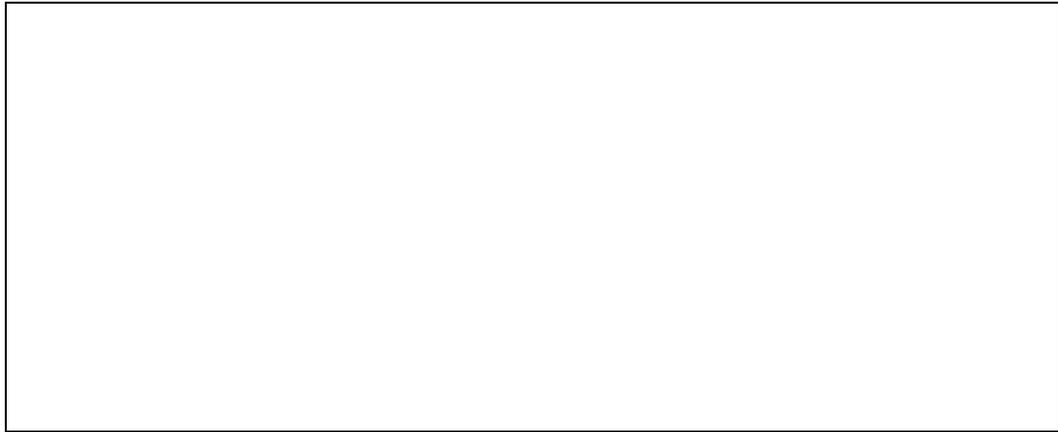
Changing phone recovery order

## Modify IVR Messages

Messages can be recorded and uploaded via the telephone management service, the RMU or via The 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 The 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 Waveform audio format (.wav) 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.

Cancel 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.